



Altruista Health GuidingCare is a web-based health care management tool for assigned providers to monitor rendered services, activities, quality measures and care plans for Blue Cross and Blue Shield of Illinois (BCBSIL) Blue Cross Community Health PlanSM and Blue Cross Community MMAI (Medicare-Medicaid Plan)SM members. GuidingCare is accessible to existing Availity administrators and assigned users in the BCBSIL-branded Payer Spaces section via the Availity Portal.

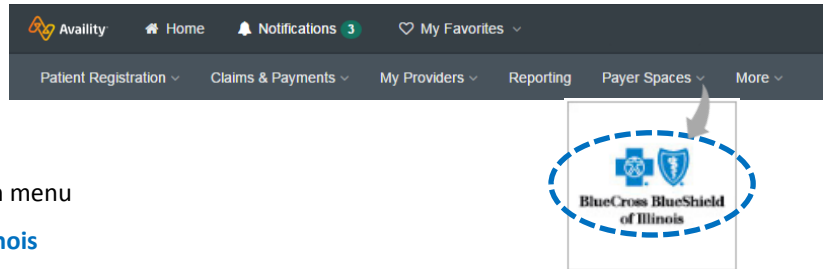
The following information instructs how Availity administrators assign users access to GuidingCare and how assigned Availity users access GuidingCare.

Not yet registered with Availity? Visit [Availity](#) and complete the online registration today, at no cost.

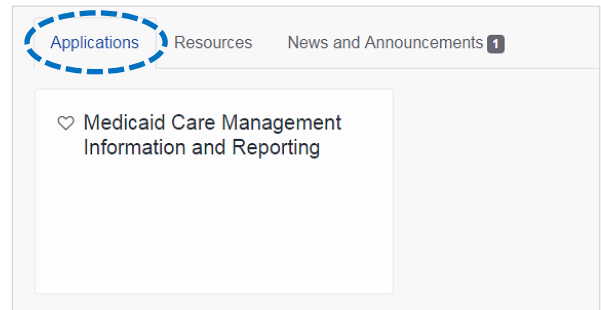
General User – Single Sign-On Entry Point

Assigned users may access the reporting tool by following the instructions below:

- ▶ In the [Availity Portal](#)
- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Illinois**



- ▶ On the BCBSIL Payer Spaces page, select the **Applications** tab
- ▶ Choose **Medicare Care Management Information and Reporting**
- ▶ Users will be redirected to the *GuidingCare* portal



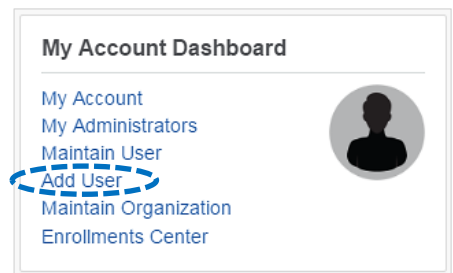
Note: Contact your Availity administrator if **Medicare Care Management Information and Reporting** is not listed under the Applications tab in BCBSIL Payer Spaces.

Administrator Functionality – Granting User Access

Availity administrators will be required to complete a secondary enrollment process for users to gain access to Altruista Health's *GuidingCare* portal. This process allows administrators to assign access to users for specific provider NPIs.

Adding new Availity users:

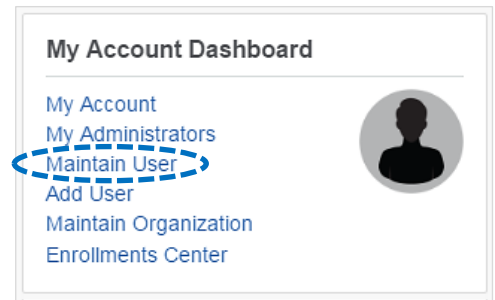
- ▶ Select **Add User** from **My Account Dashboard** in Availity
- ▶ Complete the required fields:
 - ▶ **User ID**
 - ▶ **First Name**
 - ▶ **Last Name**
- ▶ Assign the **BCBS Clinical Reporting (HCSC)** role to the select user(s)



Administrator – Granting User Access (continued)

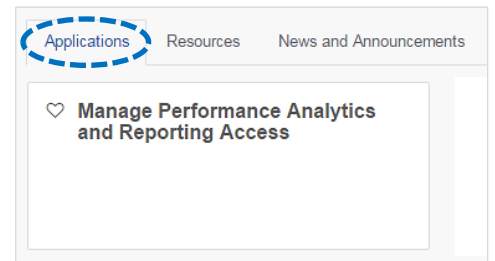
Updating existing Availity users:

- ▶ Select **Maintain User** from **My Account Dashboard**
- ▶ **View/Edit** user roles
- ▶ Assign the **BCBS Clinical Reporting (HCSC)** role to the select user(s)

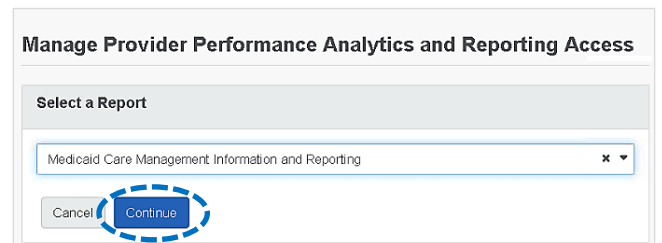


Administrator – Managing User Access

- ▶ On the BCBSIL Payer Spaces page, select the **Applications** tab
- ▶ Select **Manage Performance Analytics and Reporting Access**

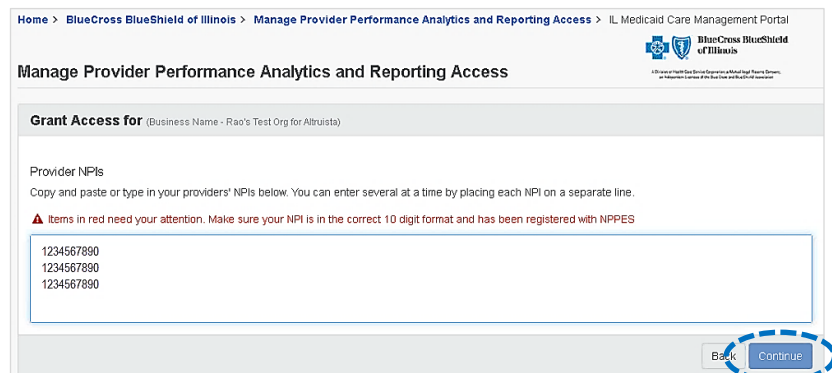


- ▶ Select **Medicaid Care Management Information and Reporting** from the drop-down listing
- ▶ Select **Continue**



Administrator – Adding NPI Number(s)

- ▶ Select **add them now** to add NPI numbers users will access for the provider's organization
- ▶ Enter the organization and/or individual NPI numbers
- ▶ Select **Continue**



Quick Tip:

→ Administrators may add up to 200 NPI numbers in this section.

Administrator – Assigning User Access

- ▶ Select an NPI from the **Business's Provider** drop-down listing to view or update users assigned to that NPI number
- ▶ Select **View User Access**

- ▶ Select the checkbox by the user(s) who will be assigned access to the providers listed and click **Save**
- ▶ Select **Update** to switch the listing to the users assigned to the selected provider

Select	Name	Email Address	How do I give a user permissions?
<input type="checkbox"/>	Scott Harris	Scott.Harris@mail.com	
<input checked="" type="checkbox"/>	Fran Brooks	Fran.Brooks@mail.com	Administrators have access to all providers
<input checked="" type="checkbox"/>	Don Dare	Don.Dare@mail.com	Administrators have access to all providers

Quick Tips:

- Administrators will be assigned access to all providers in the organization by default.
- Use the **Manage Access Separately** option to assign certain users to specific NPI(s).

Administrator – Successful Confirmation

- ▶ After updates are saved, administrators will receive confirmation that changes were successfully applied
- ▶ Select **Manage Access** to update access for other users

Need education on the GuidingCare portal? Email the [Government Provider Network Services](#) or call 855-653-8126.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

For technical Availity support, you may contact Availity Client Services at 800-AVAILITY (282-4548).