

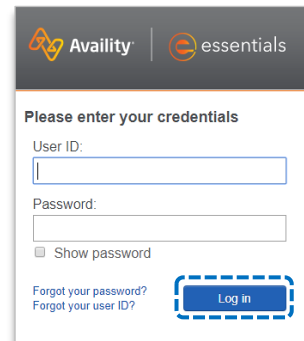
**Medical Record Status Viewer** is an online application that allows providers to confirm receipt of the most recent medical records (up to four) submitted by mail or fax to Blue Cross and Blue Shield of Oklahoma (BCBSOK) for claim processing and prior authorization requests. You must be registered Availity® Essentials user to access and use this application.

**Not registered with Availity?** Complete the online guided registration process today via [Availity](#), at no cost.

*Information in this user guide is NOT applicable to Medicare Advantage claims and/or prior authorizations requests.*

## 1) Getting Started

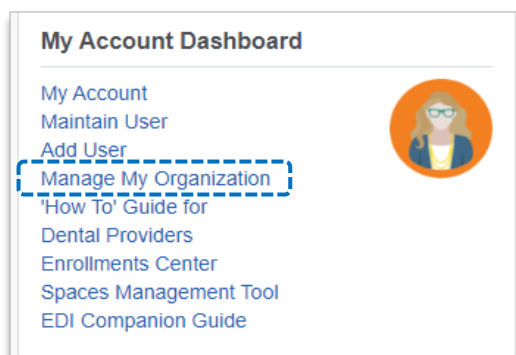
- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)

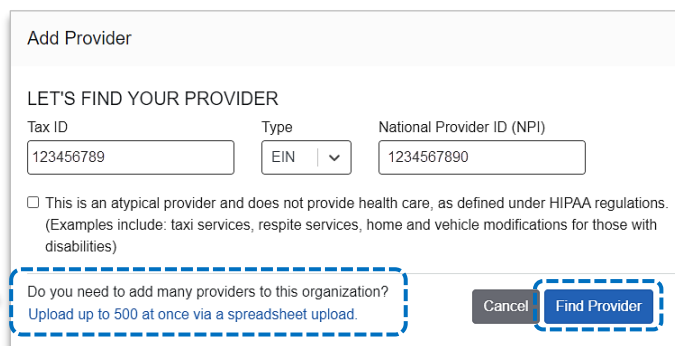


## 2) Manage My Organization Setup

The organization's NPI and Tax ID numbers must both be added to [Manage My Organization](#) for the associated provider information to display in the [Medical Record Status Viewer](#) drop-down required fields.

- ▶ Select [Manage My Organization](#) from *My Account Dashboard* on the Availity homepage
- ▶ Within [Manage My Organization](#), select [Add Provider](#)
- ▶ Enter the Provider [Tax ID](#) and [NPI numbers](#) and select [Find Provider](#)





### Quick Tips:

- If you have multiple providers to add to your organization, select *"Upload up to 500 at once via spreadsheet upload."*
- For more details, refer to the [Manage My Organization User Guide](#) published in the *Provider Tools* section of our website.

2) Manage My Organization (Administrator Setup) continued

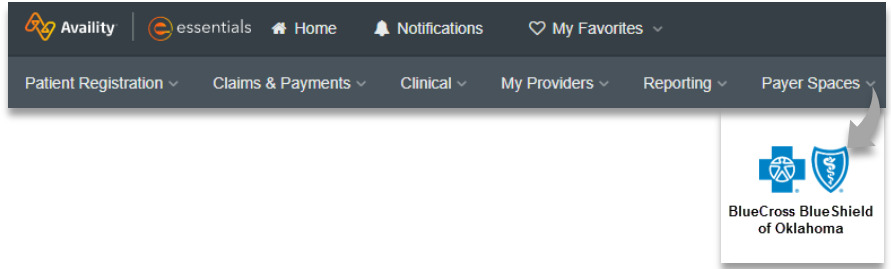
Associated provider information will return based on the NPI number entered. Review and/or update the following information:

- ▶ **Step 1:** Review and/or update the provider **Name** and **Primary Specialty/Taxonomy** and select **Next**
- ▶ **Step 2:** Review and/or update the provider **Identifiers** and select **Next**

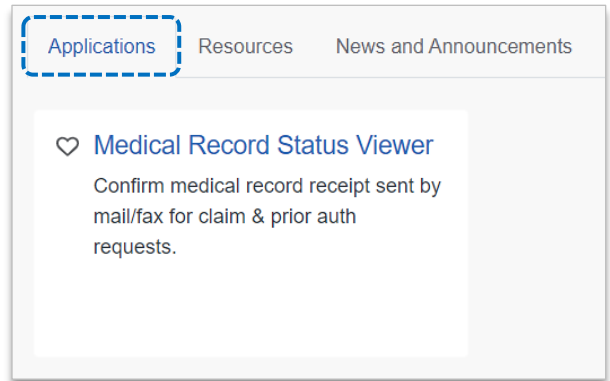
- ▶ **Step 3:** Review and/or update the provider **Address** and select **Next**
- ▶ **Step 4:** Review all information, choose the **provider's relationship to your organization**, then click **"I certify that this provider's information and relationship to my organization information is correct"**
- ▶ Select **Submit**

### 3) Accessing Medical Record Status Viewer

- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Oklahoma**



- ▶ In the BCBSOK Payer Spaces section, select the **Applications** tab
- ▶ Click **Medical Record Status Viewer**



### 4) Search Criteria

#### Search Criteria for Claims:

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Claim**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 13-, 15-, or 17-digit BCBSOK **Claim Number**  
(e.g., 999999999990X, 0209999999990X, or 020209999999990X)
- ▶ Select **View Medical Record Status**

#### Medical Record Status Viewer

\* Organization

\* NPI

\* Record Type

\* Member ID

\* Claim #

### 4) Search Criteria (continued)

#### Search Criteria for Prior Authorizations:

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Prior Authorization**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 10-digit BCBSOK **Certification Number** (e.g., U12345ZZAA)
- ▶ Select **View Medical Record Status**

#### Quick Tip:

→ You can use the [Availity Auth Inquiry](#) to obtain the **Certification Number** for the prior authorization request. For instructions and more information, refer to page 11 and 12 of the BCBSOK [Authorizations User Guide](#).

### 5) Search Results

Search results confirm if the mailed or faxed medical records have been received by BCBSOK for the selected Record Type of **Claim** or **Prior Authorization**.

- ▶ **Medical Records Found?** = **Yes** or **No**
- ▶ If **Yes**, then the following information will display for up to four of the most recent medical records on file:
  - ▶ **Date Received**
  - ▶ **Number of Pages**
  - ▶ **Submission Type**

#### Quick Tip:

→ When searching for Medical Record Type of **Prior Authorization**, the results will be associated to **Certification number** displayed.

Medical Records Found? Yes		For Claim: 0202299999999999X		NPI 1234567890	Member ID 999999999	Group # 999999	
Date Received	2023-07-09	Date Received	2023-07-10	Date Received	2023-07-15	Date Received	2023-07-17
# of Pages	10	# of Pages	20	# of Pages	5	# of Pages	2
Submission Type	Mail	Submission Type	Mail	Submission Type	Fax	Submission Type	Fax

Have questions or need additional education? Email the BCBSOK [Provider Education Consultants](#).

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