BlueCross BlueShield of Oklahoma

Message This Payer User Guide

Information in this user guide is not applicable to BlueCard® (out-of-area) or Medicare Advantage claims.

Message This Payer allows providers to send secure messages to Blue Cross and Blue Shield of Oklahoma (BCBSOK) for claim management questions and follow along with the conversation history. Once a message is submitted to BCBSOK, you will receive a response in the **Messaging que** on the Availity® Essentials homepage.

Message This Payer is accessible to existing Availity Administrators and users assigned the ***Claim Status*** *and* ***Messaging App*** *roles in Availity.*

Not registered with Availity Essentials?

Complete the online guided registration process today via Availity, at no cost.

March 2024

Message This Payer User Guide Topics

The following instructions show how users' access Message This Payer via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.

Step 1

- Login to **Availity Essentials**
- Setup **Availity Manage My Organization** to submit **claim status** requests

Step 2

- Access **Message This Payer** via Availity Essentials
- **Message This Payer** submission

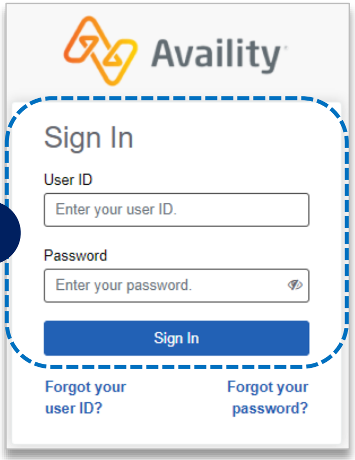
Step 3

- Access the **Message Queue** to monitor and review responses
- **Support** for using the **Message This Payer**

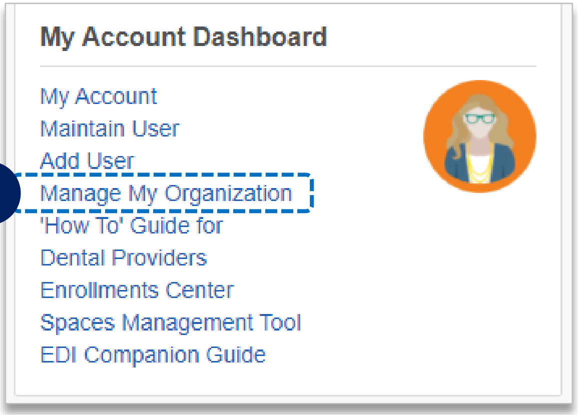
Step 1: Availity Login & MMO Setup

1 Assigned users can access this tool by following the instructions below:

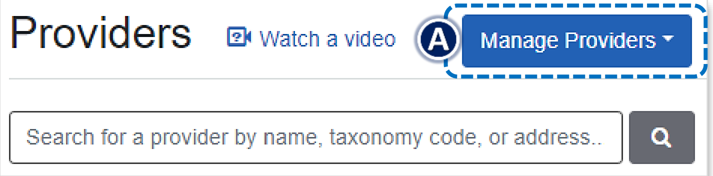
- Go to **Availity**
- Select **Availity Essentials Login**
- Enter User ID and Password
- Select **Log in**



2 Select **Manage My Organization** from *My Account Dashboard* on the Availity homepage

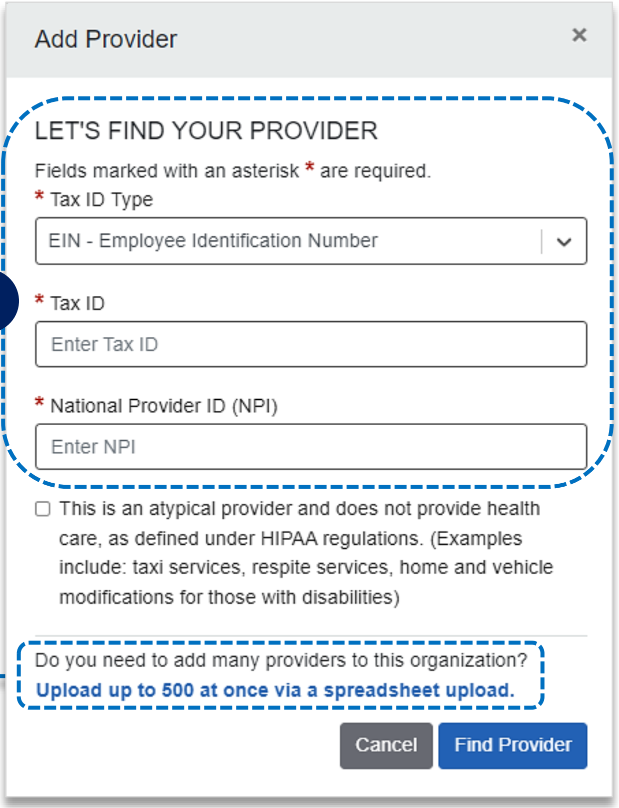


A Within **Manage My Organization**, select **Manage Providers**, then **Add Provider(s)**



3

- Select the **Tax ID Type:**
  - **EIN** – *Employee Identification Number*
  - **SSN** – *Social Security Number*
- Enter the **Tax ID** and **NPI number**
- 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.*

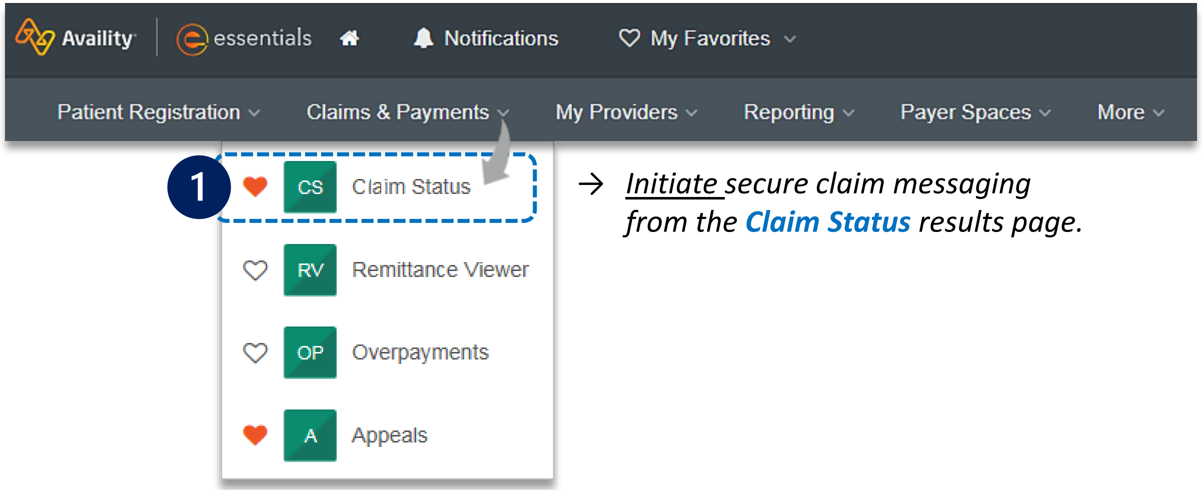
→ *If you do not have access, contact our organization's administrator to request.*

Step 2: Access Message This Payer

1

- Select **Claims & Payments** from the navigation menu
- Select **Claim Status**

Note: *Contact your Availity administrators if the **Claim Status** tool is not listed in the **Claims & Payments** menu.*

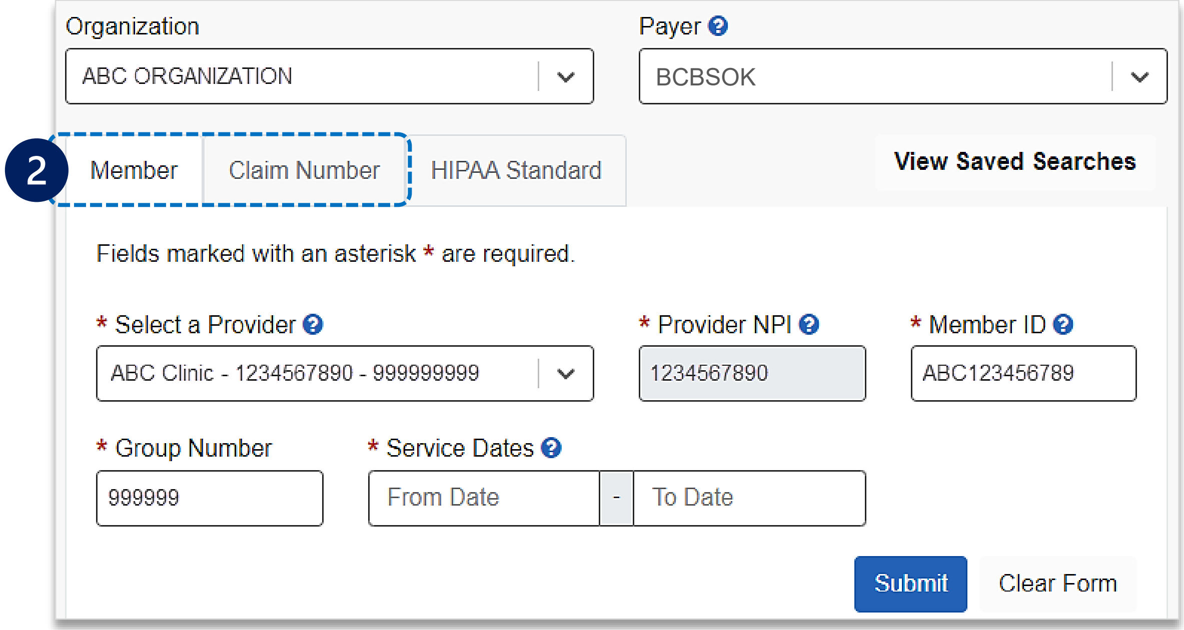


→ *Initiate secure claim messaging from the **Claim Status** results page.*

2

Check claim status by following the steps below:

- Choose the **Organization**
- Select BCBSOK from the **Payer** drop-down list
- Use the **Member** or **Claim Number** search options to obtain enhanced claim status

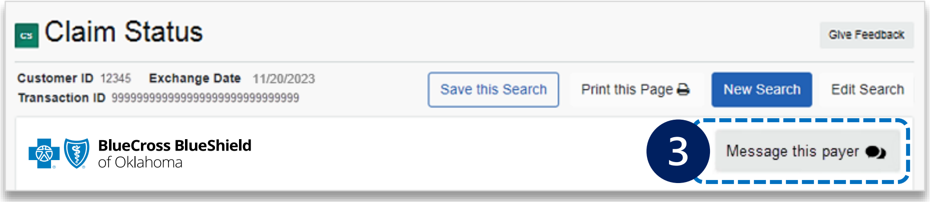


Quick Tip:

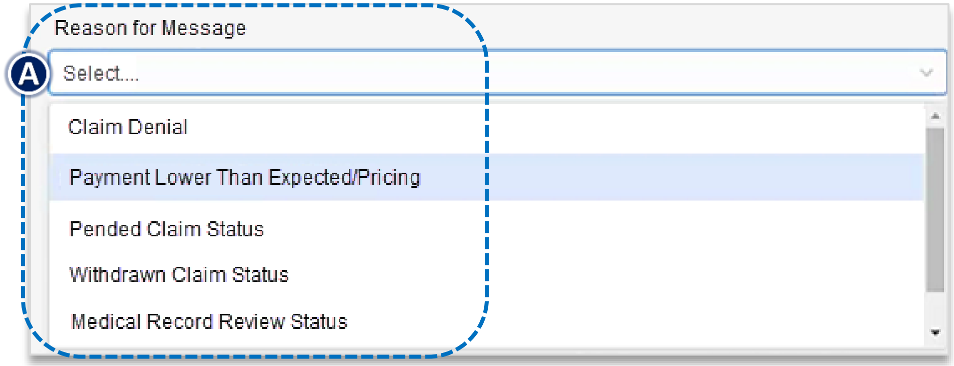
→ *Refer to the [Claim Status Tool User Guide](#) to learn more about obtaining detailed claim status via Availity.*

Step 2: Message This Payer

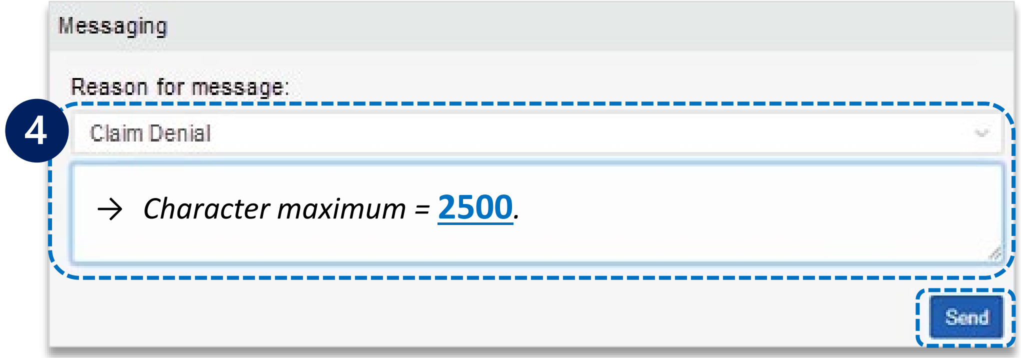
3 On the claim status response screen, select **Message This Payer** to initiate a conversation with BCBSOK



A Select the appropriate **claim inquiry reason** from the drop-down listing



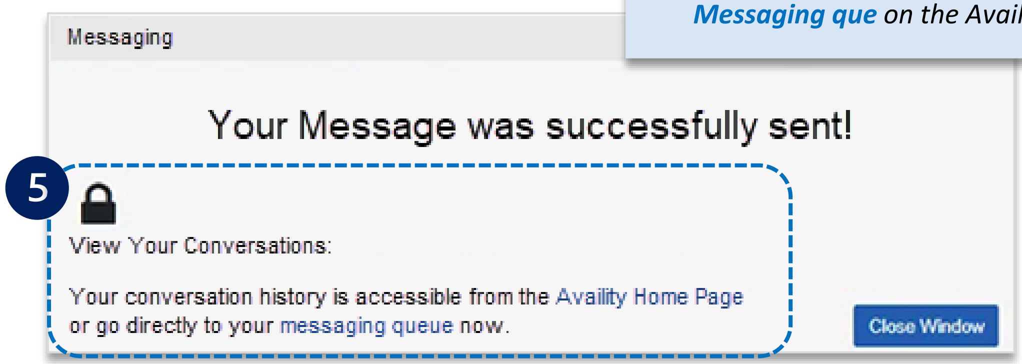
4 Enter **detailed rationale** for the claim inquiry and select **Send**



5 Users will receive **confirmation** of successful submission

Quick Tip:

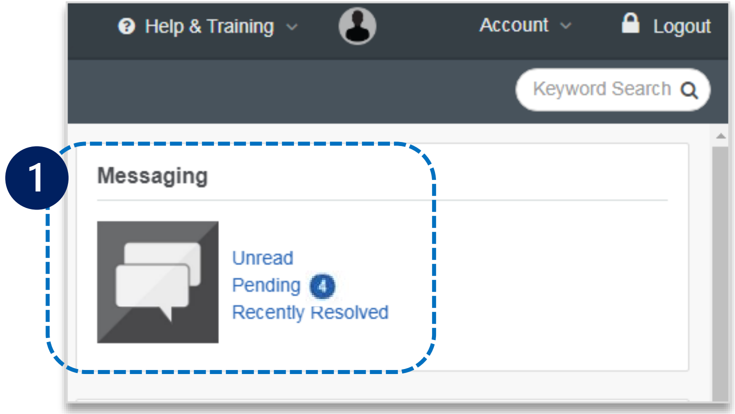
→ *View conversation history via the **Messaging que** on the Availity homepage.*



Step 3: Access the Message Queue Monitor & Review Response

1 Access the **Messaging que** on the Availity homepage to monitor and follow the conversation history.

- View messages in different statuses:
  - **Unread** – *applies the filter of My Unread Conversations Only (Administrator only)*
  - **Pended** – *applies to filters of New, Open, and Reopened*
  - **Recently Resolved** – *applies to filter of My Unread Conversations Only (Administrators can only access)*



Quick Tips:

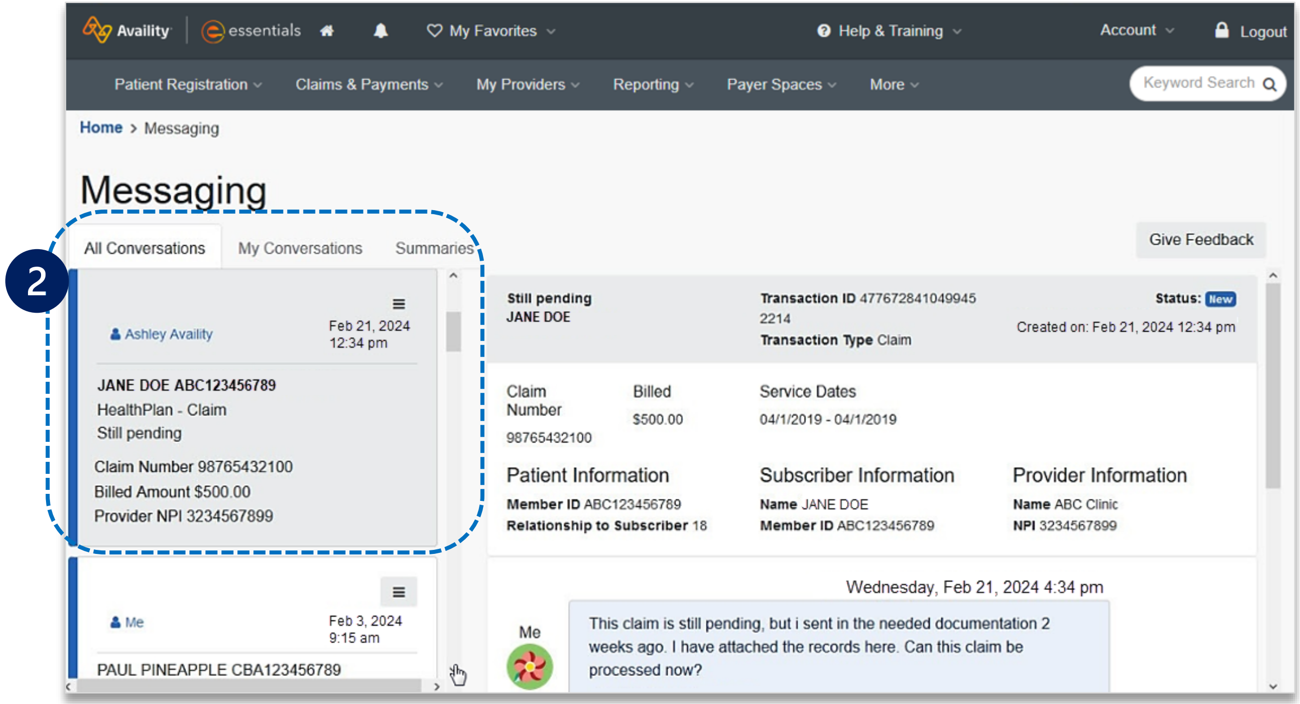
→ *Filter to locate conversations.*

→ *Only Availity Administrators have access to the **My Conversations** and **Summaries** tabs.*

→ *General users can only see assigned conversations.*

2 Conversations display on the left-hand side of the page as cards.

- The status bar on the left side of the card indicate the status by color:
  - **Blue** = *New (Unread) Message*
  - **Yellow** = *Currently Unassigned*
  - **Green** = *Active and Open*
  - **Gray** = *Resolved*

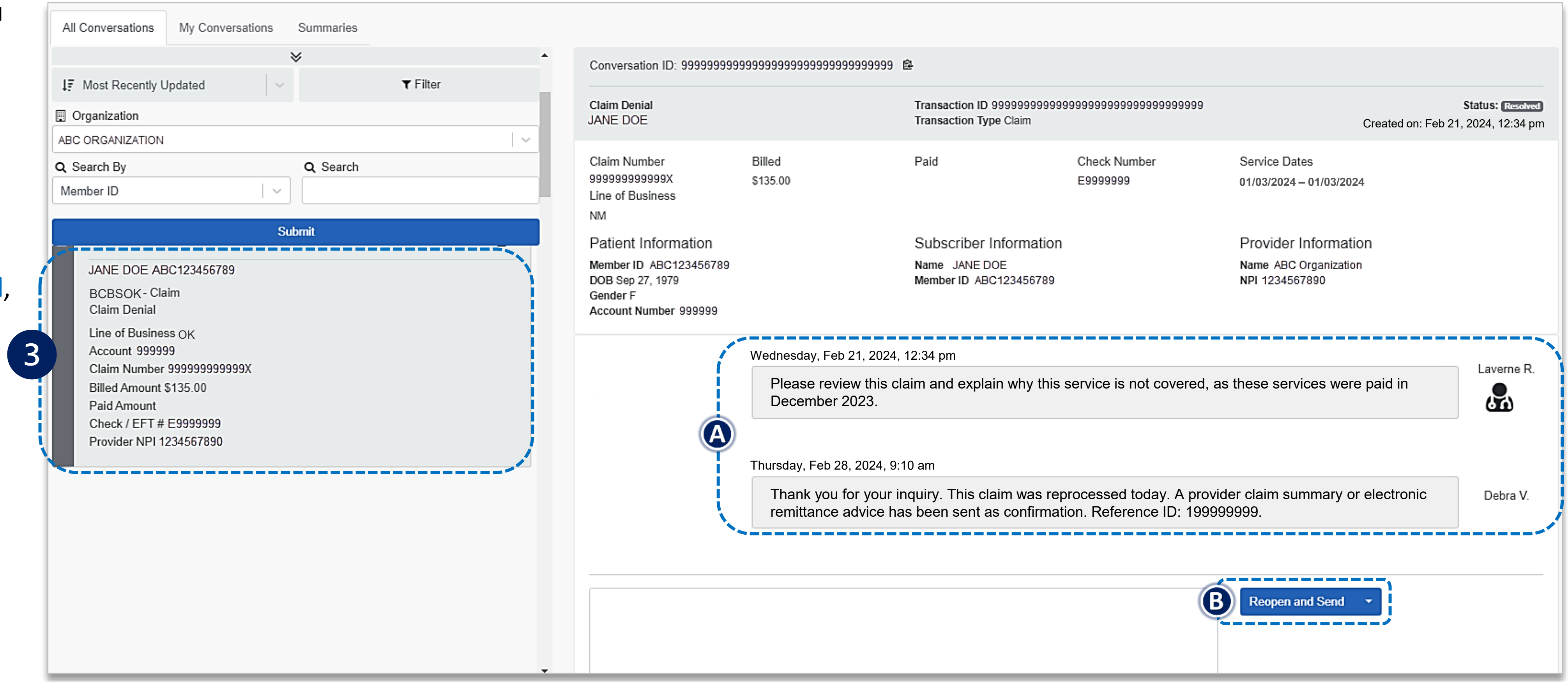


Step 3: Access the Message Queue Monitor & Review Response *(continued)*

3 Click the **card** you wish to review

A **Review** response from BCBSOK

B **Reopen** and **Send**, if necessary



Have questions or need additional education?

Education or training, contact [BCBSOK Provider Education Consultants]

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

Technical Availity support, contact Availity Client Services at **800-282-4548**