

Registration Instructions

To register as a first-time user:

1. Log on to the bcbst.com home page and click on the words "register now" under the BlueAccess section.
2. Select to register as a "Provider."
3. Complete the registration form (the Password is case sensitive), then click on "Submit."
4. The system will display a Usage Agreement; read and select "I agree" at the bottom.
5. The "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 Management section on the Main Menu. Note: If your check is made payable to the group instead of the individual practitioner, you can register for access to information on all practitioners associated with that group, or multiple groups, by using ONLY your group provider number(s).

If you need access to less than 30 providers, enter the 10-digit NPI and Tax ID with no dashes on the screen provided. 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 be 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 Management section on the Main Menu.
10. Select "Add Providers:"
If you have less than 30 providers, enter the 10-digit NPI and Tax ID with no dashes and the shared secret from the letter 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 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.

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BlueAccess 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, it's available 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 copay, deductible and coinsurance amounts;
- estimate patient liability at the time of care or submit a claim online;
- check the status of medical, behavioral health and dental claims;
- review and submit prior authorizations; or
- 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	\$42
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 from provider office 7 days to produce response 3 days mail delivery to 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 at least the following system requirements:

- 56K modem
- Internet Service
- Internet Explorer

For best results use:

- Digital Subscriber Line (DSL), Cable or other high-speed Internet Connection
- Internet Explorer 6.x

