

Claim Encounter Reconciliation Application (CERA) is a web-based application in the Availity® Provider Portal that helps providers manage and respond to Blue Cross and Blue Shield of Oklahoma (BCBSOK) if potential coding opportunities are identified, based on claims data, for Blue Cross Medicare Advantage (HMO)SM, Blue Cross Medicare Advantage (PPO)SM and on and off-exchange health plans members.

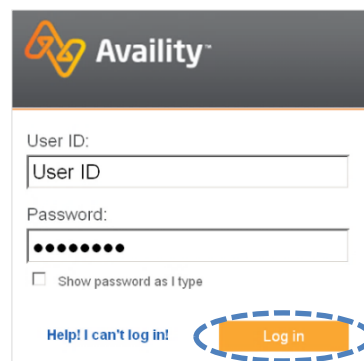
Mailing and faxing medical records remain options for providers when responding to requests for quality and risk adjustment purposes. Providers who are not Availity users will continue to receive these requests by mail, fax or in-person visits. If you are not a registered Availity user, you may complete the guided online registration process at availity.com – at no charge. BCBSOK only accepts medical records through CERA in response to requests for additional medical record documentation used for risk adjustment purposes.

To enable this feature, Administrators must complete the following instructions: Log in to Availity > select **Availity Enrollment Center** > **Claim Encounter Reconciliation Application (CERA) Setup** > complete three-step enrollment Wizard.

1) Getting Started

- ▶ Go to availity.com
- ▶ Select **Availity Portal Login**
- ▶ Enter User ID and Password
- ▶ Select **Log in** button

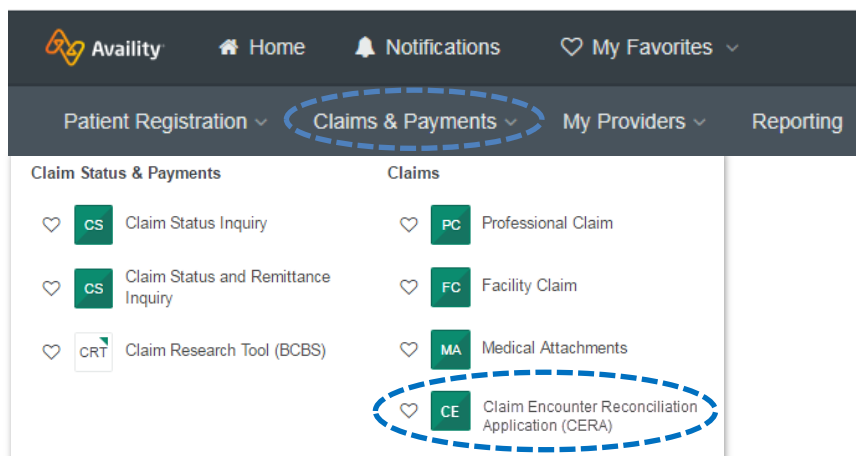
Note: Only registered Availity users can access CERA.



The screenshot shows the Availity login interface. It includes a header with the Availity logo, a 'User ID:' field with a text input containing 'User ID', a 'Password:' field with a masked password '●●●●●●', and a checkbox for 'Show password as I type'. At the bottom, there is a blue link 'Help! I can't log in!' and an orange 'Log in' button, which is highlighted with a blue dashed circle.

2) Accessing CERA

- ▶ Select **Claims & Payments** from the navigation menu
- ▶ Select **Claim Encounter Reconciliation Application (CERA)**

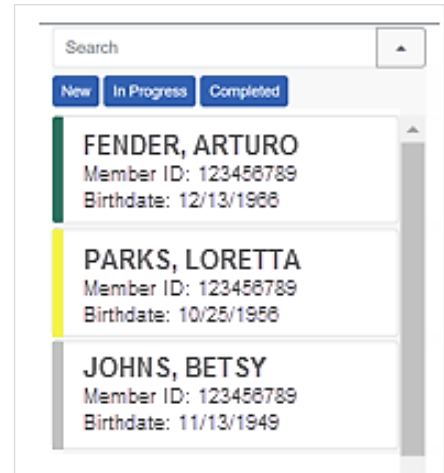


Note: Contact your Availity Administrator if CERA is not available in your navigation menu.

3) Receiving CERA Requests

- ▶ New CERA requests from BCBSOK will display in the Availity **Notification Center**
- ▶ The **Work Queue** list will display new and previously submitted CERA requests with the following color-coded status:
 - **Green – New:** request has not been submitted
 - **Yellow – Pending:** submitted & awaiting acceptance from BCBSOK
 - **Gray – Submitted:** submitted & accepted by BCBSOK
- ▶ To open a request, select the **Patient Card**

Note: You may use the Search feature above the Work Queue to search, sort and filter requests.



4) Completing CERA Requests – Assessment Code

- ▶ Pre-populated patient and provider data displays at the top of the page
- ▶ Diagnosis code(s) on the claim display in the middle of the page
- ▶ Choose an **Assessment Code** for each condition in the **Were any of the following condition(s) also assessed for this patient?** section

▼ Fender, Arturo
Member ID: 123456789
DOB: 12/13/1988

DOS: 10/31/2017
Claim Amount: \$240.00
Payer: Blue Cross and Blue Shield of Oklahoma

Provider Info

Billing Provider

Name: Mountain View Family Practice
NPI: 1234567890

Diagnosis code(s) submitted on this claim:

ICD Type	Code	Description
ICD-10	F4323	Adjustment disorder with mixed anxiety and depressed mood

Were any of the following condition(s) also assessed for this patient?

Type	Code	Description	Last Reported	Assessment Code
HCC Group	15	HCC Group: Asthma and Chronic Obstructive Pulmonar		Select an answer...

Select an answer...

The Clinician assessed and documented this condition.

The Clinician did not assess and document this condition.

The visit was not a face-to-face encounter with the patient.

The Clinician treated, assessed or monitored this condition in the past, but is no longer an active condition.

Quick Tip:

→ If the **Patient Card** includes more than one date of service, click the arrow to open and close the **DOS** section.

5) Completing CERA Requests – *Diagnosis Code(s)*

- ▶ Clinicians who assessed the condition during the date of service > select an ICD-10 in the **Select a Diagnosis** code field

Were any of the following condition(s) also assessed for this patient?

Type	Code	Description	Last Reported	Assessment Code
HCC Group	15	HCC Group: Asthma and Chronic Obstructive Pulmonar		The Clinician assessed and documented this c... x ▾ Select a diagnosis code... ▾

Quick Tip:


- If the Clinician assessed a condition that is a hierarchical condition category (HCC) type, a replacement claim with the diagnosis code that closes the condition must be submitted.

6) Completing CERA Requests – *Medical Record Documentation*


- ▶ If prompted, drag and drop files or click a button to attach medical record document(s), then select **Submit**

Were any of the following condition(s) also assessed for this patient?

Type	Code	Description	Last Reported	Assessment Code
HCC Group	15	HCC Group: Asthma and Chronic Obstructive Pulmonar		The Clinician assessed and documented this ... x ▾ J41.0 - Simple chronic bronchitis x ▾


Drag one or more files here to attach the Medical Documents.
Supported types are PDF, JPEG, or TIFF files with a maximum size of 10 MB each.
Alternatively Click Here to open File Browser.

Attached Files

File Name	Action
Medical Record.jpg	

[Submit](#)

Quick Tips:

- If uploading multiple files for the same date of service and/or patient, do not click **Submit** until all the applicable files have been uploaded.
- Files can be up to 10MB.
- Accept files formatted in TIFF (.tif), JPEG (.jpg) or PDF (.pdf).

Have questions or need additional education? Email the Provider eBusiness Consultants at PECS@bcsok.com

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

At this time, electronic medical record request and submission process through CERA are only available for risk adjustment submissions, and are not available for medical record requests resulting from utilization review activities or the claims adjudication process.

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