



## Quick Overview of Electronic Options for Behavioral Health Providers

Blue Cross and Blue Shield of Illinois (BCBSIL) offers and supports electronic options to help you streamline administrative functions in your office. **Several examples are listed below, with links for more details.** To access these online options, you must be a registered Availity® Essentials user. Go to [Availity](#) to sign up now at no cost. If you're already registered, check with your Availity administrator to gain access to resources in your account. To view all online options available to you, refer to the [Provider Tools section](#) of our website.

**Would you like an online tour?** Join us for an Availity Orientation: Save Time and Go Online webinar. For dates, times and online registration, go to the [Webinars and Workshops](#) page. If you need further assistance or would like **customized training**, [email our Provider Education Consultants](#).

<b>Manage My Organization</b>	<b>Attention Availity Administrators:</b> Several Availity tools require users to “Select a Provider” from the National Provider Identifier (NPI) dropdown list. As the Administrator for your organization, you must add/manage your provider information using Manage My Organization, located in My Account Dashboard on the Availity homepage.
<a href="#">Patient ID Finder</a>	This tool allows you to quickly obtain a BCBSIL patient’s insurance ID and group number after entering patient-specific data elements.
<a href="#">Eligibility and Benefits</a>	Confirm patient coverage and check benefit details in real-time, 24 hours a day. You’ll also get details on prior authorization requirements and vendors, if applicable.
<b>Prior Authorization – <a href="#">BlueApprovR<sup>SM</sup>*</a></b>	If the service requires prior authorization through BCBSIL, you can use the BlueApprovR tool, accessible in our BCBSIL-branded Payer Spaces section via Availity, to get real-time approval of certain behavioral health services for many of our <b>commercial non-HMO</b> members.
<a href="#">Electronic Claim Submission</a>	For greater security and accuracy of data, with faster processing and payment, submit electronic claims one at a time or in batch, and receive confirmation upon acceptance.
<a href="#">Claim Status Tool</a>	This tool offers enhanced, real-time claim status information for <b>commercial and government programs</b> (Medicare Advantage and Illinois Medicaid) claims.
<a href="#">Electronic Claim Payment and Remittance – Online Enrollment</a>	You can enroll online to receive claim payments via 835 Electronic Funds Transfer (835 EFT) along with 835 Electronic Remittance Advice (835 ERA) files from BCBSIL.
<a href="#">Remittance Viewer</a>	This tool offers providers and billing services a convenient way to view and help reconcile claim data provided by BCBSIL in the 835 ERA.
<a href="#">Reporting On-Demand</a>	Use Reporting On-Demand to view, download, save and/or print provider claim summaries.
<a href="#">Claim Inquiry Resolution*</a>	Use this tool to request claim review for certain finalized <b>commercial</b> claims. ( <i>Note: This tool should <b>not</b> be used for appeals.</i> )
<a href="#">Electronic Refund Management*</a>	Receive and respond online to overpayment recovery requests on <b>commercial</b> claims.
<a href="#">Medical Record Status Viewer</a>	This tool allows you to confirm receipt (up to four) of the most recent medical records submitted by mail or fax to BCBSIL for claim processing and prior authorizations.

*\*These tools are not applicable for government programs (Medicare Advantage or Illinois Medicaid) members.*

**If you don’t have online access, we have other user-friendly options, too.** To check eligibility and benefits for **commercial members**, use our interactive voice response (IVR) phone system. You’ll get a confirmation number with your results. You can choose to receive benefit details via fax. See our IVR caller guides for phone numbers and details: 1.) [Claims](#); 2.) [Eligibility and Benefits](#); and 3.) [Behavioral Health Preauthorization](#). **For government programs members**, call the number on the member’s BCBSIL ID card to check eligibility and benefits.

Checking eligibility and/or benefit information and/or the fact that a service has been prior authorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member’s eligibility and the terms of the member’s certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member’s ID card.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.

Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association