Capital

Facility provider maintenance

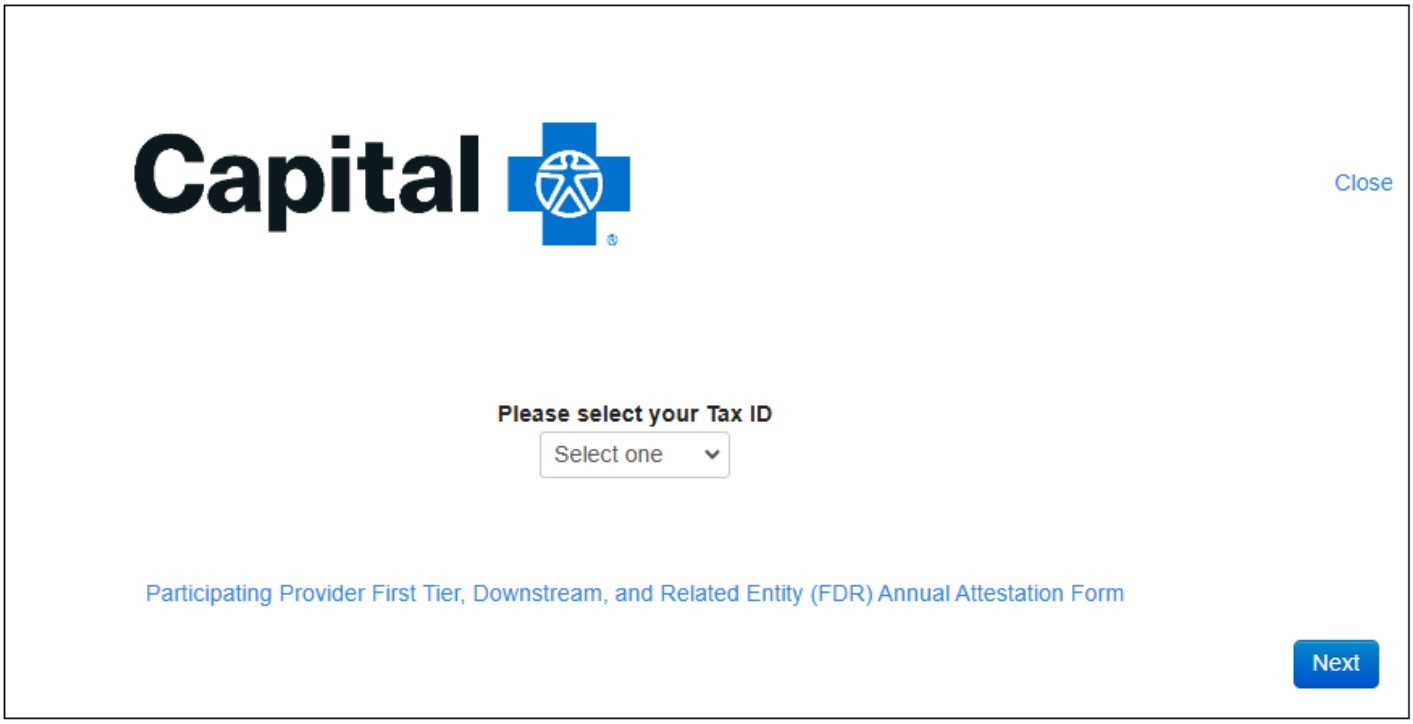
Capital Blue Cross is an Independent Licensee of the Blue Cross Blue Shield Association.

Table of contents

Current functionality as of December 2024 2
- Electronic funds transfer 5
- Remittance 6
- Terminate facility 7
- Facilities by tax ID 10
- Tax information 11
- Facility information 12
- Facility name change 13
- Primary address 14
  - ZIP Code lookup 16
  - Standardize address 17
  - Billing address 19
  - Correspondence address 20
  - Medical records address 22
  - Remittance address 24
- Interactive Voice Response (IVR) numbers 25
- Additional site locations 27
- Facility contacts 29
- Networks 31
- View request status 32
- Provider attestation 33
- Attestation past due 38

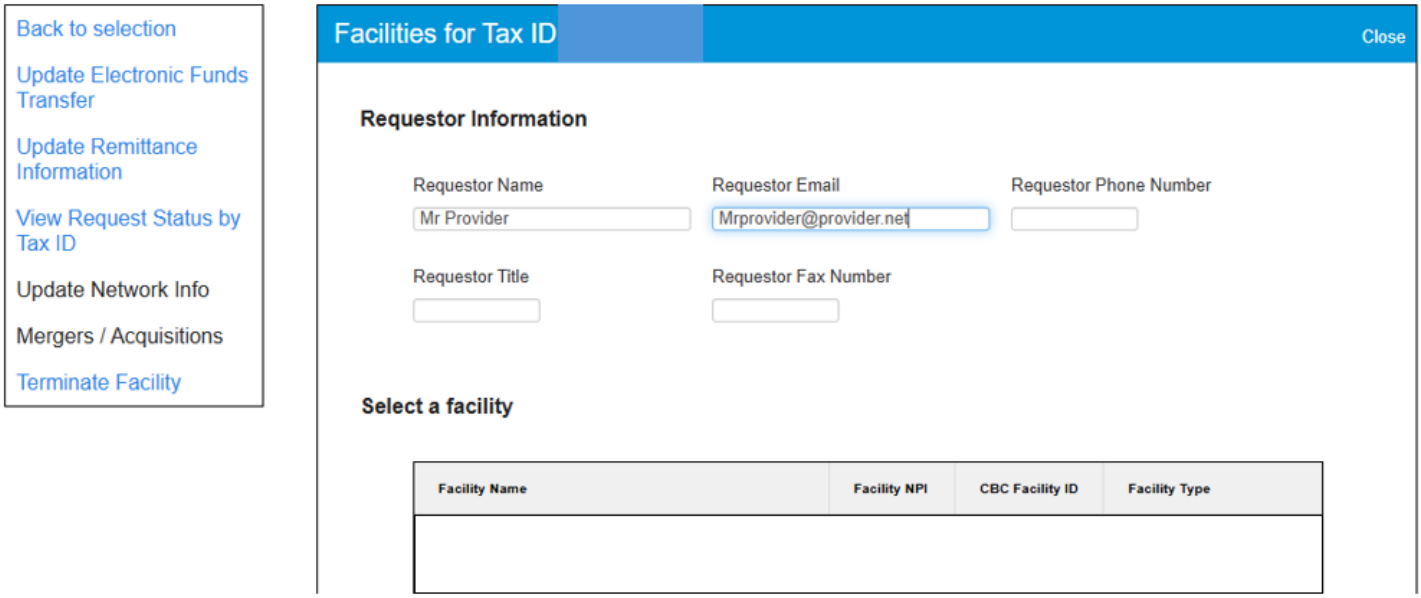
Current functionality as of December 2024

- Update EFT information.
- Update remittance information.
- Terminate facility.
- Facility name change.
- Change primary address.
- Change remittance address.
- Change/add:
  - Billing address.
  - Correspondence address.
  - Medical records address.
  - IVR.
  - Alternate site addresses.
  - Contacts.
- View status of request.
- Provider attestation.



The provider will be identified at Availity® log in and the Tax ID drop down will populate based on the log in information.

Select the appropriate Tax ID for review and click *Next*. If multiple Tax IDs exist, select the Tax ID to be reviewed from the drop down and click *Next*.

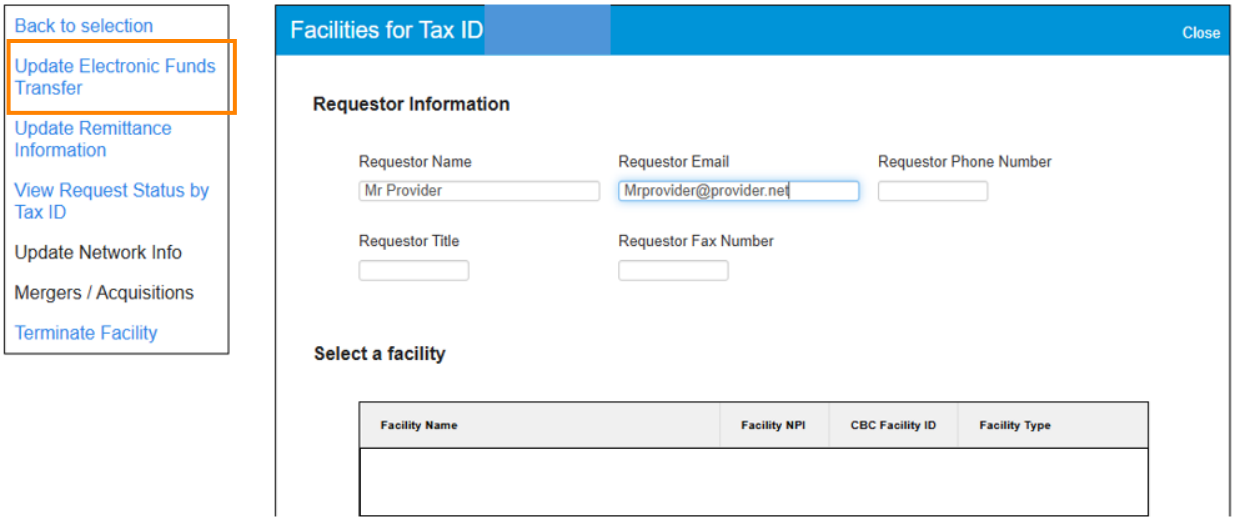


After a TIN is selected, the main provider selection screen is displayed. To make any selections, first enter the requestor name, requestor email, and requestor phone number. Requestor title and requestor fax number are optional fields. Once the requestor information is entered, select a specific facility or go directly to update or submit any requests options by selecting the appropriate selection on the left side toolbar.

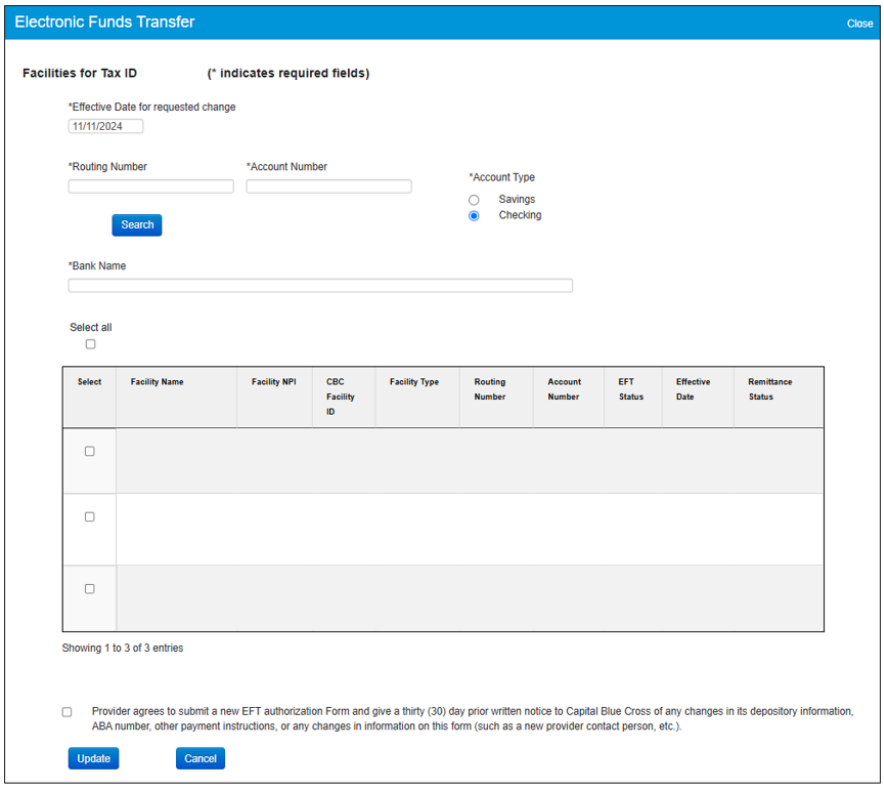
Notes:

- In the top right of each screen is the *Close* option. *Close* will exit the user completely from the tool.
- Required fields are denoted with an asterisk.

Electronic funds transfer

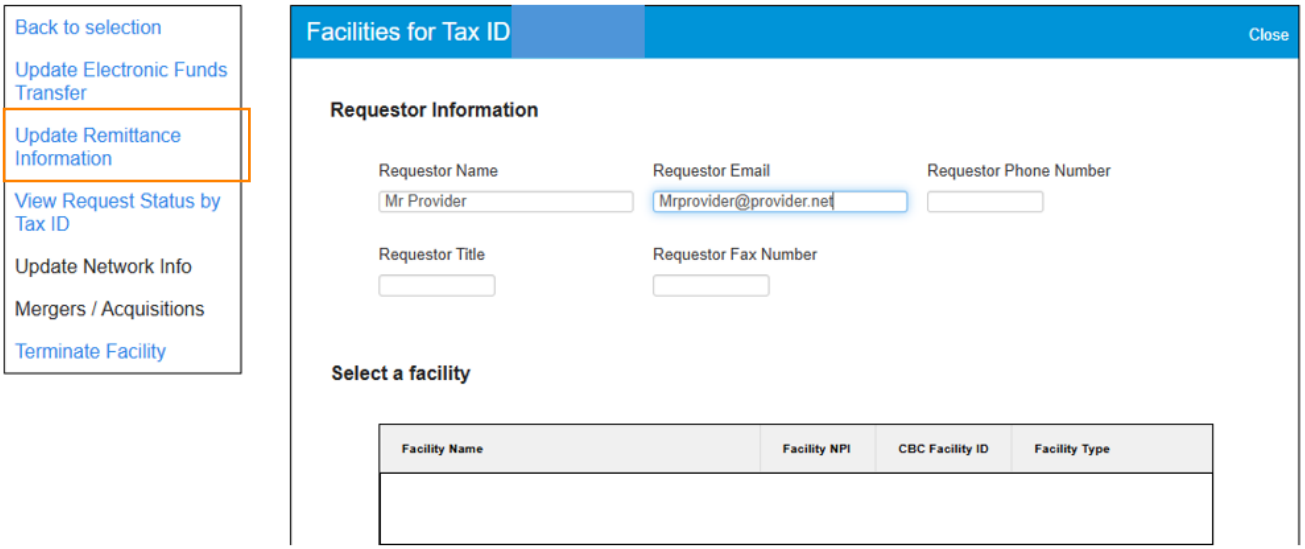


To Update Electronic Funds Transfer (EFT) information, once the requestor information is entered, select *Update Electronic Funds Transfer* selection from the left side toolbar.

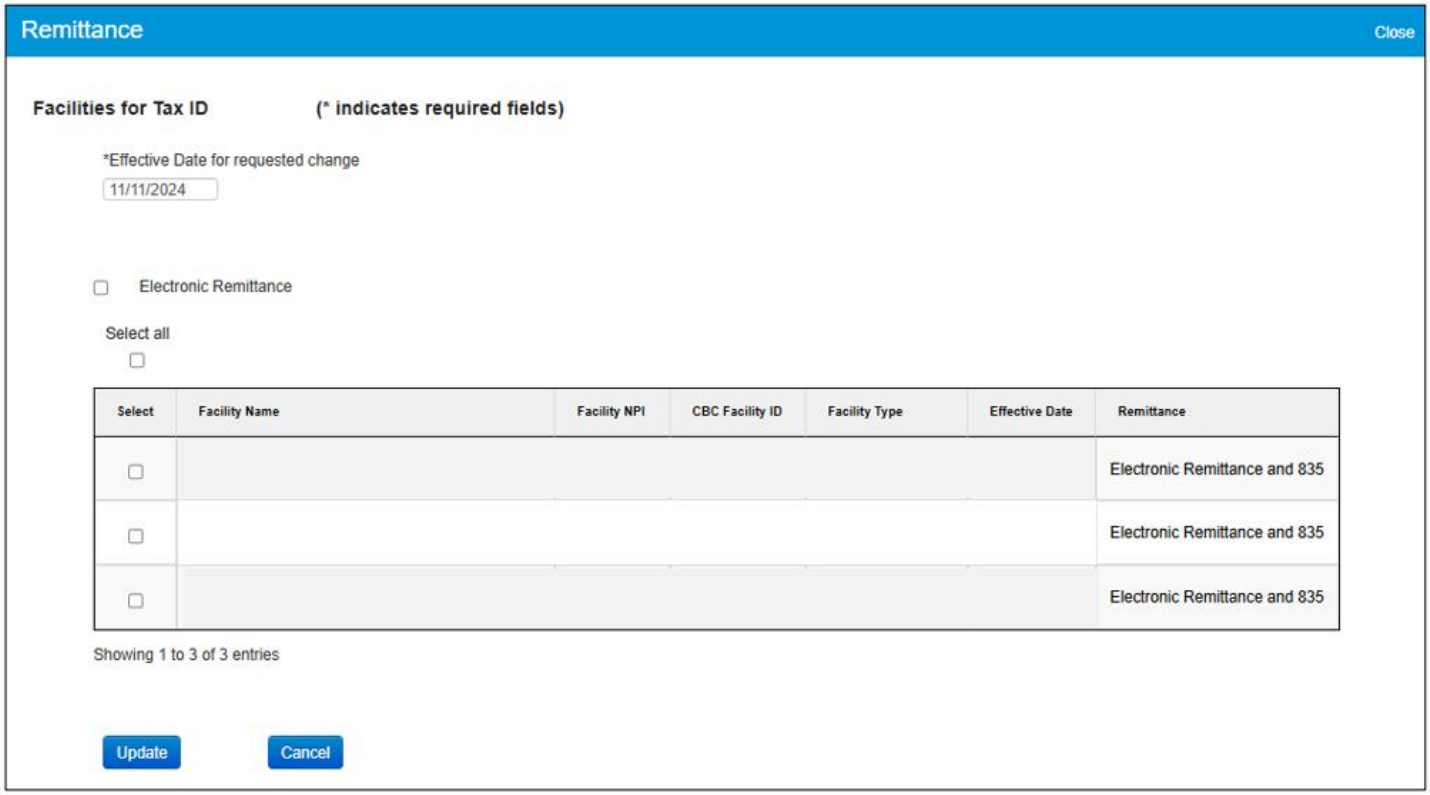


Current EFT settings are displayed along with a list of providers under the TIN. To change or add banking information, enter the effective date, bank routing number, account number, and account type. Select *Search*, if bank name is available, it will auto-populate otherwise it will be a freeform text box where data will need to be entered. Changes can be applied to individual providers or to all providers under the TIN by clicking *Select* all. The user must attest to the change by clicking the attestation box prior to selecting *Update*. Click *Update* to process the request and return to the main screen. Click *Cancel* to discard the request and return to the main menu.

Remittance

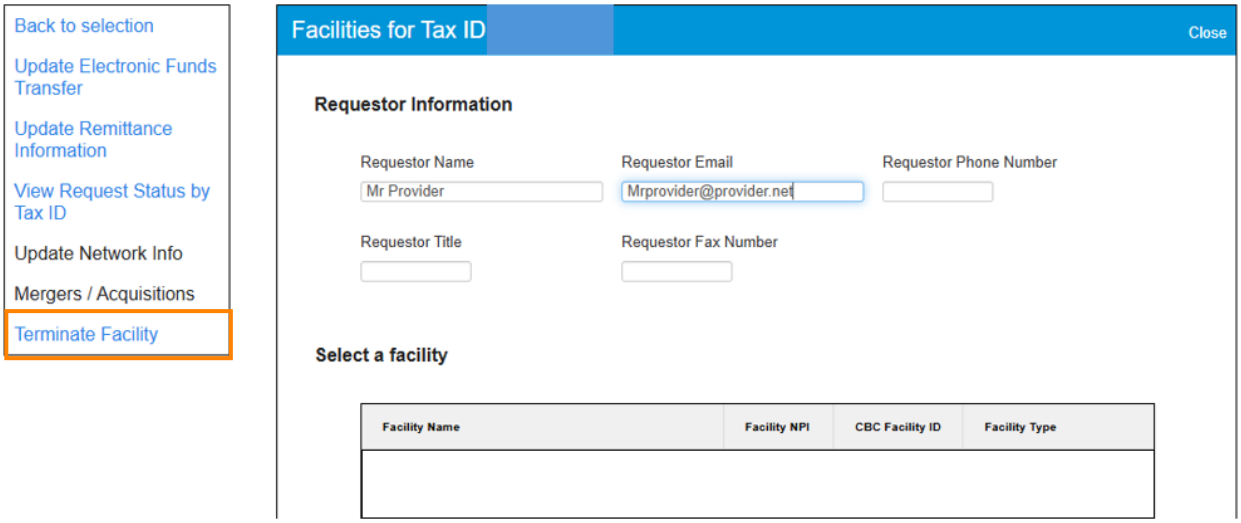


To update remittance information, once the requestor information is entered, select *Update Remittance Information* selection from the left side toolbar.

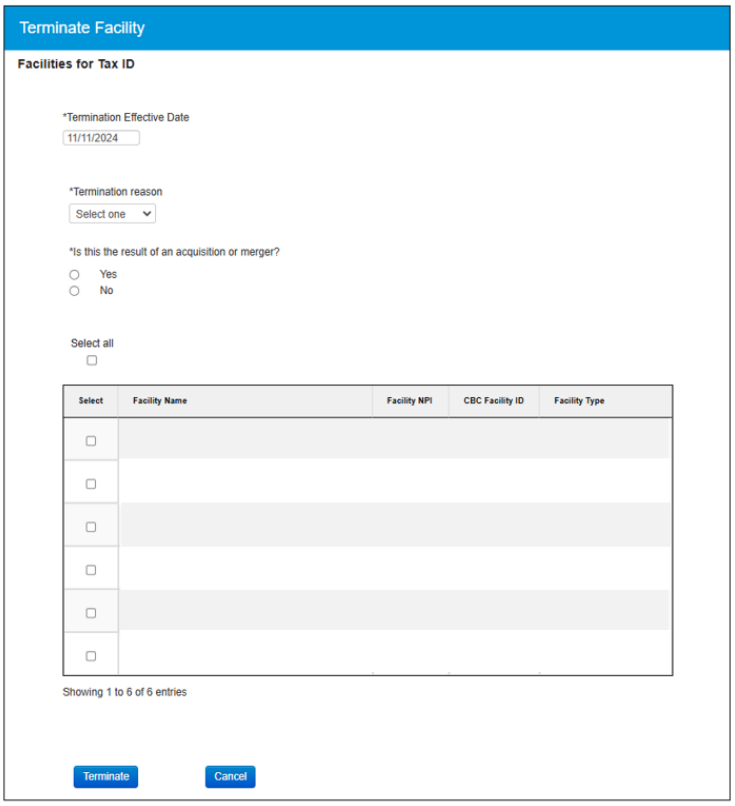


Current remittance settings are displayed for all providers under the TIN. To make a change, enter the change effective date and click *Electronic Remittance*. Changes can be applied by provider or to all providers under the TIN by clicking *Select all*. Click Update to process the request and return to the main screen. Click *Cancel* to discard the request and return to the main menu.

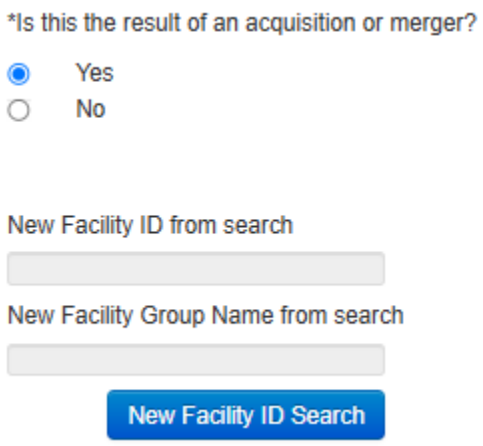
Terminate facility



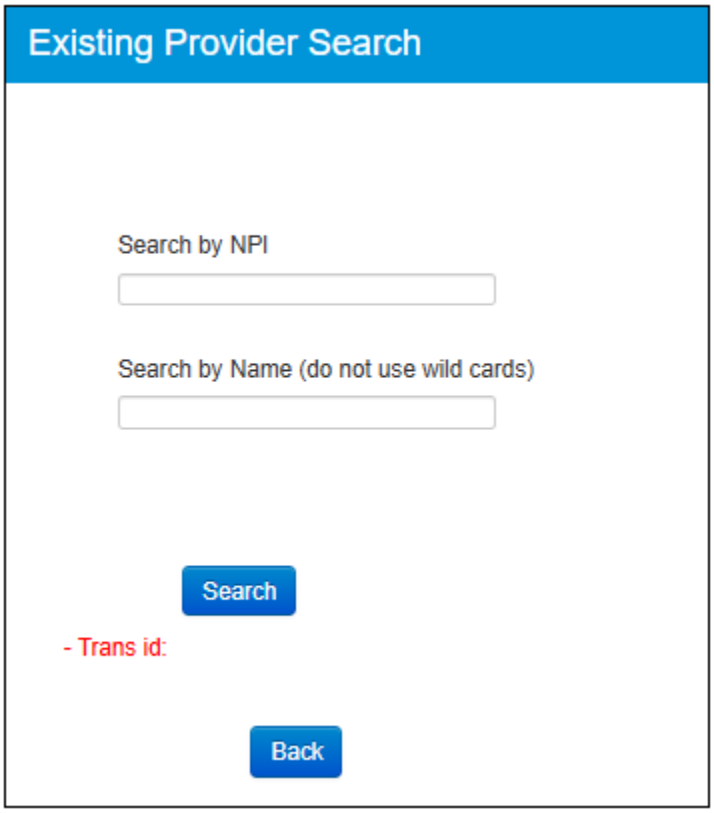
To terminate facility once the Requestor information is entered, select *Terminate Facility* selection from the left side toolbar.



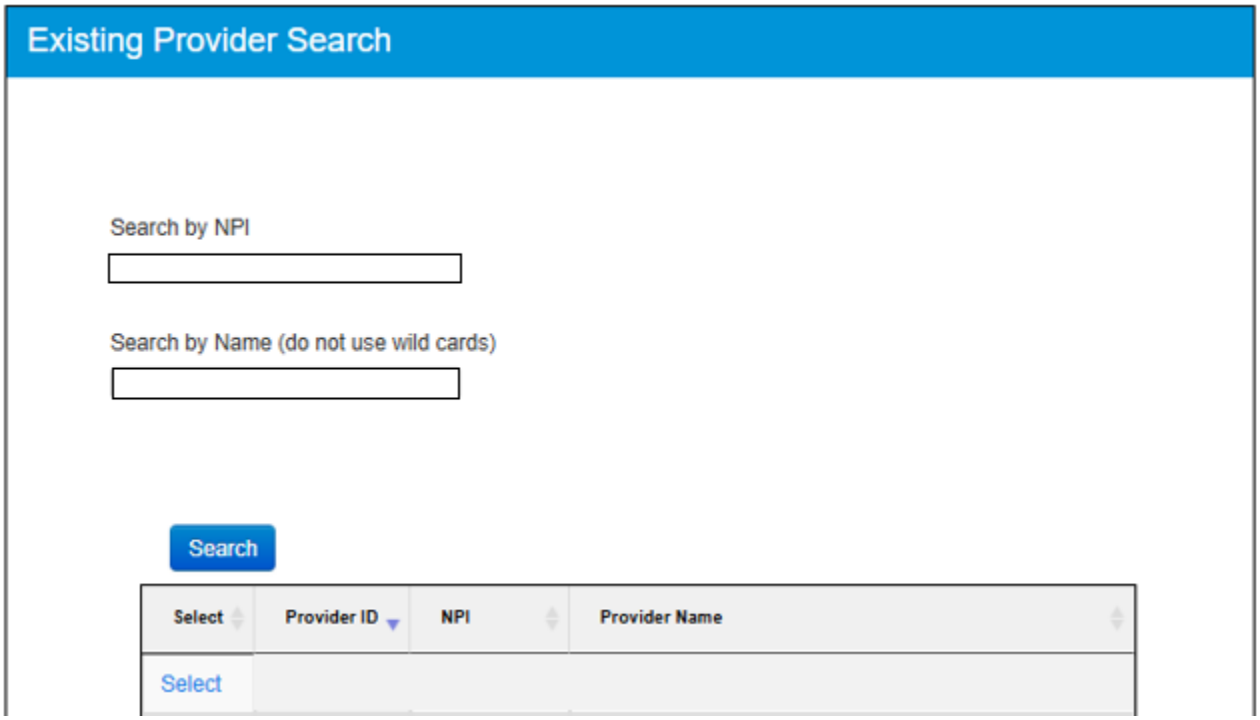
To terminate a facility, enter the termination effective date and select a termination reason. The termination can be applied to an individual facility or to all facilities under the TIN by checking the select all box. Is this change the result of a TIN change, acquisition, or merger? If the answer is yes, click the existing group ID search. Search by NPI or search by name, then select *Search*, which will return provider results (images below). Click *Terminate*, to process the request and return to the main menu. Click *Cancel* to discard the request and return to the main menu.



If the Answer is yes for the question, 'Is this the result of an acquisition or merger?' new facility ID search option will be displayed and is required. Facility should be termed after the new facility is created. Select *New Facility ID Search* which will bring you to the existing provider search function.

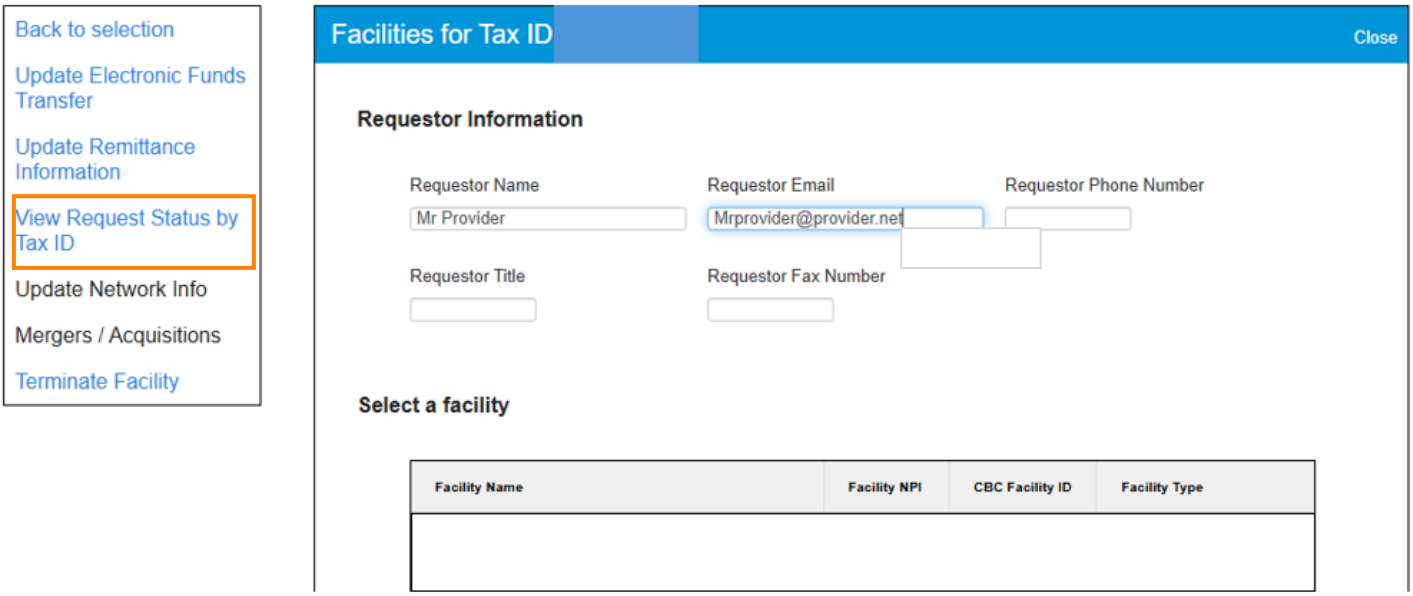


Enter criteria for the new facility and click *Search*. *Back* will take you back to the termination screen allowing updates to the information provided.



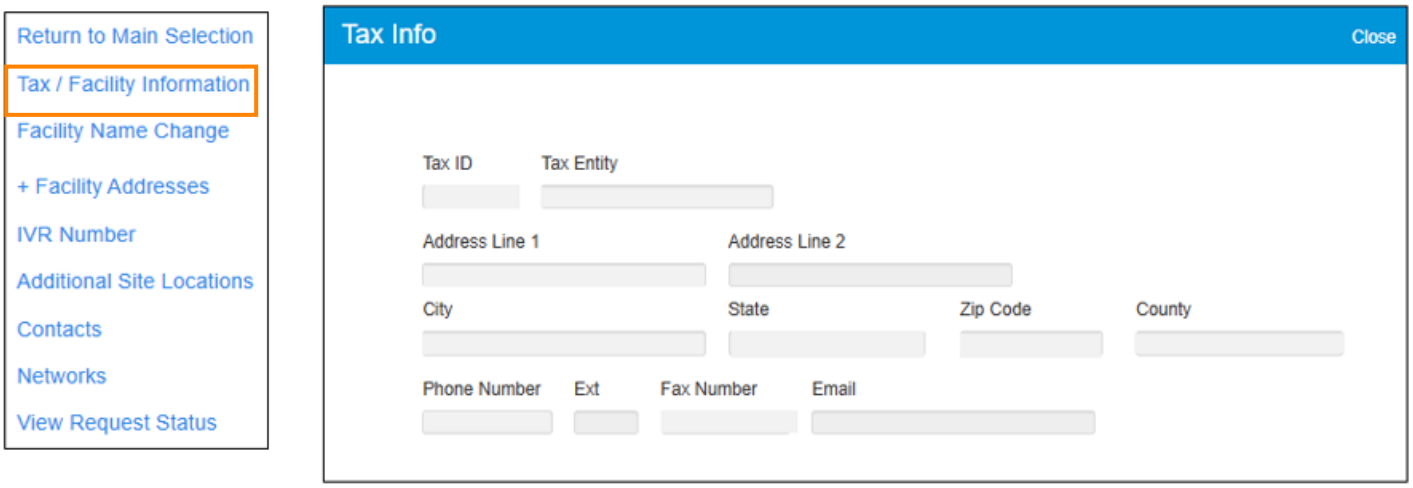
Select the correct new facility ID and click *Back* to go back to the terminate facility screen. Once the request is completed, click *Terminate*, to process the request and return to the main menu. Click *Cancel* to discard the request and return to the main menu.

Facilities by tax ID



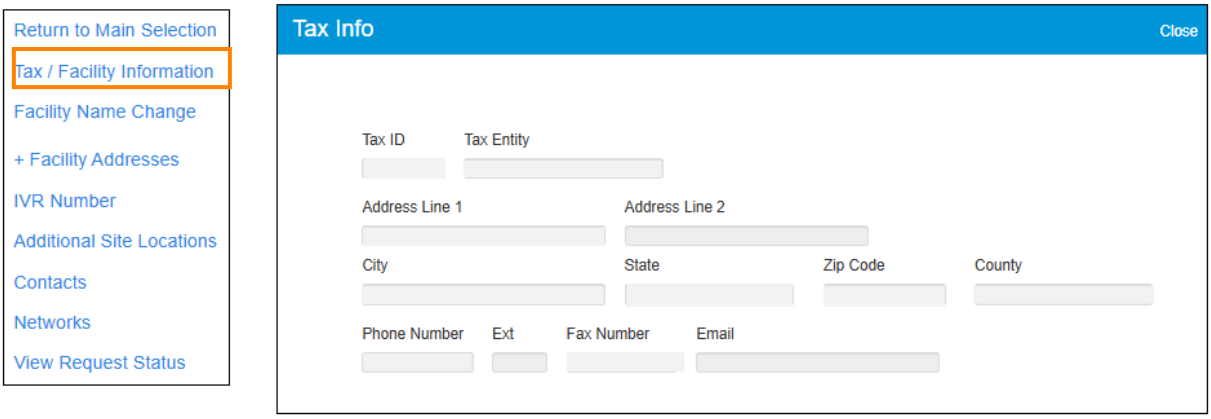
To access specific provider information such as tax information, facility name changes, addresses, contacts, and networks, click on a facility highlighted in blue, located under the name column.

Tax information

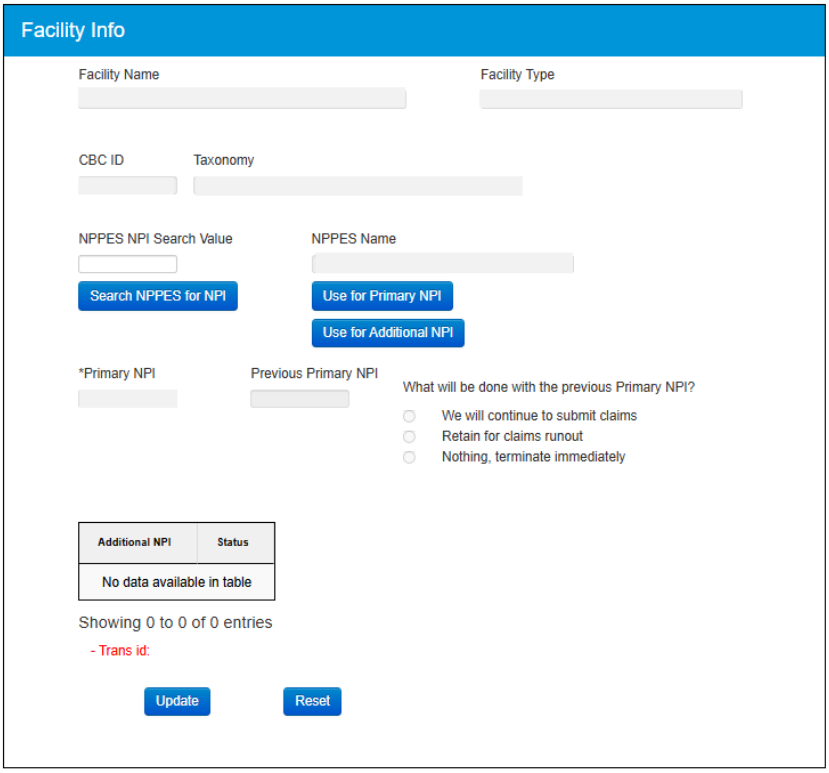


Tax/facility information displays the selected facility tax information. The tax information screen is read-only. Any tax changes should be communicated through the facility provider engagement consultant. If you are unsure which provider entanglement consultant is assigned to your practice, this is available in the contacts section

Facility information

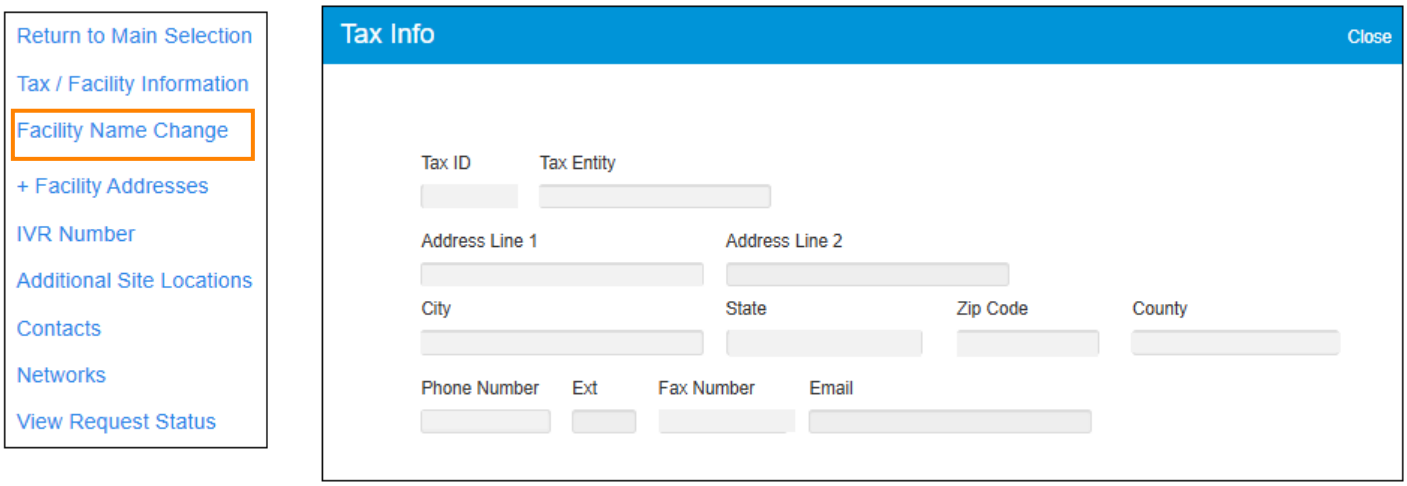


The facility information screen displays high-level provider information. Data points that the provider can change are NPI, and ANPI. To change the NPI, enter the new NPI and click *search NPPES for NPI*.

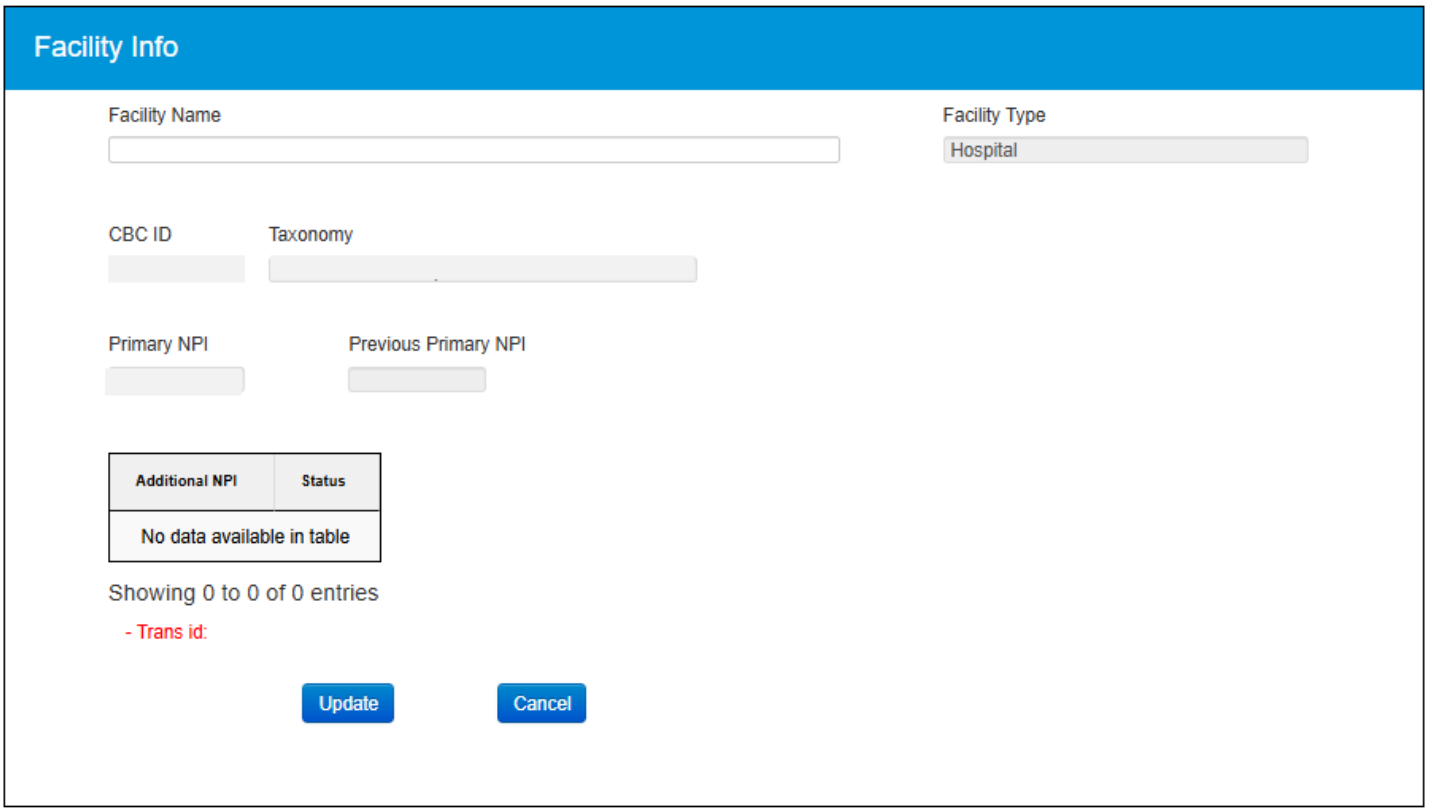


If the NPI is found on NPPES, the NPPES name is returned. The provider can then decide to use the new NPI as the primary NPI or Additional NPI (ANPI). If primary is selected, choose one of the three options instructing how to handle the previous primary NPI. For we will continue to submit claims selection, the NPI would be retained as an Additional NPI (ANPI). Retain for claims runout would add previous NPI as an historical NPI (HNPI). Nothing, terminate immediately will delete the NPI from the record. The user can also make changes to their Additional NPIs (ANPIs) by changing the current ANPI status. Click *Update* to submit the change. *Reset* will discard any changes and return the screen to its original state. At any time, making another selection from the left navigation box will also discard changes.

Facility name change

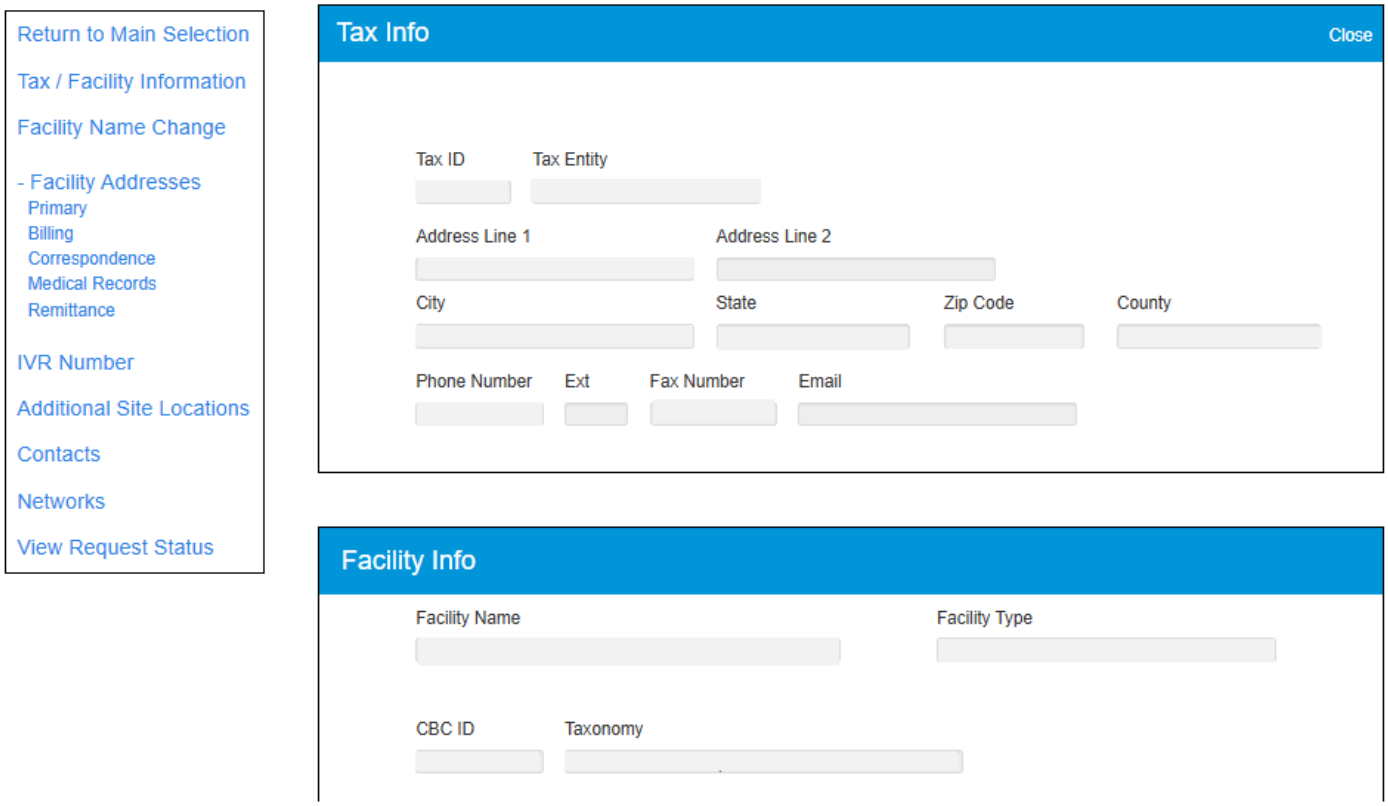


Select *Facility Name Change*.

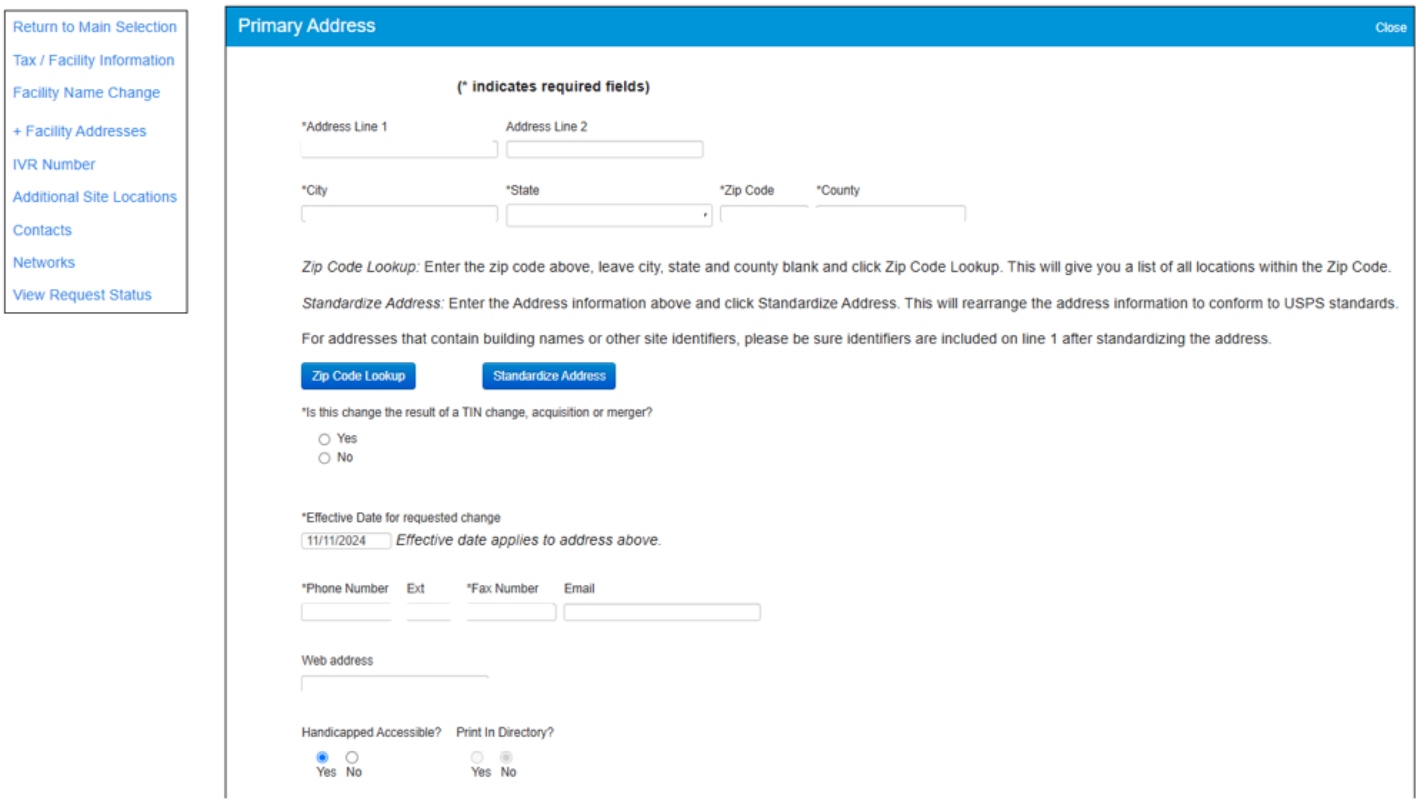


Enter the updated DBA name under facility name. Click *Update* to submit the change. Click *Cancel* to return to the main screen without submitting any updates.

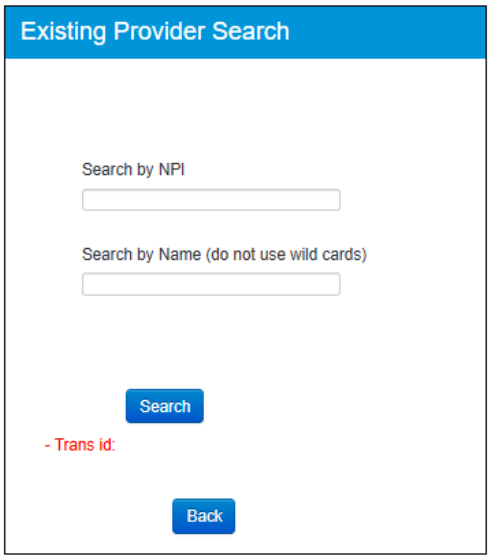
Primary address

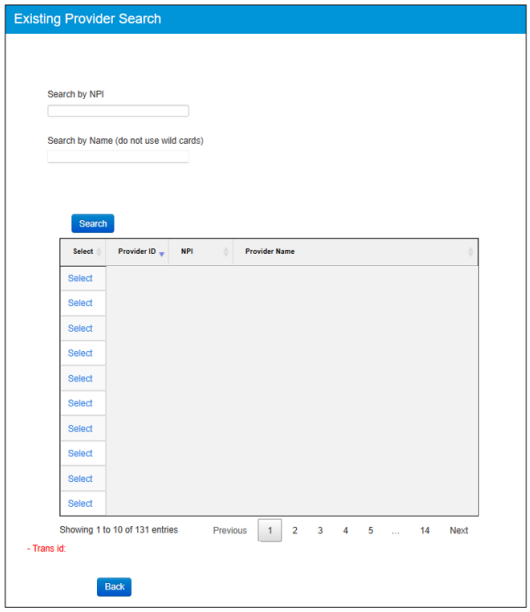


Select *Primary*, under facility addresses section.

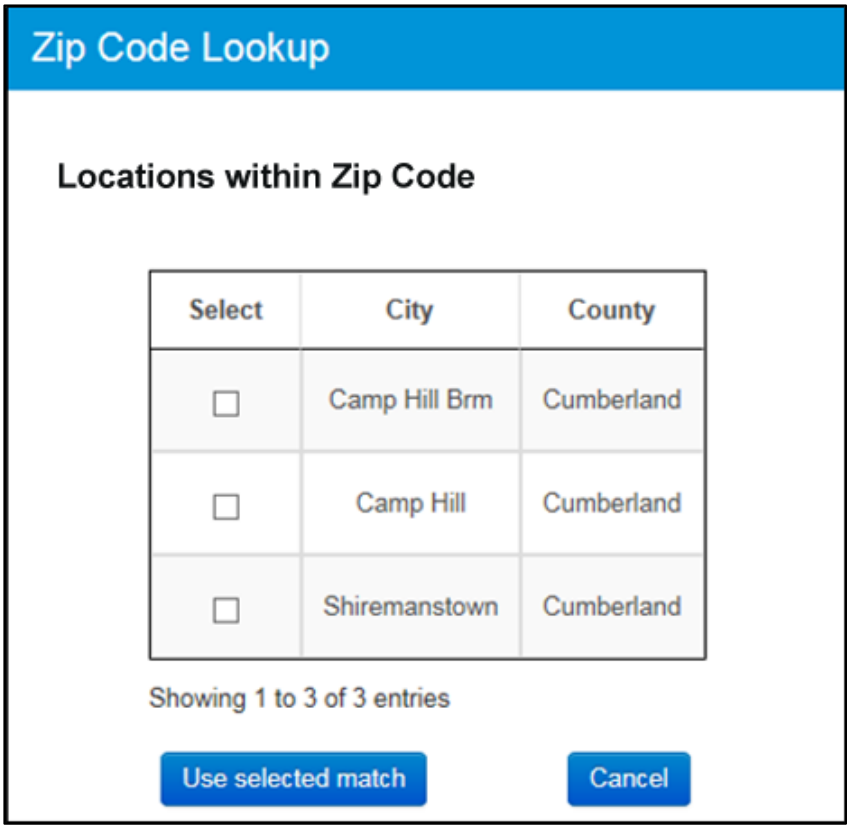


Currently active primary address information is displayed. The primary address can be updated but not terminated. The change effective date defaults to the current date, can be updated. Users are required to answer the following question when making changes to an address: Is this change the result of a TIN change, acquisition, or merger? If the answer is yes, click the existing group ID search (images below). Search by NPI or search by name, then select search, which will return provider results. Select the match from the provider search function. Selecting the back button will return to the previous page.





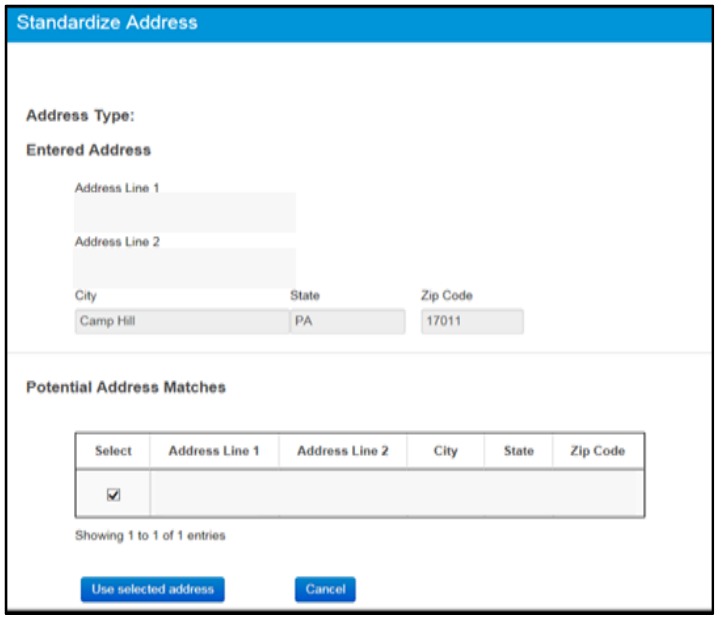
ZIP Code lookup



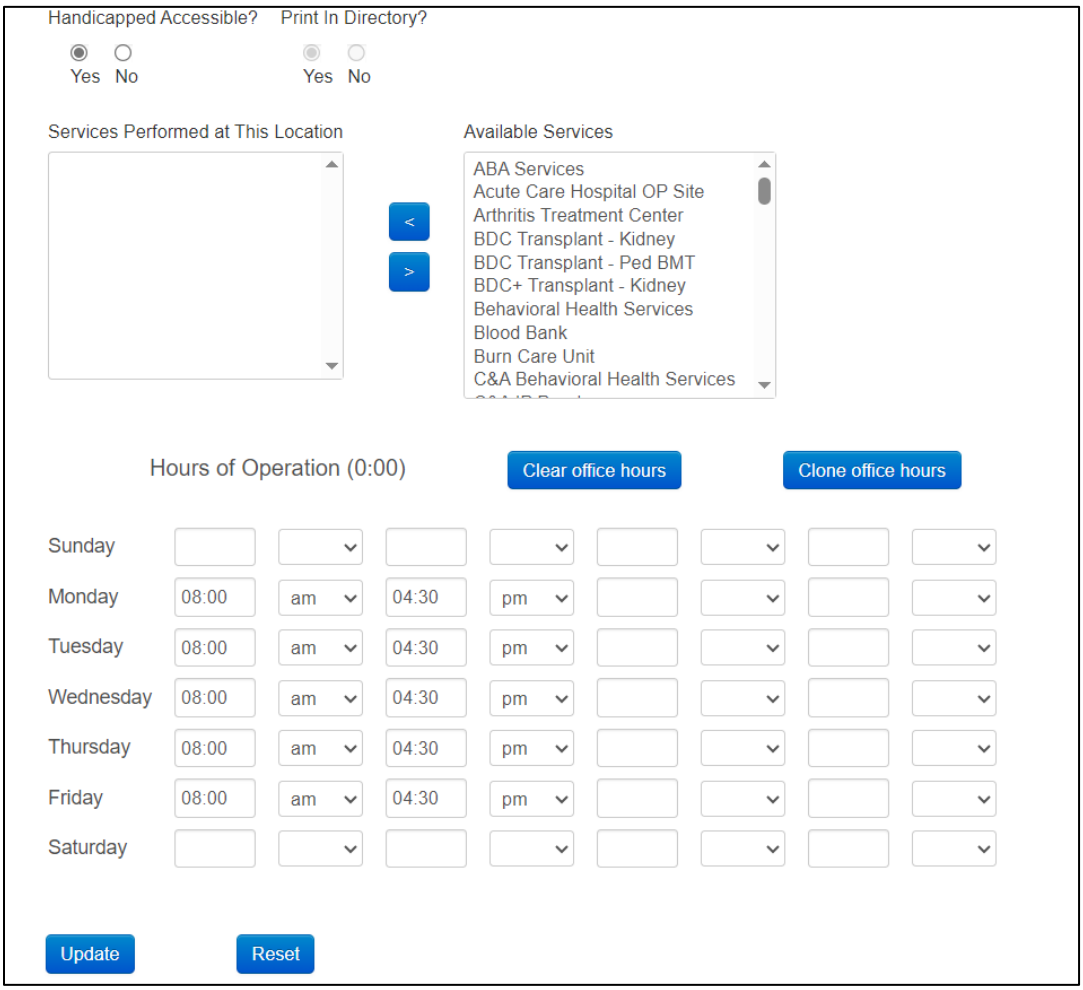
In order to perform a ZIP Code lookup, address line one and the ZIP Code must be entered on the main screen. After *ZIP Code Lookup* is clicked, the above box is displayed. Select which city and county are correct by clicking *Select* next to the appropriate row. Click *Use selected match* to return to the address screen. Click *Cancel* to close the box, discard any selections, and return to the address screen.

Note: ZIP Code lookup is available on each of the address screens.

Standardize address

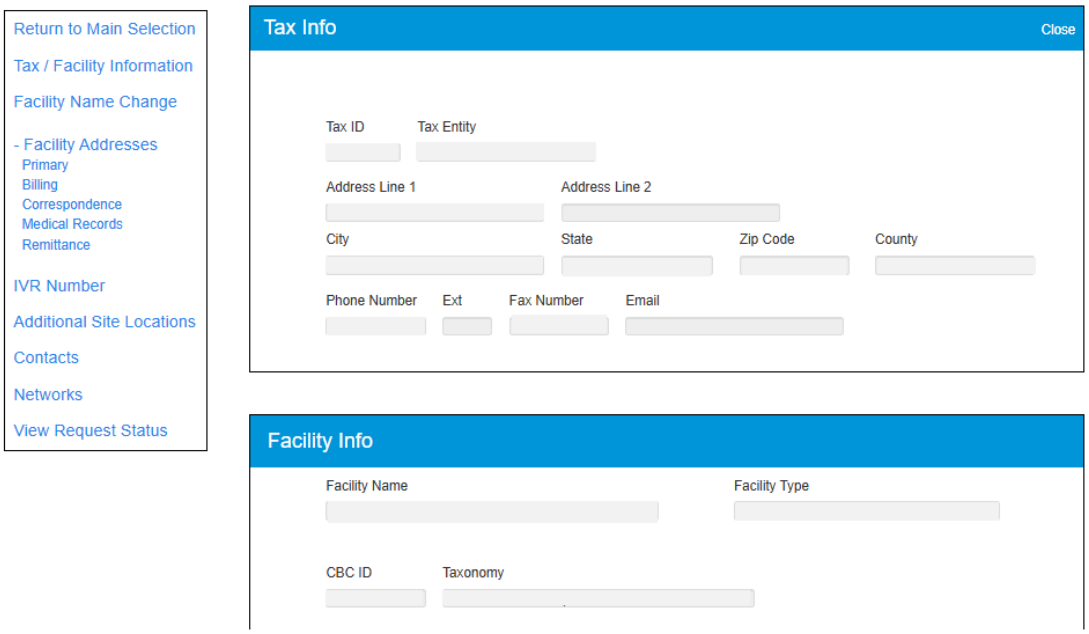


Address standardization will align the entered address with USPS standards. If multiple addresses are found, multiple rows will appear. Select the desired address and click *Use selected address*. The standardize address box is closed, and the primary address screen is displayed.

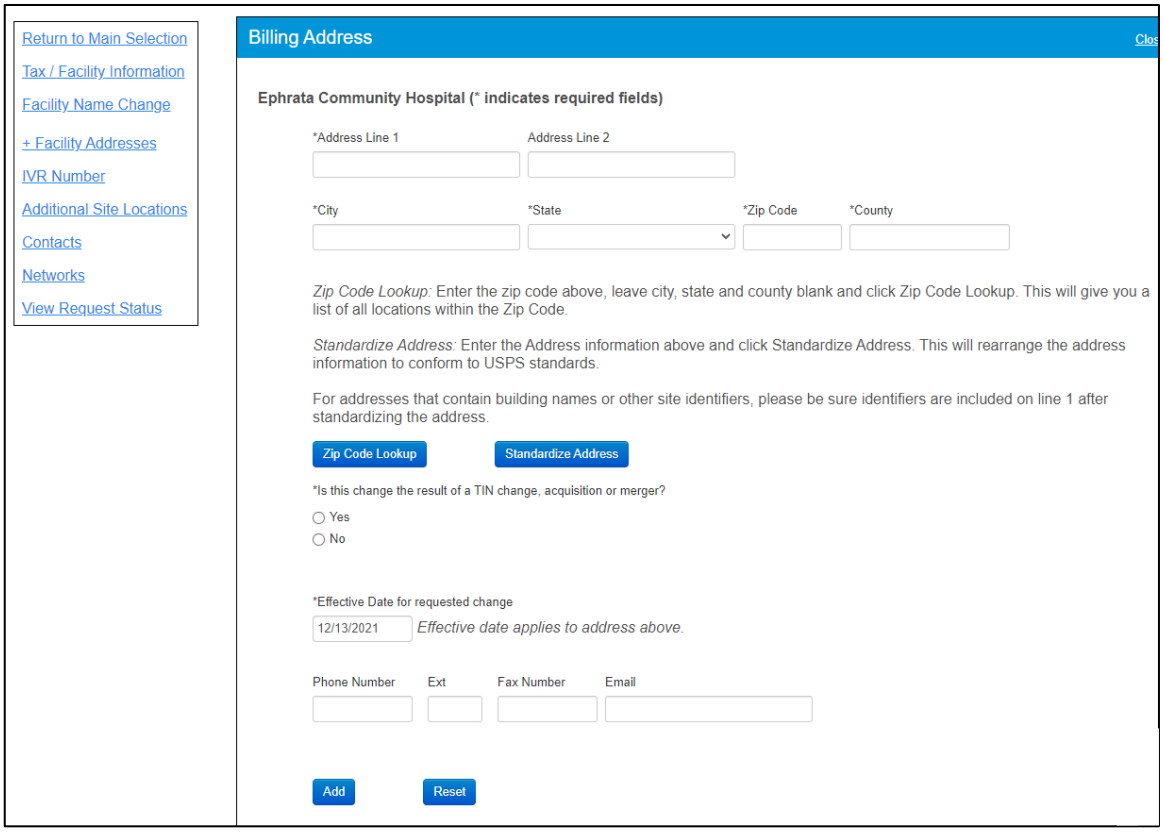


Current services and office hours are displayed. Services can be added or removed by selecting a service from either the services performed at this location or available services box and using the center arrows to add or remove. Office hours can be entered by day or entered on Sunday; click *Clone office hours* to copy the same hours to all days. Click *Clear office hours* to delete all hours. Click *Update* to submit the request or *Reset* to discard any entries and return the screen to its original state.

Billing address



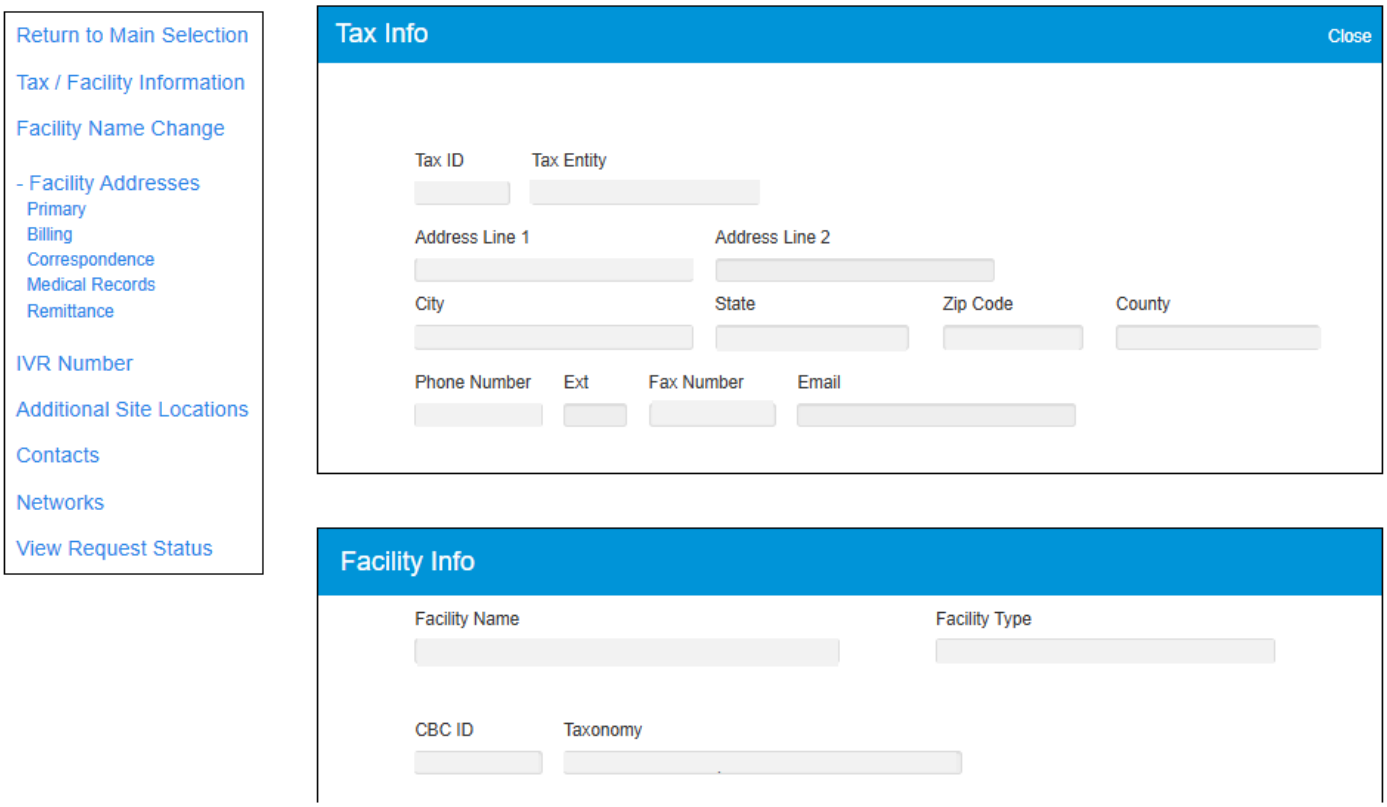
Select *Billing*, under Facility Addresses section.



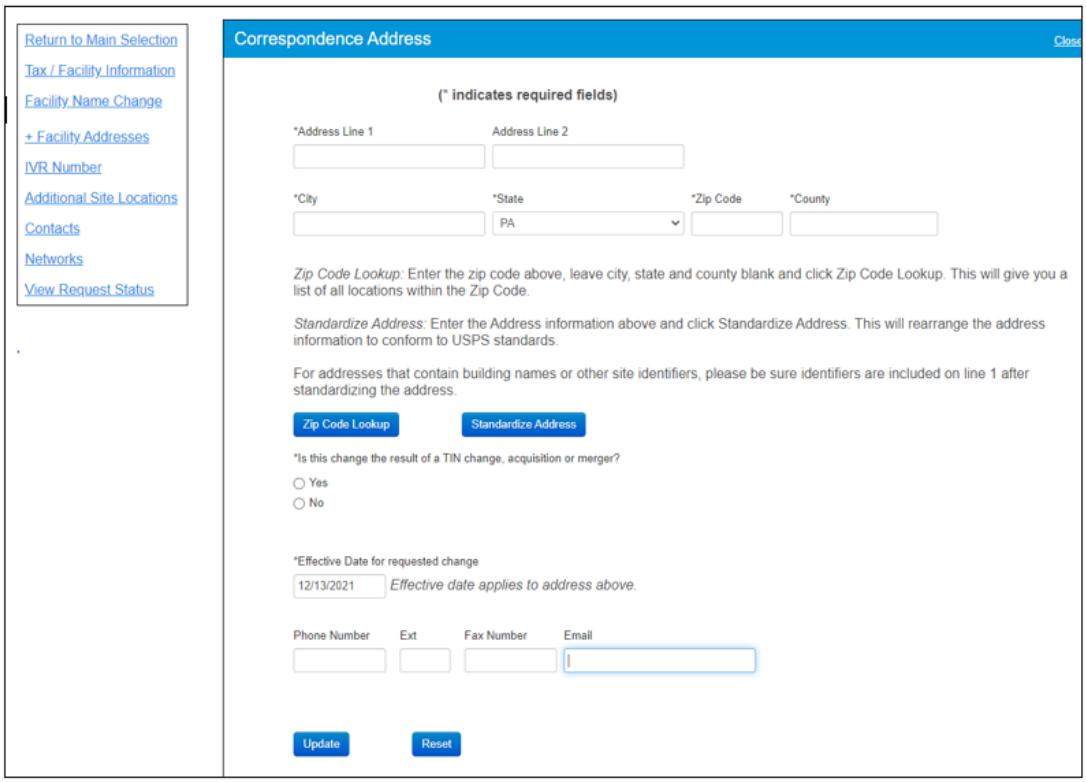
Currently active billing address information is displayed. The billing address can be updated, or a new address can be added if one does not exist. Standardization and Merger Acquisition question are required on all Address Updates or Adding New address. Click *Add* to add a new billing address. To update existing addresses, the *Update* option will be displayed and when clicked, submits the request. Click *Reset* to return the screen to its original state and discard any updates.

Correspondence address

This address is used for mailing to the provider (letters, not checks).



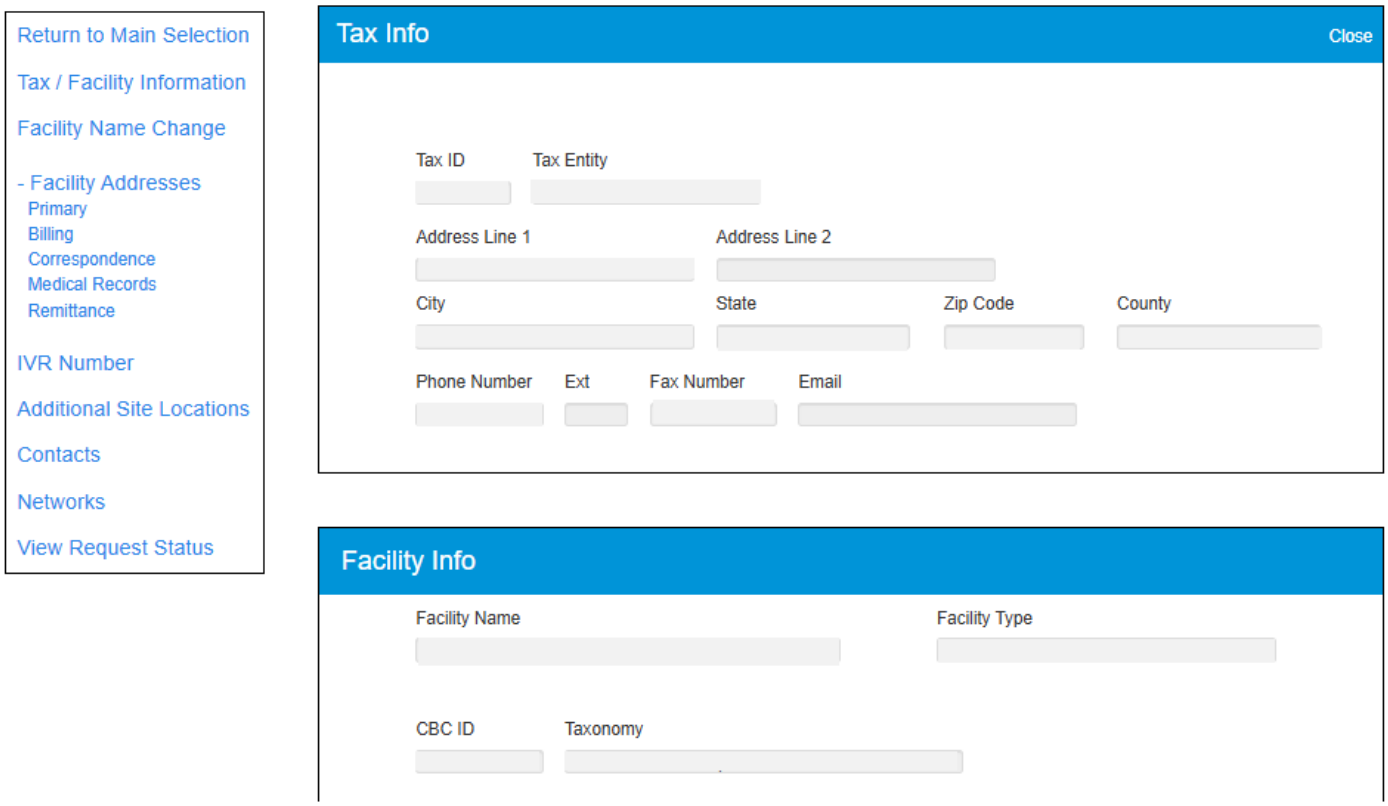
Select *Correspondence*, under Facility Addresses section.



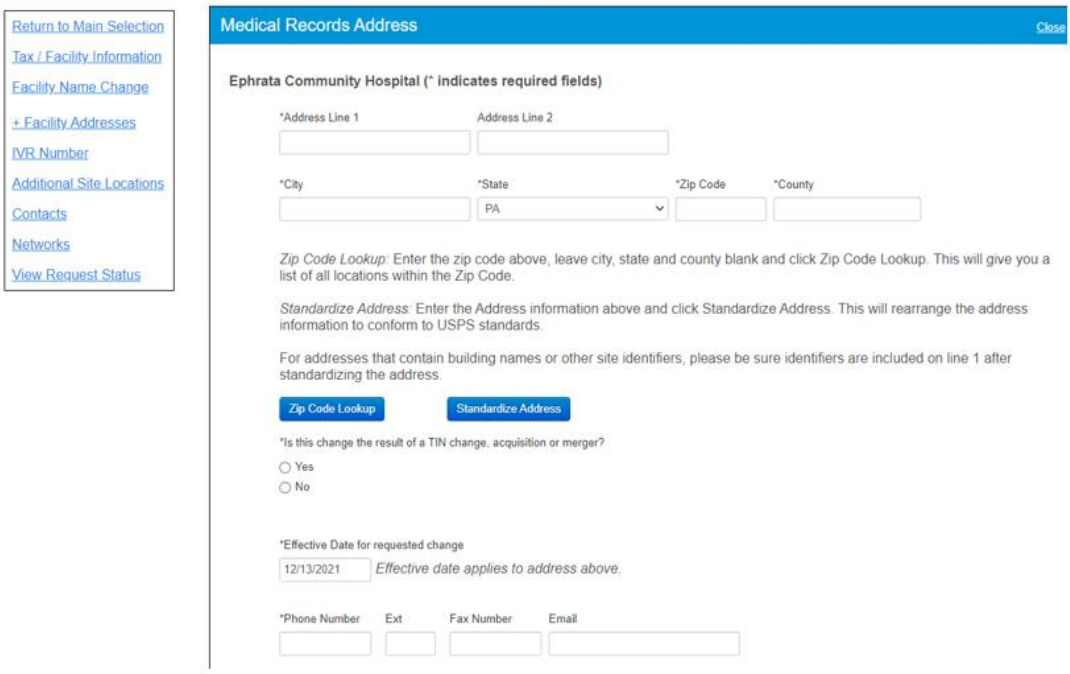
Currently active correspondence address information is displayed. The correspondence address can be updated, or a new address can be added if one does not exist. Standardization and merger acquisition questions are required on all address updates or adding new address. Click *Update* to submit the request. If a correspondence address did not exist, an *Add* option is displayed. Enter the address and click *Add* to submit the request. Click *Reset* to return the screen to its original state and discard any updates.

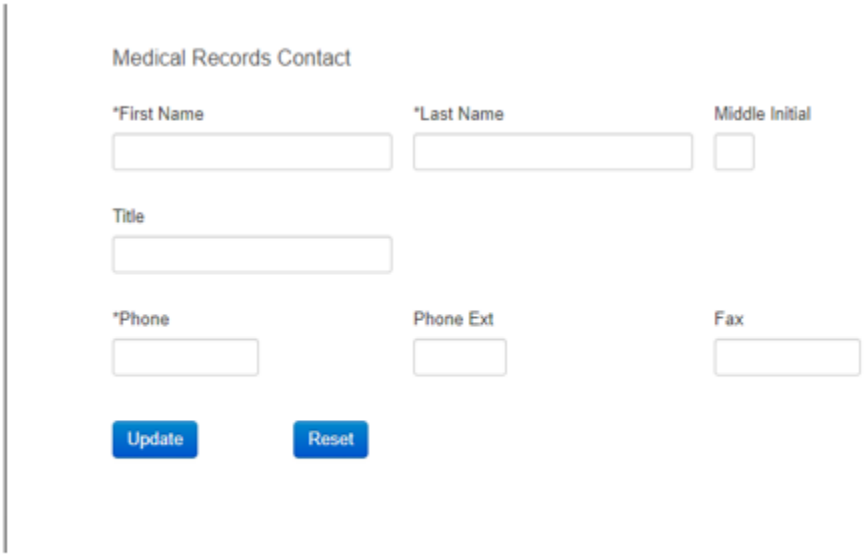
Medical records address

This address is for the location and contact names of where the medical records are stored.



Select Medical Records, under Facility Addresses section.

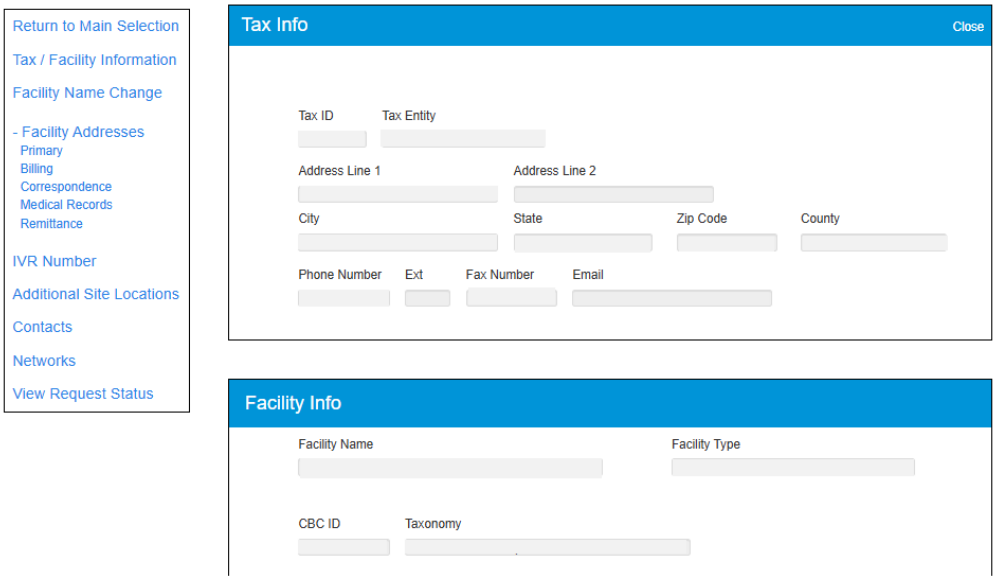




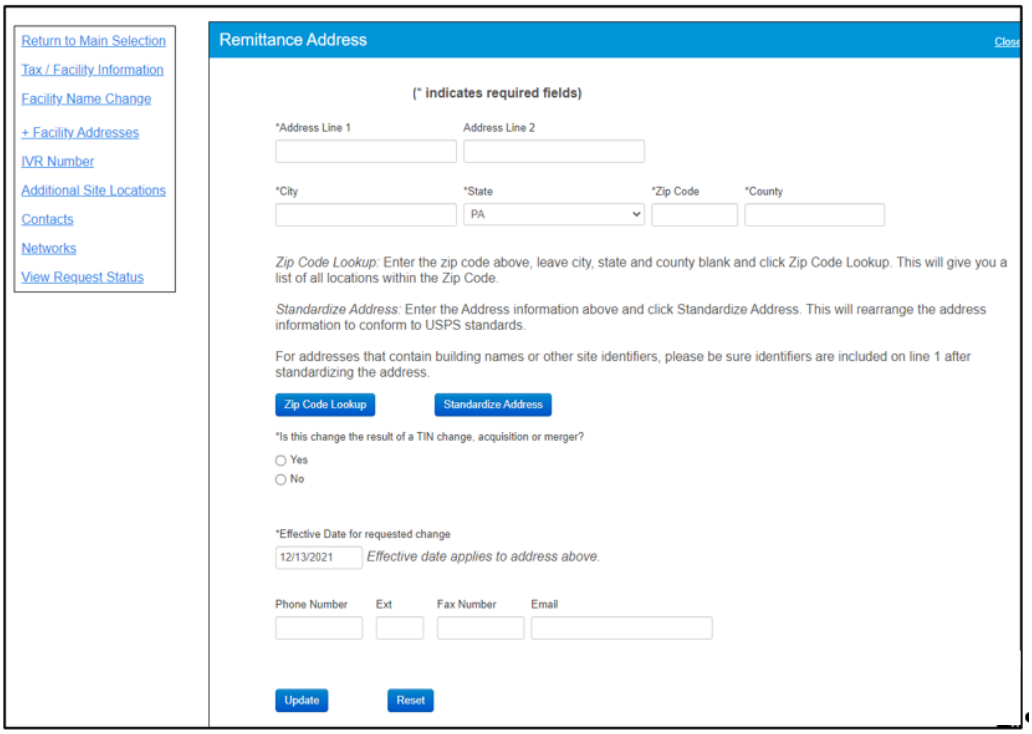
Currently active medical records address information is displayed. The address can be updated, or a new address can be added if one does not exist. If an address did not exist, an add option is displayed. Standardization and merger acquisition questions are required on all address updates or adding new address. Click *Update* to submit the request. If a medical records address did not exist, an *Add* option is displayed. Enter the address and click *Add* to submit the request. Click *Reset* to return the screen to its original state and discard any updates.

Remittance address

This is used when information needs to be mailed to the provider regarding payments or tax documents.



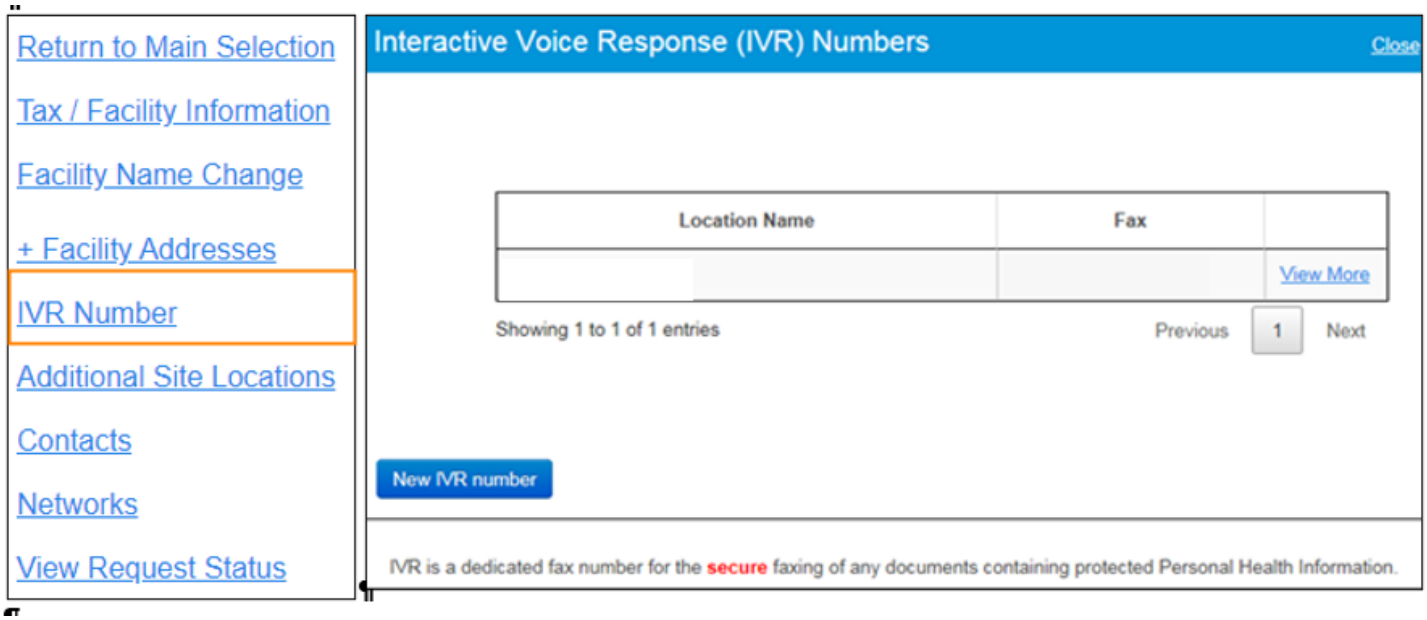
Select Remittance Address, under Facility Addresses section.



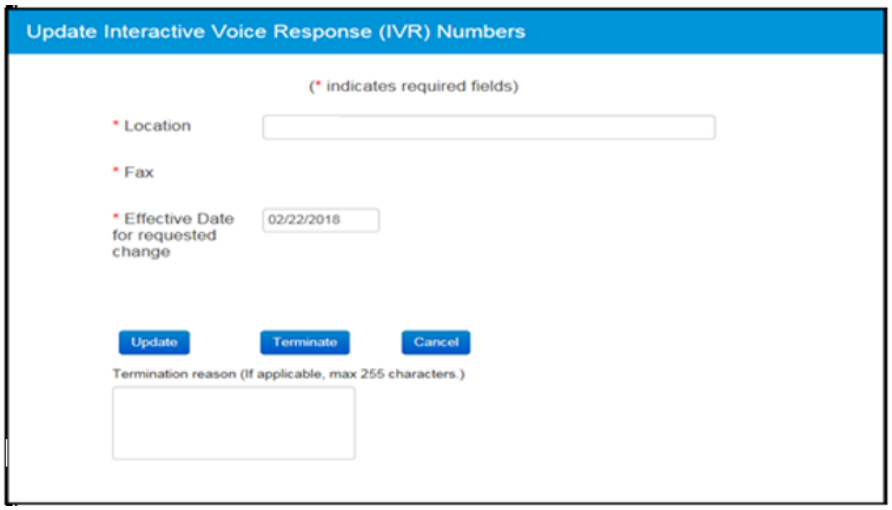
Currently active remittance address information is displayed and can be updated but not terminated. Standardization and merger acquisition questions are required on all address updates or adding new address. Click *Update* to submit the request. Click *Reset* to return the screen to its original state and discard any updates.

Interactive Voice Response (IVR) numbers

This fax number is used by Capital Blue Cross clinical staff for all preauthorization.

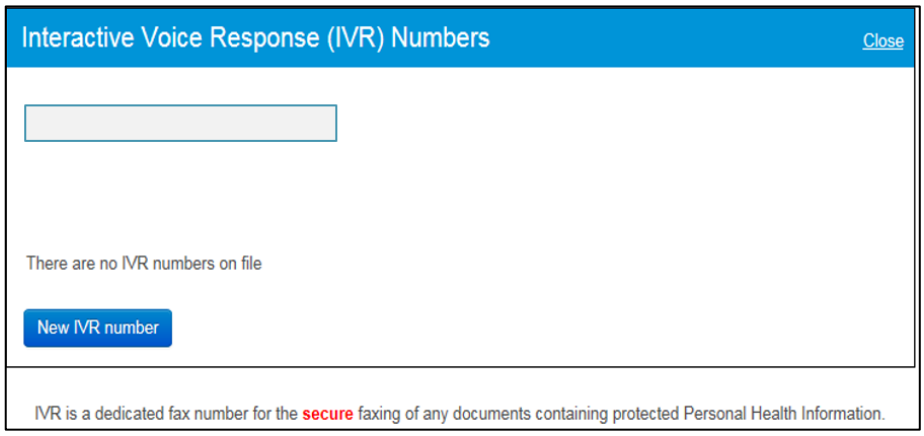


All active Interactive Voice Response (IVR) numbers are displayed. To make a change to an existing number, click *View More*. To add a new IVR number, click *New IVR number*.

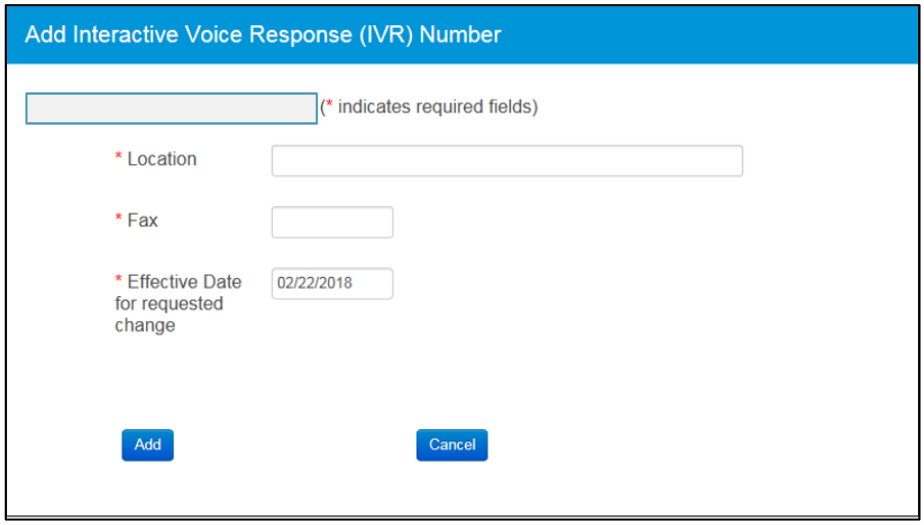


Once *View More* is clicked the update IVR number screen is displayed. On this screen, change the current location, fax, and enter the change effective date.

This screen can also be used to terminate the number. To terminate a number, a termination reason must be entered. Click *Update* to submit the change request, *Terminate* to terminate the current IVR number, or *Cancel* to discard the request and return to the main IVR screen.

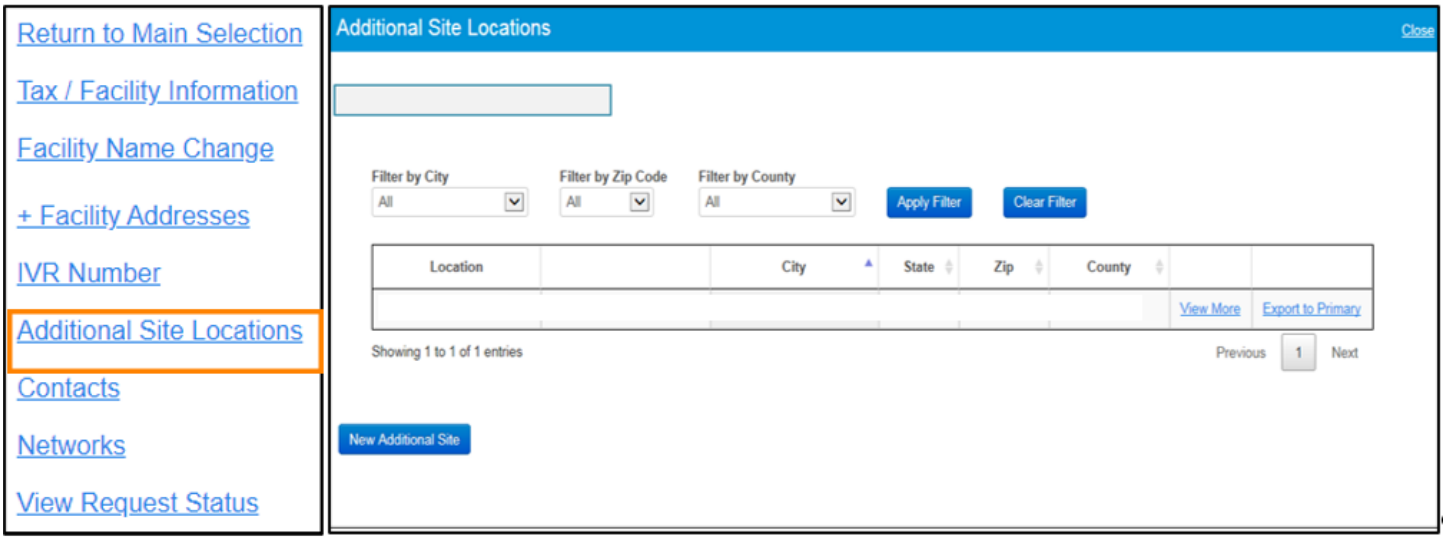


When there are not any active IVR numbers, a blank screen with the option *new IVR number* is displayed. Click *New IVR number* to display the entry screen.

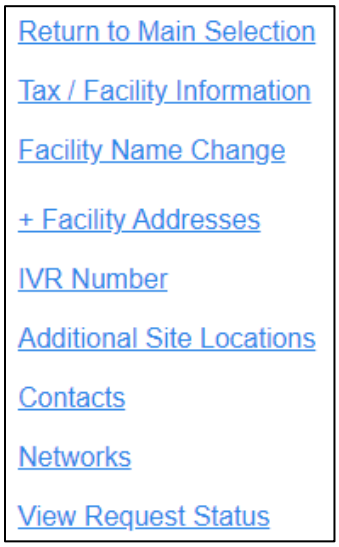


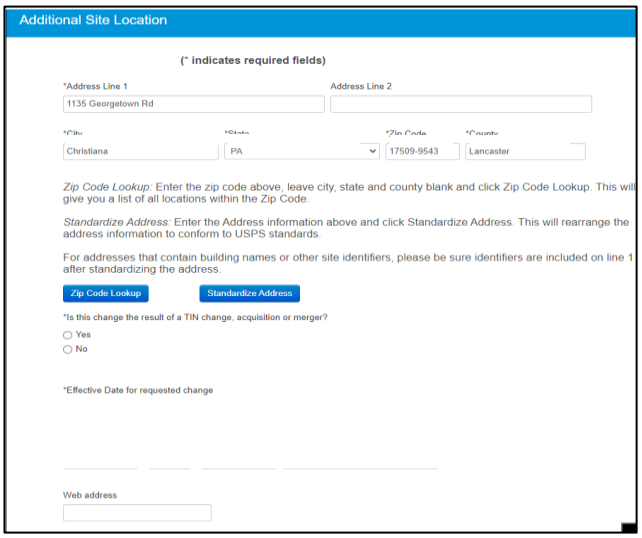
All fields are required to be completed. The requested effective date defaults to the current date but may be changed to a past or future date. Click *Add* to submit the request or *Cancel* to discard any entry and return to the main IVR number screen.

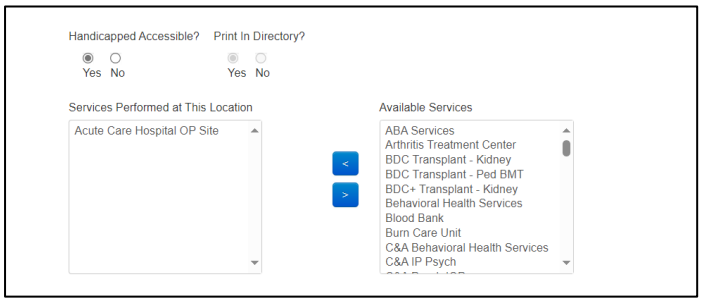
Additional site locations



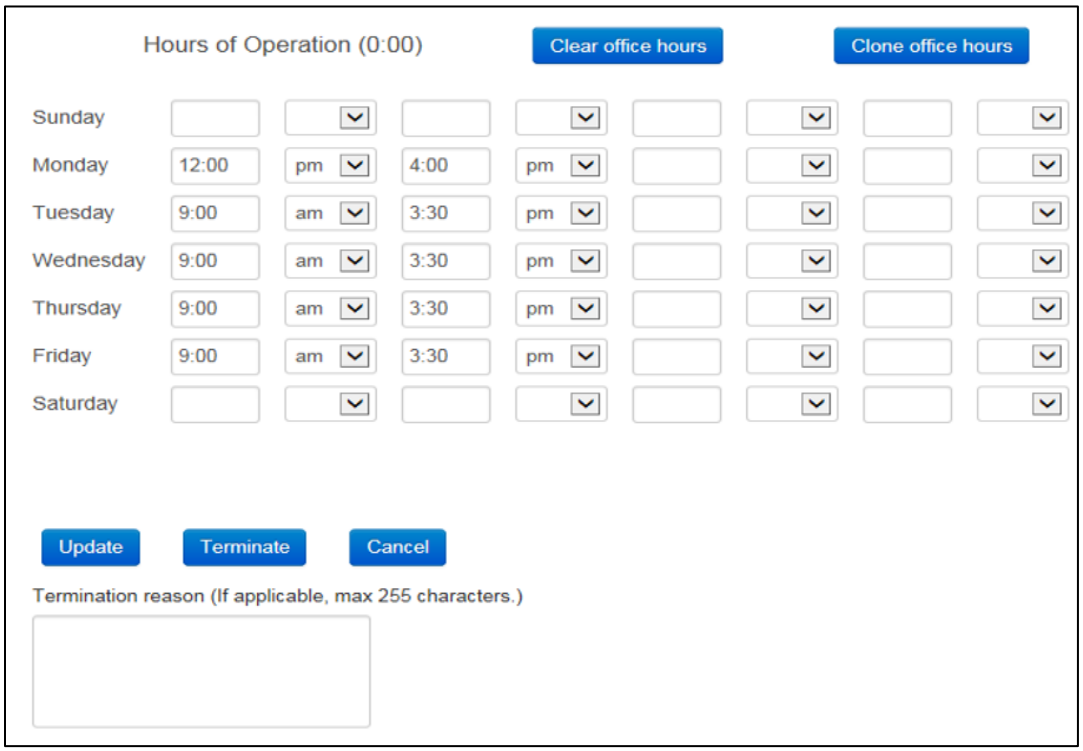
Additional site locations are displayed and can be filtered by city, ZIP Code, or county. Once the desired address is found, click *View More* to display the full address where it can be updated or terminated. Click *New Additional Site* to display a blank additional site location screen and enter address information.





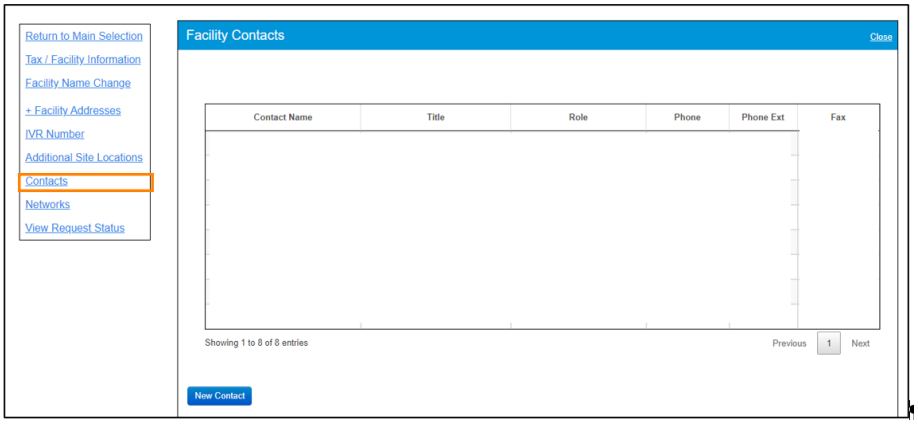


Additional site information is displayed. On this page, update existing information, change handicap and directory indicators, and add or remove services. The change effective date defaults to the current date but, can be updated. For the best experience, use the ZIP Code lookup to help with city and county combination. Standardize address is required for all addresses.



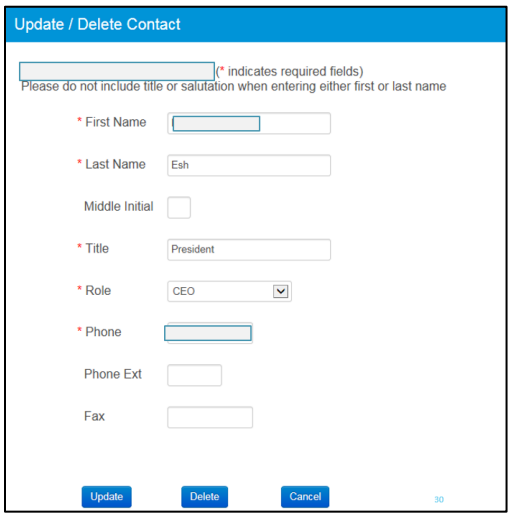
Current office hours are displayed. Office hours can be entered by day or entered on Sunday. Click *Clone office hours*, to copy the same hours to all days or *Clear office hours* to delete all hours. Click *Update* to submit the request or *Terminate* to term the existing site as of the change effective date. A termination reason must be entered, or an error message will be received. Click *Cancel* to discard any entries and return to the main additional site location screen.

Facility contacts



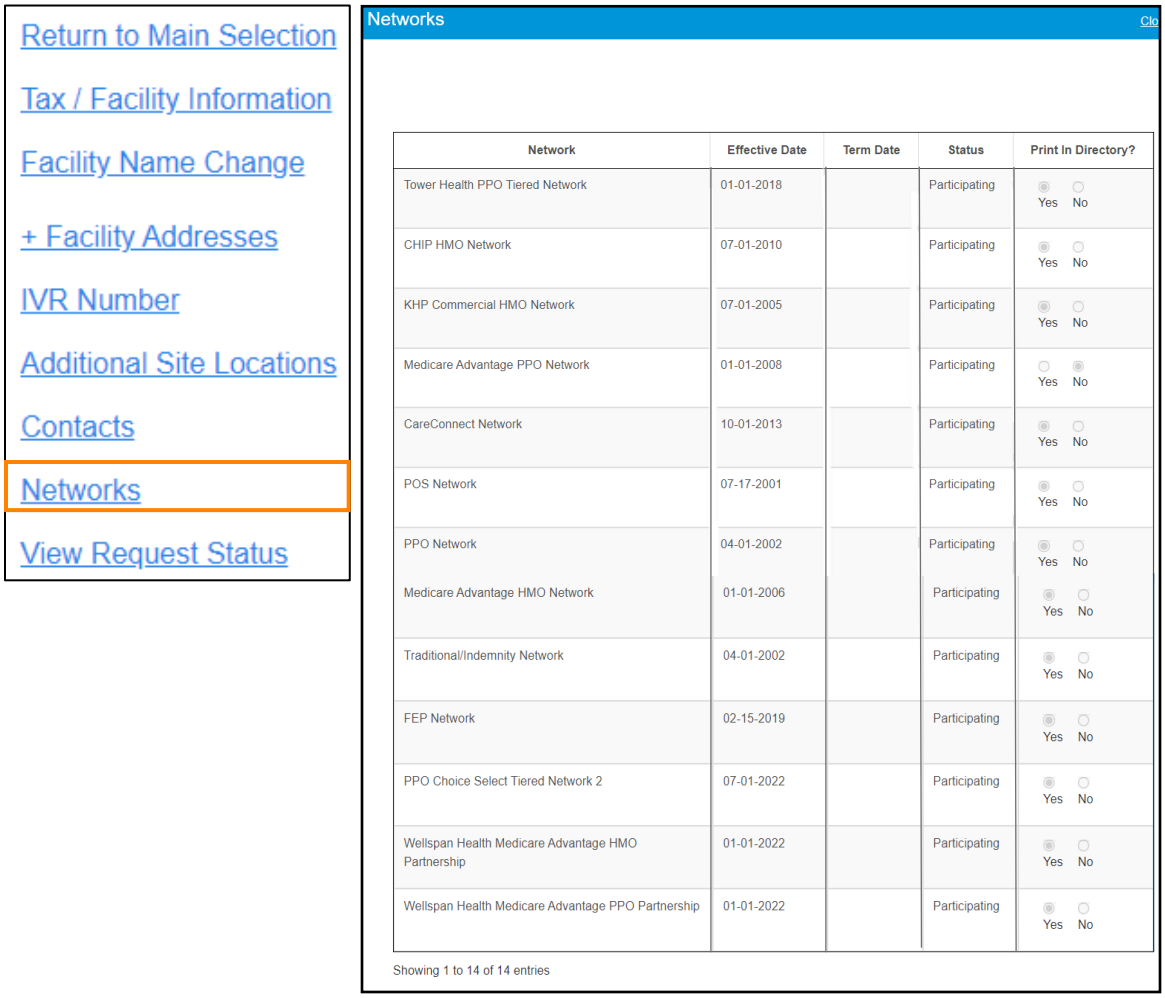
Existing contact information is displayed. To update a contact, click the *Contact Name* highlighted in blue, under the Contact Name column. To add a new contact, click *New Contact*. All Contacts are updatable except the Provider Relations Consultant.

Once new contact is clicked, the add contact screen is displayed. To add a contact, complete the required fields and click *Add*. And return to the main contact screen. The contact information is added immediately. Click *Cancel* to discard the entry and return to the main contact screen.



Contact information can be updated or deleted. To update, change the existing information. Changes are made immediately. Click *Update* to submit the request, *Delete* to remove the contact, or *Cancel* to discard changes and return to the main contact screen.

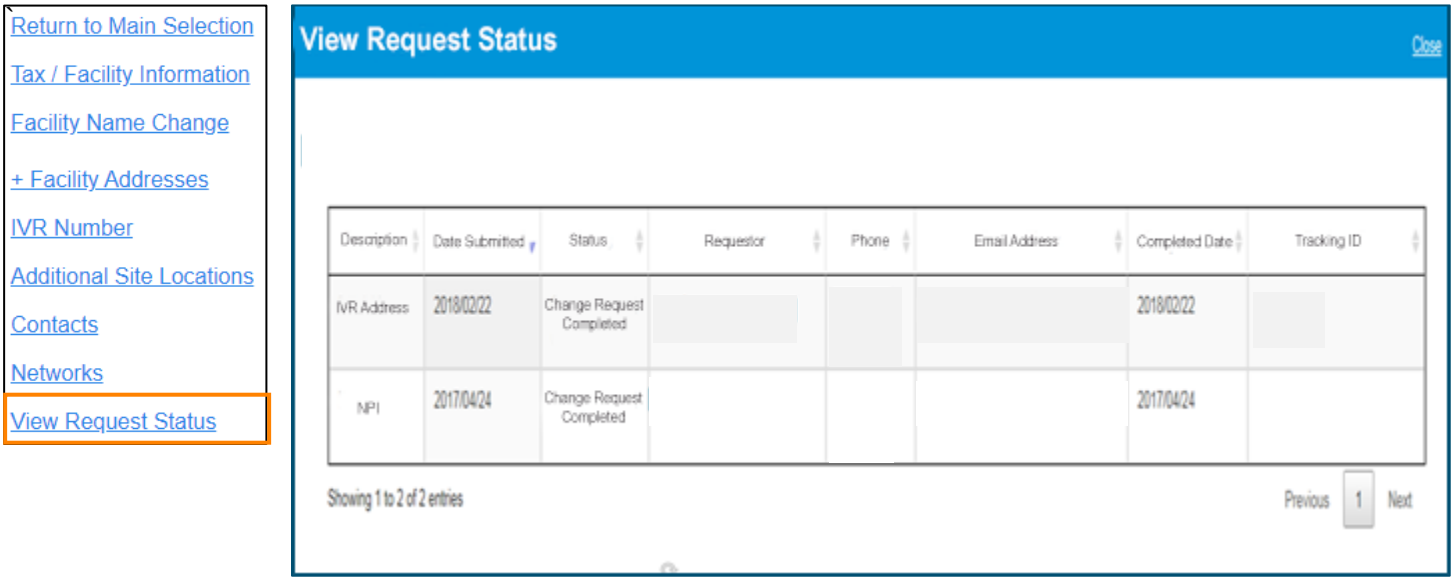
Networks



Network	Effective Date	Term Date	Status	Print In Directory?
Tower Health PPO Tiered Network	01-01-2018		Participating	Yes No
CHIP HMO Network	07-01-2010		Participating	Yes No
KHP Commercial HMO Network	07-01-2005		Participating	Yes No
Medicare Advantage PPO Network	01-01-2008		Participating	Yes No
CareConnect Network	10-01-2013		Participating	Yes No
POS Network	07-17-2001		Participating	Yes No
PPO Network	04-01-2002		Participating	Yes No
Medicare Advantage HMO Network	01-01-2006		Participating	Yes No
Traditional/Indemnity Network	04-01-2002		Participating	Yes No
FEP Network	02-15-2019		Participating	Yes No
PPO Choice Select Tiered Network 2	07-01-2022		Participating	Yes No
Wellspan Health Medicare Advantage HMO Partnership	01-01-2022		Participating	Yes No
Wellspan Health Medicare Advantage PPO Partnership	01-01-2022		Participating	Yes No

Product participation is displayed. All fields are read only and are informational only.

View request status



At any time, all submitted requests can be viewed. The view request status screen shows who submitted the request, the date submitted, a brief description of the request, and the status. The tracking ID is helpful if questions arise around the request. The user receives email notifications when a change is submitted, when a change is completed, or if the request is canceled internally. If the change is canceled, the email will include a description of why the request was canceled. All emails include a brief description of the change request including the provider's name and the change effective date.

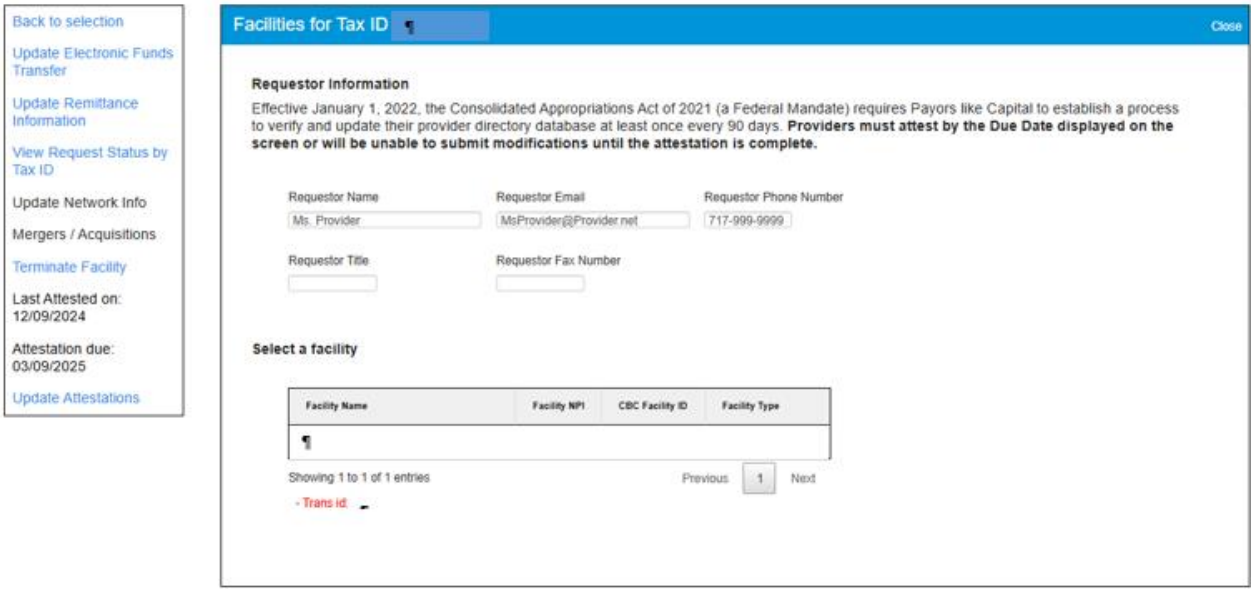
Provider attestation

Complete required requestor information: requestor name, requestor email, and requestor phone number.

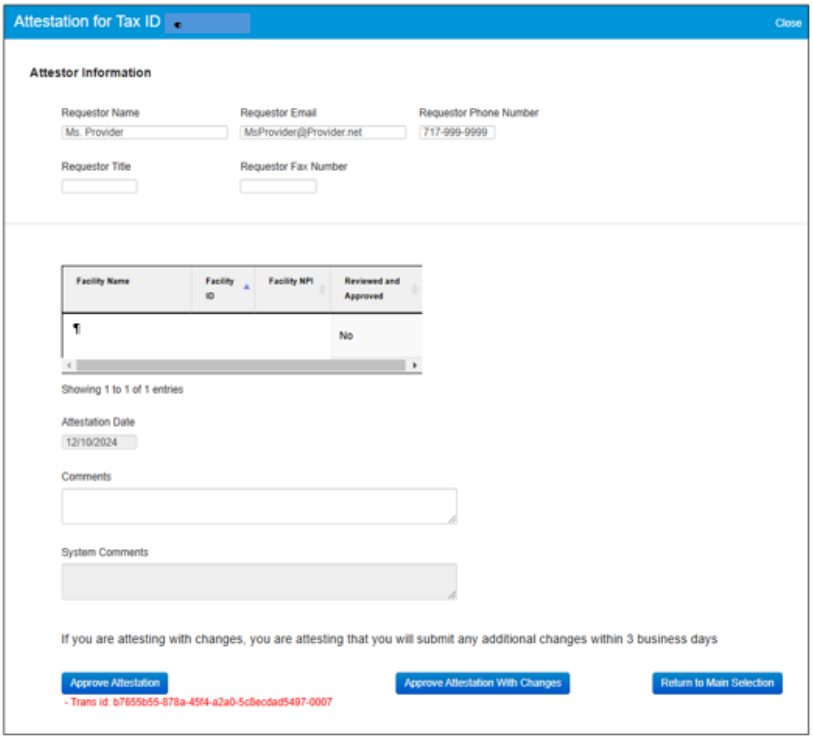
Please note, if you start the request and leave before finalizing, you may lose all the information that was entered.

Last Attested on date indicates the date that you last attested to your data.

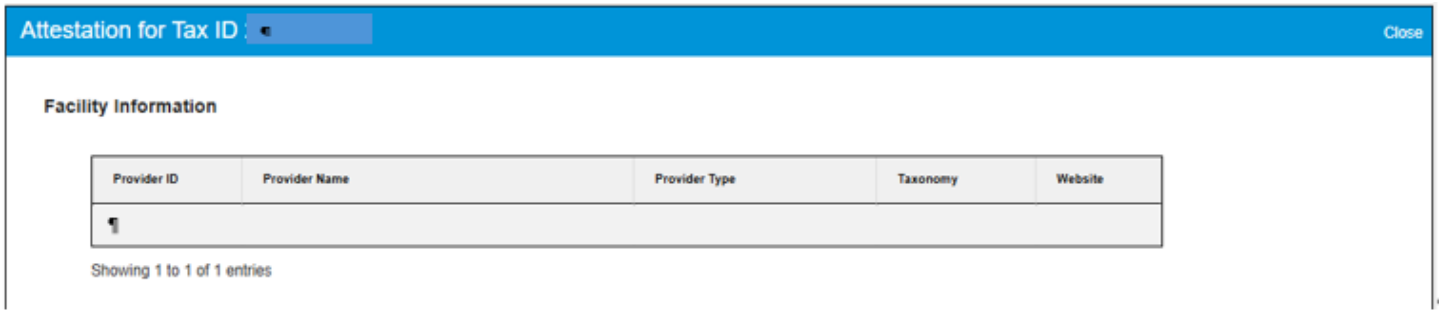
Attestation Due indicates the date your next attestation is due.

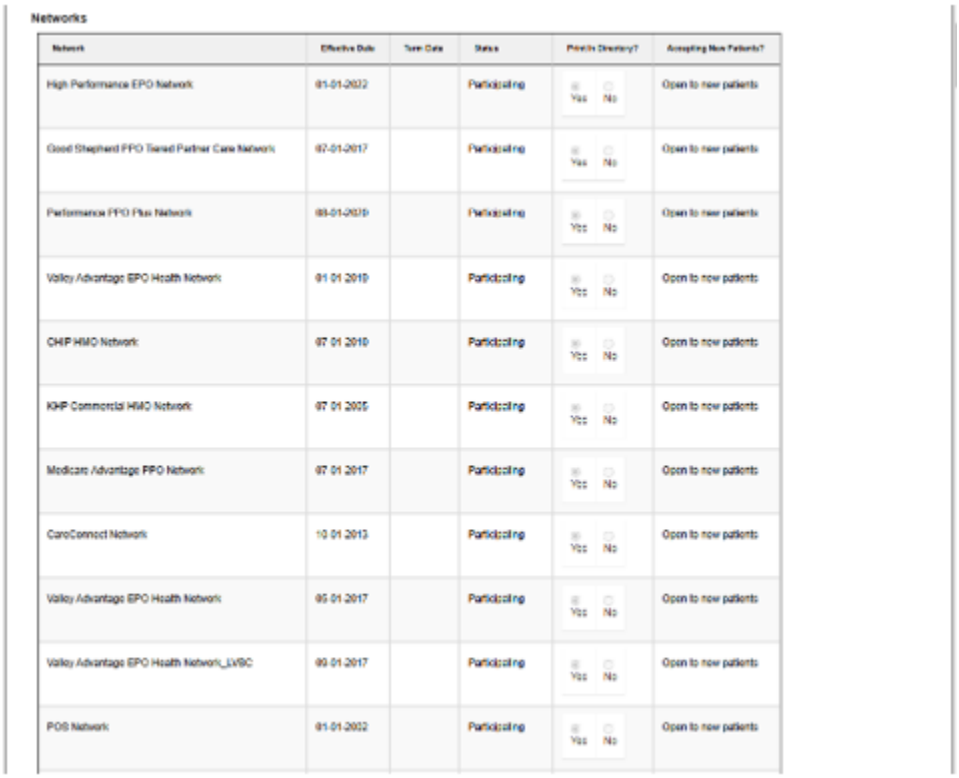


Select *Update Attestation* from the menu bar.



Once *Update Attestation* is selected, you will be brought to the screen above. Select hyperlink for facility name listed to begin reviewing the necessary data that must be attested to. Please note, there may be several facilities to review (facility includes all participating facilities associated with the Tax ID selected when logging into the application, which is also available at the top of the screen).





Once you select the facility name, the above informational screens will appear which shows data for the selected facility including networks and site locations. This high-level information is display only, to make any changes to facility name, please select *Facility Name Change*.

The primary address will be displayed. To edit address or office hours, select *Edit*.

Primary Address

*Address Line 1 | Address Line 2

*City | *State | *Zip Code | *County

Zip Code Lookup: Enter the zip code above, leave city, state and county blank and click Zip Code Lookup. This will give you a list of all locations within the Zip Code.

Standardize Address: Enter the Address information above and click Standardize Address. This will rearrange the address information to conform to USPS standards.

For addresses that contain building names or other site identifiers, please be sure identifiers are included on line 1 after standardizing the address.

Zip Code Lookup | Standardize Address

*Is this change the result of a TIN change, acquisition or merger?

- Yes
- No

*Effective Date for requested change

12/10/2024 *Effective date applies to address above.*

*Phone Number | Ext | *Fax Number | Email

Web address

Handicapped Accessible? Yes No

Print In Directory? Yes No

Services Performed at This Location

Available Services

ABA Services
Acute Care Hospital OP Site
Arthritis Treatment Center
BDC Transplant - Kidney
BDC Transplant - Ped BMT
BDC+ Transplant - Kidney
Behavioral Health Services
Blood Bank
Burn Care Unit
C&A Behavioral Health Services

Hours of Operation (0:00) | Clear office hours | Clone office hours

Sunday								
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								

- Trans id: b7655b55-878a-45f4-a2a0-5c8ecdad5497-0009

Update | Reset | Return to Attestation

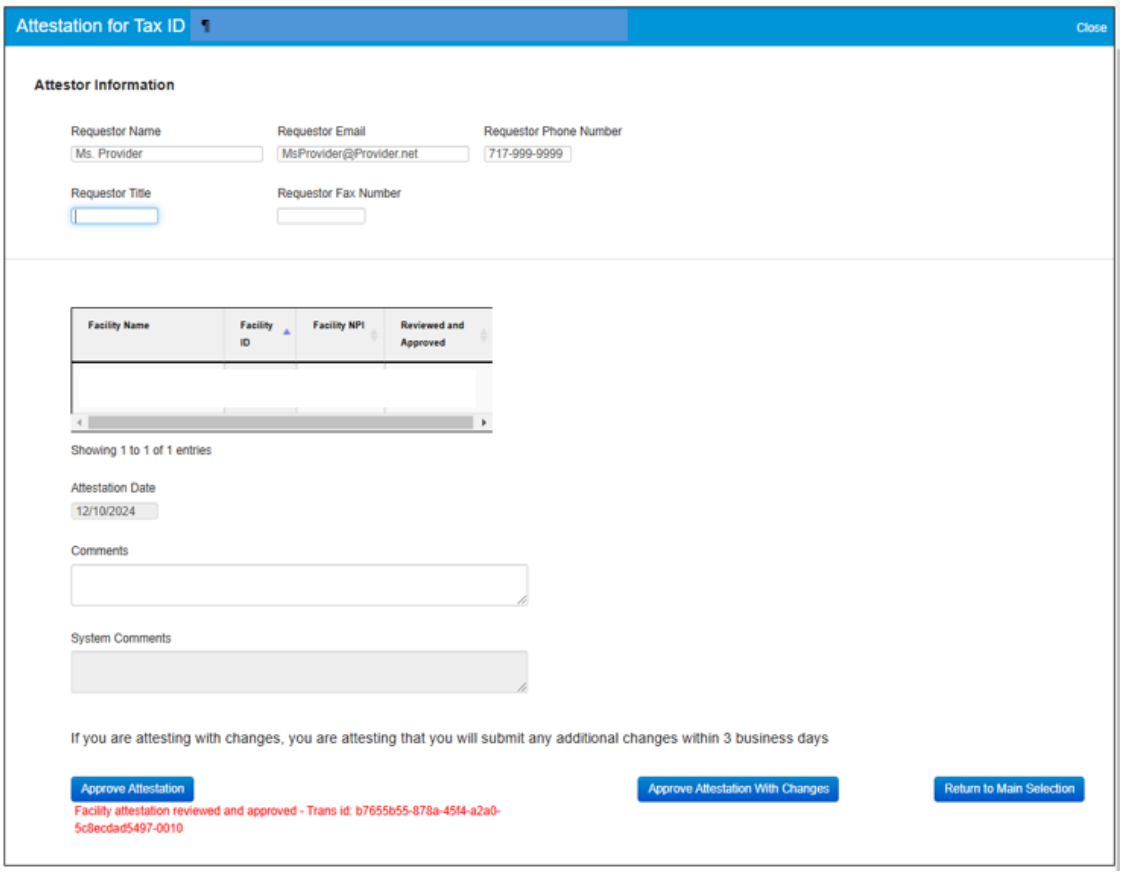
Selecting *Edit* from the previous screen; the above screens will display. Update the information that contained discrepancies and select *Update* to save and submit all necessary changes.

Please note, *Reset* will take the screen back to the original state and *Return to Attestation* will NOT submit any changes and will return the user back to the attestation screen.

If Changes are made, select *Update*. After the address information is updated and submitted, select *Return to Attestation* to go back to the facility information page to continue reviewing the attestation information.

The above screen is a display of the alternate address(es). If any updates are needed, select *Edit*.

Once all information has been reviewed and any necessary updates are submitted, select *Submit Attestation*, which will complete the check for the selected facility. If *Cancel* is selected, it will return the user back to the previous participating attestation lsting without approving the review of the selected facility.



Once you select *Submit Attestation* for the facility reviewed, you will be returned to the Attestation screen to continue reviewing any additional participating facilities associated with the Tax ID selected. The facility that was just reviewed and approved, will be marked with a 'Yes' under the Reviewed and Approve column. Each facility listed must be reviewed by completing the steps above to review for accuracy and submit updates for any discrepancies. Please note, there may be several facilities to review.

Once all facilities listed have been reviewed, the column labeled Reviewed and Approved will contain 'Yes' listed next to each facility name. To submit the attestation, select *Approve Attestation* if all information is accurate or any necessary changes have been submitted or select *Approve Attestation with Changes* if changes are identified and cannot be submitted at this time.

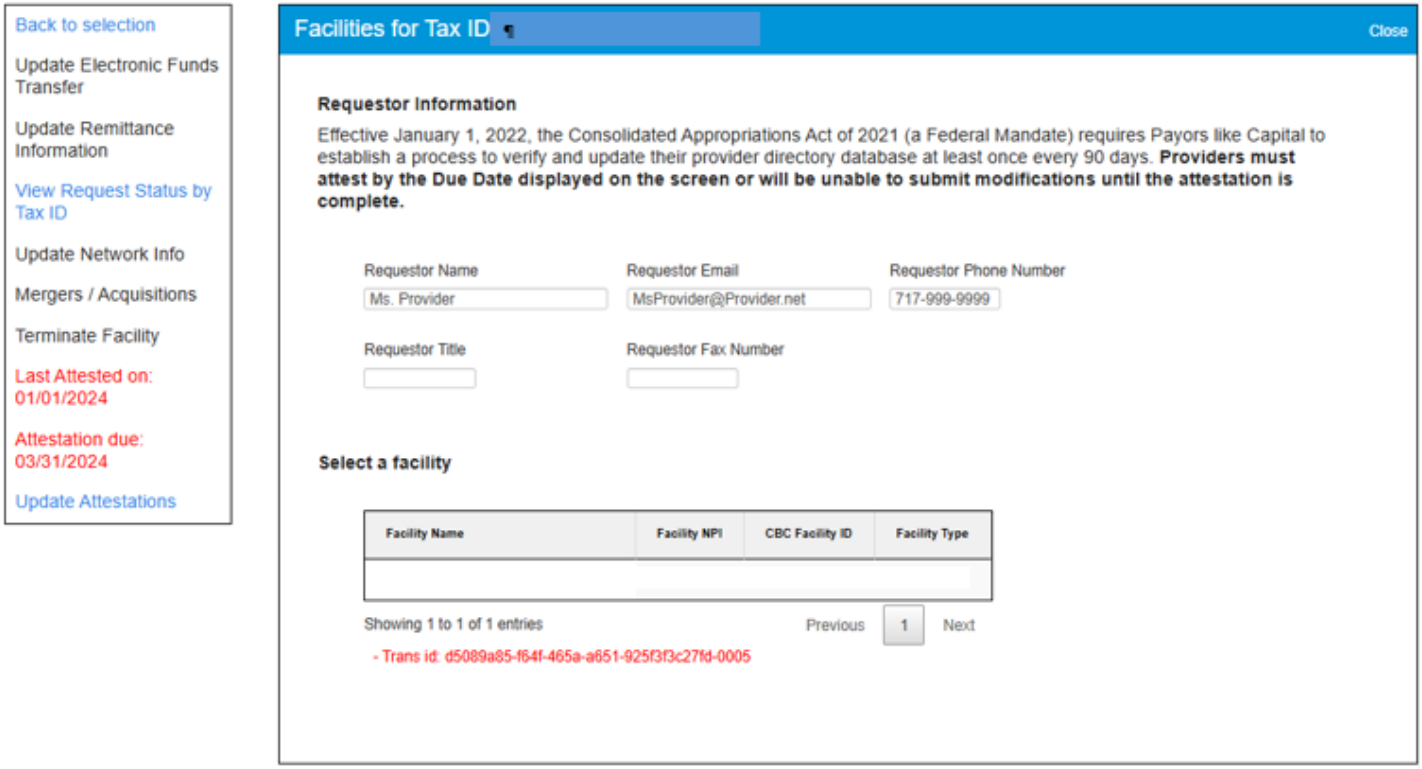
Approve Attestation indicates all information is accurate and no further changes need to be made OR changes that needed to be made, have been made prior to approving the attestation.

Approve Attestation with Changes indicates that all facilities have been reviewed and changes need to be made but cannot be completed at this time. Detailed comments are required to indicate the necessary changes that will be submitted at a later date. Please note, you have three business days to make any necessary updates to the facility information before the account will not be able to make any other changes in the application. Notes provided are just an indicator of what you will be submitting within three days of the completed attestation task.

Return to Main Selection will remove any 'Review and Approved' records that have been reviewed and return you to the main screen, which will NOT submit the attestation request.

Once you select *Approve Attestation* or *Approve Attestation with Changes*, the attestation request will be submitted and you will be returned to the main screen.

Attestation past due



If an attestation is not received within the 90 days from, the ‘Last Attested on’, text will appear in red, and functionality of the tool will not be available until the outstanding attestation is reviewed and submitted. Once the attestation is submitted, all functionalities will be available.

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