



Dear Provider

Welcome! Thank you for starting the registration process with the Blue Plus Bridgeview Company!

The Bridgeview Company adjudicates claims for Home and Community Based Services for the Elderly Waiver program (HCBS), approved continuation of Relocation Service Coordination (RSC) and Moving Home Minnesota (MHM) for Blue Plus's seniors on Secure Blue (MSHO) and Blue Advantage (MSC+) members.

Below is important information for successful submission and adjudication of claims for the Bridgeview Company. There are two steps to complete the process.

Step 1: Register with Bridgeview

- After completing the registration form with Bridgeview, you and your support staff will receive an email from "noreply@bridgeviewco.com" containing a specific user ID number (starting with "bvt") and information about the password for each user.
 - The password is the 4-digit PIN number that you provided on the provider registration form.
 - If you do not receive this email, please check your "junk email" folder. The provider enrollment process can take up to 10 business days.
 - If you do not get an email notification after 10 business days contact Bridgeview at 1-800-584-9488.
- Once you received your Bridgeview specific user ID number (starting with "bvt") go to the Bridgeview Company website at:
<https://www.bluecrossmn.com/healthy/public/bridgeview/home> to log in.

To Login:

- Hover over "Bridgeview Links" found on the top right side of the screen and select "Provider Service Agreements"
- Log in with your newly assigned Username (starting with "bvt") and Password (the 4-digit pin).
- After you successfully log-in you will be able to view and print all service agreements for your business.
- All the necessary information needed for submitting claims to Bridgeview is listed within the service agreement.

Step 2: Availity

- Availity is the exclusive clearinghouse for Bridgeview. You will need to register with Availity.
- Please see the attached Availity document to review a step by step process to register.
- Availity will ask for your NPI during the registration process. If you do not have an NPI then you will need to register your UMPI.
- After registering for Availity you will be able to submit claims and use remittance viewer.
 - If you need to submit a claim through the portal, contact your Account Administrator to request the Claims Role be assigned to your user account.
 - When billing directly through Availity, Bridgeview will receive claim files within 2 business days. Clean claims (that have no errors) will be adjudicated within 30 days.



- To view data within Remittance Viewer, you will be required to validate that you have received a payment from Bridgeview. This includes validating your provider ID and a check number, amount, and date. This can be completed after your first payment is received from Bridgeview.
- Under My Providers you will want to do the following:
 - Choose Express Entry. If needed, select an Organization. Click the Add Provider button and follow the prompts. If you use an UMPI, look for the link “This provider is not required to have an NPI.” By completing this information, you will save time in applications within the Availity portal.
 - If you want to have the 835 Transaction sent to you or your clearinghouse then you will need to choose Enrollments Center, then choose Transaction Enrollment. Follow the prompts to register for the 835 transaction.
- Availity will ask for your NPI during the registration process. If you do not have an NPI then you will need to register your UMPI.
- If you have not received an approval for your business the next business day, **please contact Bridgeview Company at 1.800.584.9488 to report your registration is pending. Bridgeview team will follow up with Availity to approve the registration.**

Upon successful registration with Availity, there are many resources from the Availity home page:

- Under **Help & Training** you can select one of the following:
 - “Get Trained.” This will bring you to the Availity Learning Center. Under search option type in Bridgeview. Choose the tutorial called **“Claim Submission and Follow-up Training for Bridgeview Provider.”** Enroll for view this extremely helpful tutorial.
 - “Find Help” to search on the topic needed.
 - Create a support ticket by choosing “My Support Tickets”
- Under **Claims and Payment**, you can select one of the following:
 - Choose Remittance Viewer to find the human readable format of the 835 transaction
 - Professional Claim if you need to submit a claim through the portal.
 - Select Send and Receive EDI Files to send and received EDI files
 - Search the Payer List
- Under **Payer Spaces select the Bridgeview logo**
 - Under the Resource Tab you will find the following:
 - Provider Registration form
 - Bridgeview Provider Manual
 - Direct Deposit and W9 request forms
 - Helpful Tips for Successful Claims submission
 - Provider Welcome Letter

For questions or concerns about Step 1, Register with Bridgeview, please contact the Bridgeview Company directly at 1.800.584.9488 or you can send a secure email to EWProviders@bluecrossmn.com
For questions or concerns about Step 2 Availity, please contact Availity directly at 1.800.282.4548.

Kindly,

The Bridgeview Company