

BCBSMT Transactions are Now Available in Availity™

March 13, 2017

Providers now have the ability to conduct electronic transactions for commercial Blue Cross Blue Shield of Montana (BCBSMT) policies through the Availity Provider Engagement Portal, at no additional cost. Starting mid-April 2017, these transactions will become available for the **HELP Plan** and **Medicare Advantage** plans. The HeW free portal services will remain available over the next few months. Early Availity adoption is highly recommended for this transition.

Availity includes the same administrative capabilities offered through the HeW portal, though you will have access to even more self-service options after transitioning to Availity. Listed below is a comparison of the BCBSMT electronic services accessible through the HeW and Availity portals.

HeW Web Portal Services	Availity Web Portal Services
Eligibility and Benefit Verification (270)	Eligibility and Benefit Inquiry (270)
Claim Status Verification (276)	Claim Status Inquiry (276)
Institutional/Professional Claim Data Entry (837)	Institutional/Professional Claim Data Entry (837)
Institutional/Professional Direct Claim Send (837)	Institutional/Professional Direct Claim Send (837)
Claim and Payer Edits	Claim and Payer Edits
Electronic Remittance Advice (ERA) View and Print (835)	Remittance Viewer – View and Print (835)
Denial Management Tool	Claim Inquiry Resolution
Payer Reports	Portal Reports
HeW Portal Training	Availity Portal Training
	Additional Electronic Opportunities
	Claim Research Tool*
	Patient Care Summary
	iExchange <i>(single sign-on access)</i>
	ERA and Electronic Funds Transfer (EFT) Enrollment
	BCBSMT Branded Payer Spaces
	Electronic Provider Access <i>(single sign-on access)</i>
	Research Procedure Code Edits <i>(single sign-on access)</i>
	NDC Units Calculator Tool <i>(single sign-on access)</i>
	Electronic Refund Management/Claim Inquiry Resolution*

**Claim Research Tool returns BCBSMT payer specific claim details, including line level processing information and denial descriptions. This tool is not available for the HELP Plan and Medicare Advantage products.*

**Electronic Refund Management/Claim Inquiry Resolution is not available for the HELP Plan and Medicare Advantage products.*

The BCBSMT Secure Provider Portal® will continue to remain available. Availity provides a single sign-on feature for the iExchange® and eRM tools that exist in the Provider Portal today. This single sign-on alternative gives providers more security, without the need for another User ID and password. If you currently access these tools via the Provider Portal, a one-time re-enrollment must be completed the first time you access these options in Availity.

JOIN US FOR A WEBINAR! BCBSMT is hosting bi-weekly educational webinars for new and existing Availity users to learn more about these services. To register for a complimentary webinar visit our [Training](#) page in the Education & Reference section on our website at bcbsmt.com/provider.

If you are not a registered Availity user, simply go to [availity.com](https://www.availity.com), select “Register,” and complete the online application today. You may contact Availity Client Services at 800-282-4548 for registration assistance. For more information about BCBSMT transaction via Availity, contact Provider Education Consultant team at PECS@bcbsmt.com.

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 BCBSMT. iExchange is a trademark of Medecision, Inc., a separate company that offers collaborative health care management solutions for payers and providers. BCBSMT makes no endorsement, representations or warranties regarding any products or services offered by third party vendors such as Availity and Medecision. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

HeW is a separate company that operates a health information network to provide electronic information exchange services to medical professionals. HeW provides administrative services to BCBSMT. BCBSMT makes no endorsement, representations or warranties regarding any products or services offered by third party vendors. If you have any questions or concerns about the products or services the vendor offers, you should contact the vendor directly.