

Update and attest to facility and organizational provider information in the Provider Data Management tool within Availity Essentials

For Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

September 2024

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Overview

Per the Consolidated Appropriations Act, providers must update and attest to the accuracy of their provider directory data every 90 days — even if no changes are needed.

Facilities and organizational providers (also known as allied providers) with Type 2 NPIs must update and attest to the following basic provider information in the Provider Data Management tool in our provider portal, Availity Essentials™:

- Name
- Phone number
- Specialty
- Electronic contact information or website
- Location

Note: Each of the items listed above is a primary data element under the Consolidated Appropriations Act. For each data element, you must update and attest to multiple sub-elements. You can view the sub-elements in the “Primary elements and sub-elements” section on page 3.

Updating this information in our provider portal updates it in our provider directory.

Failure to complete the quarterly attestation will result in being removed from our provider directory and may affect our ability to process claims on your behalf.

To learn which providers are organizational providers, see “Which providers are organizational providers” on page 3.

Important:

- Facilities and organizational providers who need to update information other than the items listed above must submit the applicable change form. To access the change forms, go to bcbsm.com/providers, click *Enrollment*, click the *Enroll or Make Changes* button, select your classification type and then do the following:
 - If you selected *Hospital and Facilities*, click *Next*, select the appropriate type of facility and click *Next* again. Click the link for the appropriate change form.

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- If you selected *Physicians and Professionals*, click *Next*, click *Change an existing provider* and click *Next* again. Click the appropriate option under *Organizational/Allied Providers* and click *Next*. Click the link for the appropriate change form.
- The change described above doesn't affect group providers or individual practitioners. Group providers should continue to use the Provider Enrollment and Change Self-Service tool. Physician and nonphysician practitioners should continue to use the CAQH Provider Data Portal application (formerly known as CAQH ProView[®]) and change forms found on **bcbsm.com**.

Accessing Provider Data Management in Availity Essentials

To update and attest to provider directory data, you need the following:

1. Access to our provider portal, Availity Essentials, through your organization. If your organization isn't registered for Availity Essentials, follow the instructions on the [Register for web tools](#) webpage on **bcbsm.com**.
2. A **user account** in Availity Essentials that has the **Provider Data Management** role. Your organization's Availity Essentials administrator is responsible for adding user accounts and assigning roles.

Tip: To learn more about assigning roles, your Availity Essentials administrator can read the help topic *View and edit a team member's roles and permissions*. To access it, log in to Availity Essentials, click *Help & Training* and then click *Find Help*. Enter the name of the help topic in the *Search* field, press *Enter* and then click the link for the help topic.

Where to learn more about Provider Data Management

Availity Essentials has training on provider data management and directory verification. To access the training:

1. Log in to our provider portal ([availity.com](#)*).
2. Click *Help & Training* at the top of the screen and then click *Get Trained*.
3. Enter *Provider Data Management* in the *Search* field to search the catalog.
4. Click the link for the BCBSM-specific provider data management course to register.

If you have trouble accessing training or need help while working in Provider Data Management, call Availity[®] Client Services at 1-800-AVAILITY (282-4548).

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Which providers are organizational providers

Organizational providers, also known as allied providers, are:

- Ambulance
- Ambulatory surgical facility
- Clinical independent laboratory
- Durable medical equipment supplier
- Freestanding radiology center
- Independent diagnostic testing facility
- Pharmacy — **Not affected by this change**
- Physiological laboratory
- Private duty nursing
- Prosthetic and orthotic supplier
- Retail health center
- Urgent care center
- Vaccine pharmacy

Primary data elements and sub-elements

The following table lists each primary data element and its sub-elements.

Primary data element	Sub-elements	
Name	<ul style="list-style-type: none"> • Entity name 	<ul style="list-style-type: none"> • Attestation date
Specialty**	<ul style="list-style-type: none"> • Primary • Secondary 	<ul style="list-style-type: none"> • Code • Type
Location	<ul style="list-style-type: none"> • City • State • County • ZIP code • Country • EIN/TIN • Start data • End date • Location address/line 1 • Location line 2 	<ul style="list-style-type: none"> • Location state • Location county • Appointment hours • Location/network (location suppression flag) • Location ID • Location hours • Location primary and/or secondary addresses • Location appointment phone, area code and extension



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Primary data element	Sub-elements
Phone number	<ul style="list-style-type: none"> Area code Phone number Mobile number Extension
Electronic contact information/website	Website address

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

**Providers must complete a new enrollment form to add a specialty.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.