

## Registration Instructions

To register as a first-time user:

1. Go to BCBST.com home page and click on the word “Register” under the BlueAccess section.
2. Select to register as a “Provider.”
3. Complete the registration form (the User ID, Password and answer to token question are case sensitive), then click on “Submit.”
4. The system will display a Usage Agreement; read and scroll to the bottom and select “I agree.”
5. “Account Created” message appears; your user ID will be displayed; enter your password, then select “Login.” The “Main Menu” will be displayed.
6. **YOU WILL NEED TO “REQUEST A SHARED SECRET” FOR ALL PROVIDER ID NUMBERS THAT YOU NEED TO ACCESS.**
7. Select “Request Shared Secret” under the Account Maintenance section on the Main Menu.

If you need access to less than 30 providers, enter the seven-digit provider number(s) on the screen provided. If you receive payment to the group instead of the individual practitioner, use your group provider number found on the right hand corner of your remittance advice. The shared secret(s) will be mailed to the provider’s physical location (to your attention) the following business day. Each provider number will generate a separate letter.

If you need access to more than 30 providers, a reference number will assigned to tie all of your provider numbers together. Complete the additional information and an e-mail will be sent to your Network Manager who will

contact you for a current listing of all your provider numbers.

8. After you have received the shared secret or reference number, return to the Web site and login.
9. Click on “Update Permissions” under the Account Maintenance section on the Main Menu.
10. Select “Add Providers”:

If you have less than 30 providers:

Enter the provider ID number(s), tax ID number(s)(omit dashes), and shared secret(s) from the letter(s) in the boxes provided, then click on “Submit.”

If you have been given a reference number for more than 30 providers:

Enter the reference number, nine 9’s for the tax ID number (omit dashes) (999999999), and the shared secret, then click on “Submit.”

11. You will now be able to access all available applications. These steps will only need to be completed one time for each user who requests access to the secured site.

### eBusiness Solutions Staff

East Tennessee      Patty Stroupe  
(423) 535-3490

Middle Tennessee      Heather Miller  
(615) 386-8549

West Tennessee      Debbie Angner  
(901) 544-2285



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bcbst.com

801 Pine Street  
Chattanooga, TN 37402

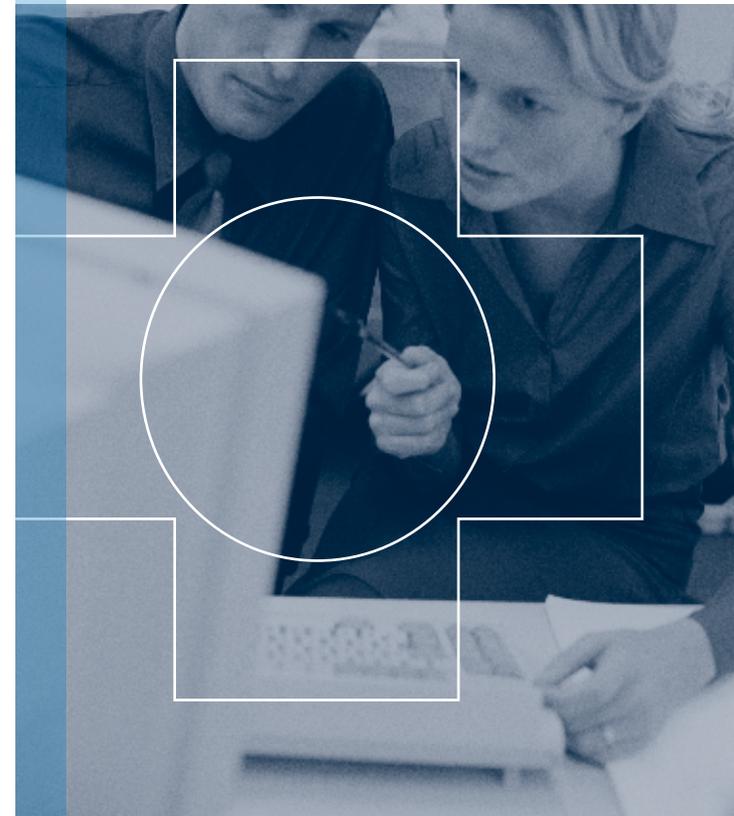
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## Provider Office Quick Reference Guide



## BlueAccess – Getting the best out of e-Health Services

*BlueAccess is an online benefits information resource you can access any time, at your convenience. If you need claims information or have a benefit question, the information is online.*

*With BlueAccess you can save the time it takes to make a phone call or to e-mail a question to BlueCross BlueShield of Tennessee.*

BlueAccess is a quick, convenient way to answer many of your health insurance questions. The information found on this site is available 24 hours a day, seven days a week, just as it appears in BlueCross BlueShield of Tennessee's claims processing system.

Through BlueAccess you can:

- confirm patient eligibility for coverage and services **before** treatment is performed;
- look up patient coverage details such as copays, deductible, and coinsurance;
- check the status of medical, behavioral health and dental claims;
- review and submit prior authorizations;
- review “remittance advices” online.

## Save Time and Money

Checking your claims status is as easy as visiting a Web site. Here's how you'll save time and money when using BlueAccess:

### Consider the Following

	BlueAccess Inquiry	Written Claim Inquiry
Postage Costs	\$0	\$.39
Material Costs	\$0	Envelope cost Stationery cost
Response Time	Instantly! Any time day or night	13 total business days for routine status inquiries.  3 days mail delivery <b>from</b> provider office  7 days to produce response  3 days mail delivery <b>to</b> provider office

Using BlueAccess to check on claims status is free and available 24/7. Be sure to register and start saving today.

## Getting Started

To use BlueAccess, you will need the following minimum requirements:

- 56K modem
- 128-bit encryption for security purposes and
- Internet connection using an approved browser.
  - Internet Explorer 4.01 through 5.00
  - Netscape Navigator 4.10 through 4.50

For best results use:

### Internet Browser

- Internet Explorer 5.01 through 6.01 (Windows Only)
- Netscape navigator 4.51 through 4.79 (Windows Only)
- 128-Bit encryption for security

### Internet Connection

- Digital Subscriber Line (DSL)
- Cable (like Comcast or Bell South)
- T1 Network Line (finer-optic line)