



Provider Updates and Changes Application

Track A Request

Quick Reference Guide

Updated: August 2023



Provider Enrollment, Updates and Changes Application

Track A Request

Introduction:

The Track a Request allows Providers to track their Group Enrolment Form and/or Individual Enrollment Form request. Currently, this application does not track the Update Network Provider Change nor Network Verification Forms.

Getting Started:

- Log into Availity
- Click “Payer Spaces” and then select the BCBST logo icon to go to our page of applications specific to us as a Payer.
- Scroll to locate the application tile called “Provider Enrollment, Updates and Changes”
- You can select either Group or Individual. You can select “Existing or New” (most will select Existing)
- Next select the “Track A Request” as shown in the print below.

The screenshot displays the Availity Payer Enrollment Services portal. At the top, there is a navigation bar with the Availity logo, a search bar, and links for Home, Notifications, My Favorites, Tennessee, Help & Training, Faith's Account, and Logout. Below the navigation bar, a secondary menu includes Patient Registration, Claims & Payments, Clinical, My Providers, Reporting, Payer Spaces, and More. A keyword search bar is also present.

The main content area features a yellow announcement box stating: "Change Healthcare is the new BlueCross EFT/ERA Vendor, Effective Dec 1, 2021. We wanted to let you know we've switched EFT/ERA enrollment vendors. Effective Nov. 29, 2021, you can submit EFT/ERA changes and enrollments through Change Healthcare's Payer Enrollment Services portal at payerservices.com, which is also accessible through Availity® and provider.bcbst.com. If you have questions, please call 1-800-924-7141 and follow the prompts to eBusiness support. You can also reach out to your Provider Network Manager."

Below the announcement, a blue box prompts the user: "Please select the most appropriate option from the drop-down boxes which will direct you to the path of Enrollment or Change Request. [More Info](#)".

The form contains three dropdown menus:

- "I am a(an)" with "Group" selected.
- "I am a(an)" with "Existing" selected, and the text "BlueCross BlueShield of Tennessee Provider." displayed.
- "I want to" with "Select..." selected.

A "Submit" button is located below the dropdowns. To the left of the dropdowns, a blue box contains the text: "BCBST will not differentiate on the basis of race, ethnicity, or which the practitioner serves." To the right, a blue box contains the text: "Practitioners or organizations seeking credentialing orientation, religion, patient type (e.g. Medicaid) in".

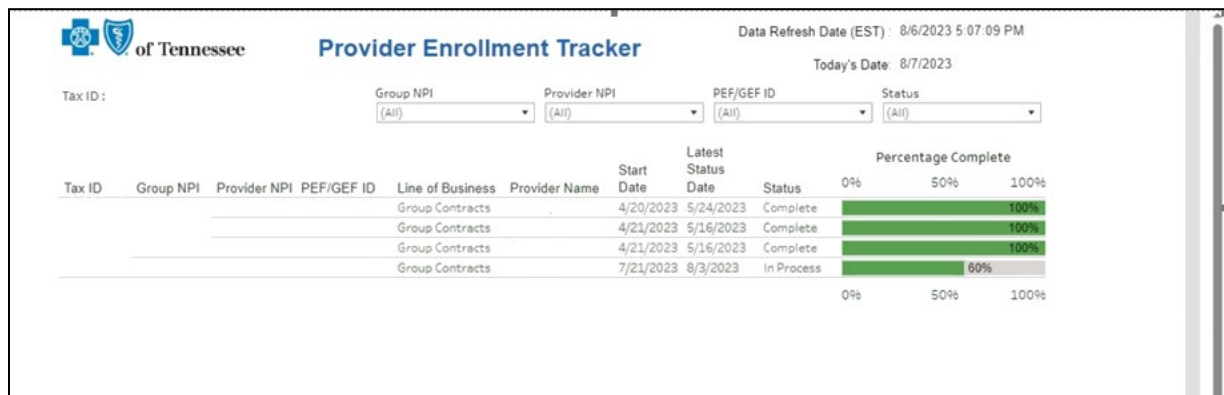
The "I want to" dropdown menu is open, showing the following options:

- Add or Remove networks
- Enroll additional Providers
- Add or Update a Tax ID or Specialty
- Update Network Provider Information
- Update Network Verification
- Update Out of Network Provider Information
- Track A Request (highlighted with a mouse cursor)

At the bottom left of the page, a status bar indicates "Waiting for p0008-3.glance.net..."

The Provider Enrollment Tracker displays as shown below.

NOTE: the tracker refreshes every 12 hours so if someone submits a request, it will not show up in the tracker shown below for 12 hours. Notice the Data Refresh Date (EST) in the upper right-hand corner.



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