WELCOME TO BRIDGEVIEW /AVAILITY TRAINING
SERVICE AGREEMENT ACCESS
FALL 2020

AVAILITY WEBSITE
WWW.AVAILITY.COM

WE WILL REVIEW THE FOLLOWING:

- REGISTERING YOUR ORGANIZATION
- ENTERING INFORMATION IN EXPRESS ENTRY
- ADDING USERS TO YOUR ORGANIZATION AND ASSIGNING NEEDED ROLES
- FINDING YOUR AVAILITY CUSTOMER ID
- FINDING YOUR ORGANIZATIONS ADMINISTRATOR
- BRIDGEVIEW PAYER SPACES
- NAVIGATING TO THE LINK TO OBTAIN YOUR SERVICE AGREEMENTS

REGISTERING YOUR ORGANIZATION

FIRST THINGS FIRST:

➢ INTERNET BROWSER COMPATIBILITY

The Availity Portal is compatible with the following browsers:

- Google Chrome (version 22 or higher)
- Mozilla Firefox (version 27 or higher)
- Microsoft Edge (version 79 or higher) – To ensure you are using the Edge browser, look for this logo:
- Microsoft Internet Explorer 11

NOTE: Availity is compatible with the Internet Explorer as a browser but this will not work with the new website to obtain your Service Agreements.

➢ ALLOW POP-UP WINDOWS

- APPS.AVAILITY.COM
- WWW.AVAILITY.COM
- ANY THIRD-PARTY WEBSITES ACCESSED FROM THE AVAILITY PORTAL SUCH AS A PAYER'S WEBSITE.

NOTE: ALSO ALLOW JAVASCRIPT AND ALLOW IMAGES TO LOAD AUTOMATICALLY.

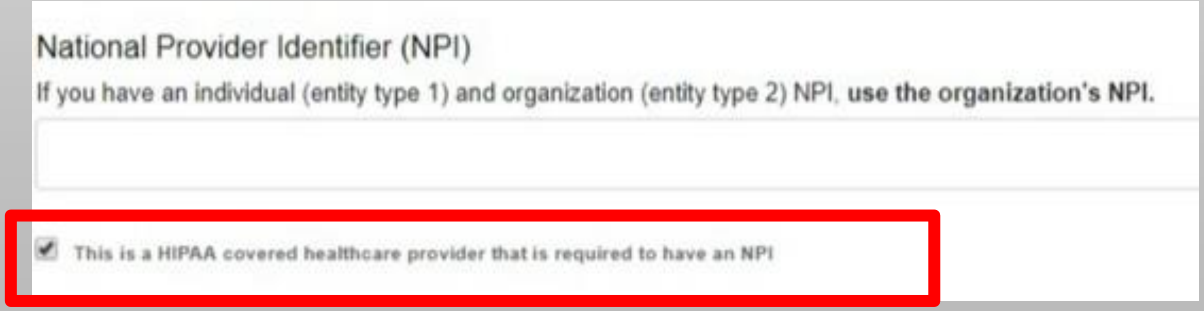
REGISTERING YOUR ORGANIZATION, CONTINUED

TO REGISTER YOUR BUSINESS:

- FOLLOW THESE STEPS
  1. GO TO WWW.AVAILITY.COM
  2. CLICK REGISTER
  3. CLICK THE ORGANIZATION TYPE
  4. FOLLOW THE REGISTRATION WIZARD

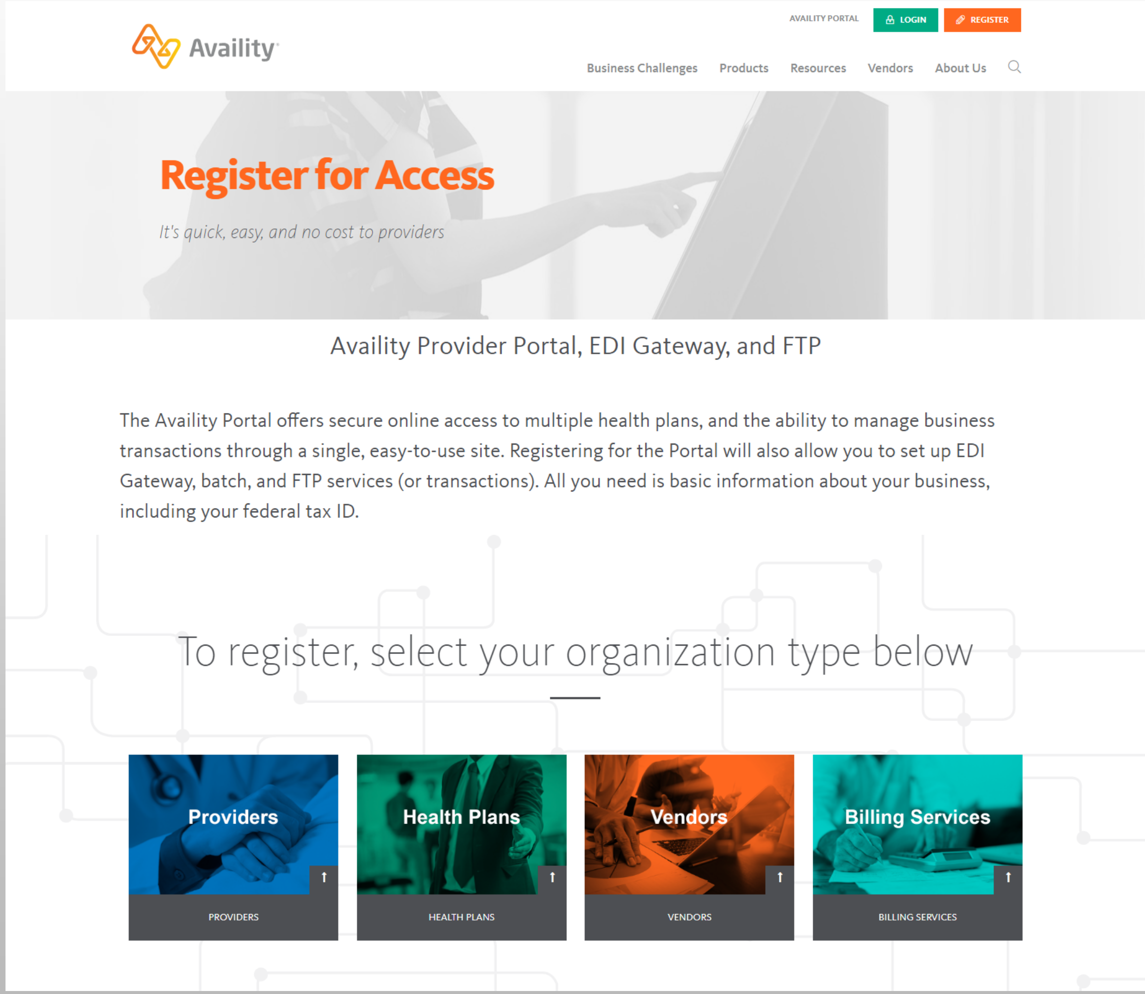
REGISTRATION TIP

IF YOU DO NOT REQUIRE USE OF A NPI, THEN UNCHECK THIS BOX IN STEP 2 OF THE REGISTRATION PROCESS ABOUT ORGANIZATION INFO.


National Provider Identifier (NPI)

If you have an individual (entity type 1) and organization (entity type 2) NPI, **use the organization's NPI.**

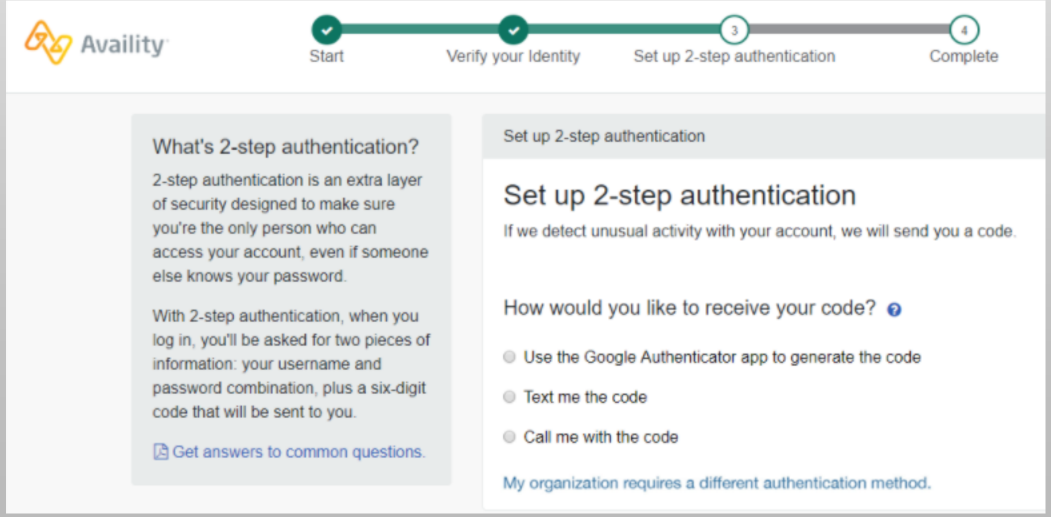
☑ This is a HIPAA covered healthcare provider that is required to have an NPI



REGISTERING YOUR ORGANIZATION, CONTINUED

AVAILITY 2-STEP AUTHENTICATION:

- AVAILITY WANTS TO PROTECT THE PRIVACY AND DATA THAT USERS HAVE ACCESS TO. TO DO THAT THEY HAVE ADDED A REQUIRED 2-STEP AUTHENTICATION.
- EACH USER WILL NEED TO HAVE THEIR OWN ACCOUNT. WE WILL REVIEW HOW TO DO THAT LATER IN THE PRESENTATION.
- THIS 2-STEP AUTHENTICATION PROCESS ENSURES THAT YOU ARE THE PERSON YOU SAY YOU ARE AT THE KEYBOARD.
- ONLY THE PRIMARY ADMINISTRATOR OF THE ORGANIZATION IS REQUIRED TO COMPLETE THE IDENTITY VERIFICATION STEPS. YOU WILL HAVE TO ANSWER PERSONAL QUESTIONS ABOUT YOURSELF. AVAILITY UTILIZES A VENDOR FOR THIS PROCESS, THEY DO NOT KNOW THIS INFORMATION ABOUT YOU.
- ALL OTHER USERS WILL ONLY NEED TO COMPLETE A FEW QUESTIONS TO OBTAIN A CODE TO COMPLETE THE LOG IN PROCESS.



2-STEP AUTHENTICATION PROVIDES ANOTHER CHECKPOINT TO MAKE SURE THE PERSON LOGGING IN TO THEIR AVAILITY ACCOUNT IS WHO THEY SAY THEY ARE. 2-STEP AUTHENTICATION IS INCREASINGLY BEING USED IN REGULATED INDUSTRIES, SUCH AS HEALTHCARE AND BANKING.

REGISTERING YOUR ORGANIZATION, CONTINUED

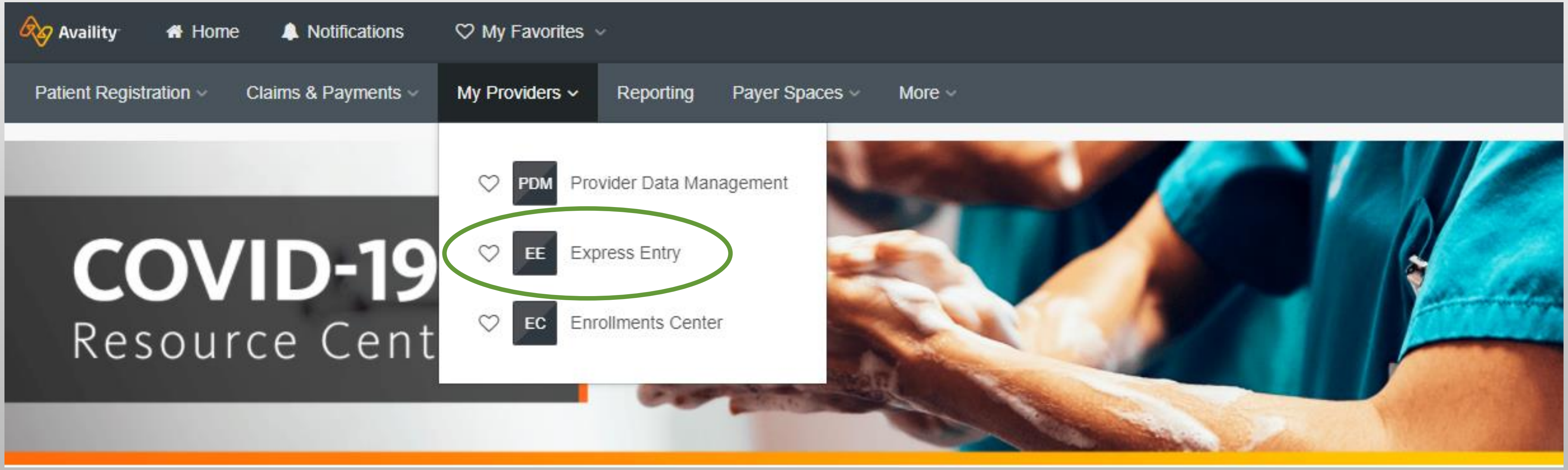
THE PERSON WHO COMPLETES THE REGISTRATION PROCESS FOR THE ORGANIZATION IS AUTOMATICALLY CONSIDERED THE ACCESS ACCOUNT ADMINISTRATOR.

- THE ACCESS ACCOUNT ADMINISTRATOR HAS THE SECURITY TO PERFORM THE FOLLOWING FUNCTION:
  - ADD OR MAINTAIN USERS
  - ASSIGN REQUIRED ROLES
  - MAINTAIN EXPRESS ENTRY INFORMATION
  - ERA REGISTRATION
  - MAINTAIN THE ORGANIZATION

* ***THIS LIST DOES NOT INCLUDE ALL AVAILABLE FUNCTIONS AVAILABLE ON THE AVAILITY PORTAL***

EXPRESS ENTRY

TO BE ABLE TO OBTAIN YOUR SERVICE AGREEMENTS, YOU WILL BE REQUIRED TO ENTER YOUR PROVIDER IDENTIFIER IN EXPRESS ENTRY. TO OPEN EXPRESS ENTRY, GO TO THE “MY PROVIDERS” DROP DOWN MENU, CHOOSE “EXPRESS ENTRY”



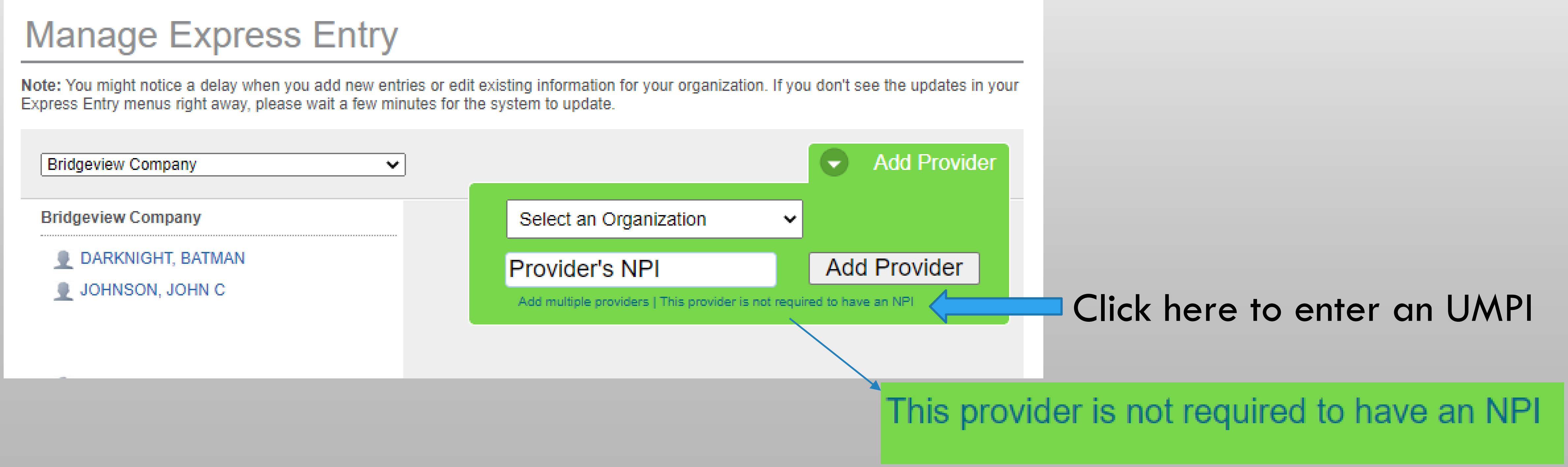
EXPRESS ENTRY, CONTINUED

CHOOSE THE ORGANIZATION YOU WANT TO ADD PROVIDER INFORMATION FOR

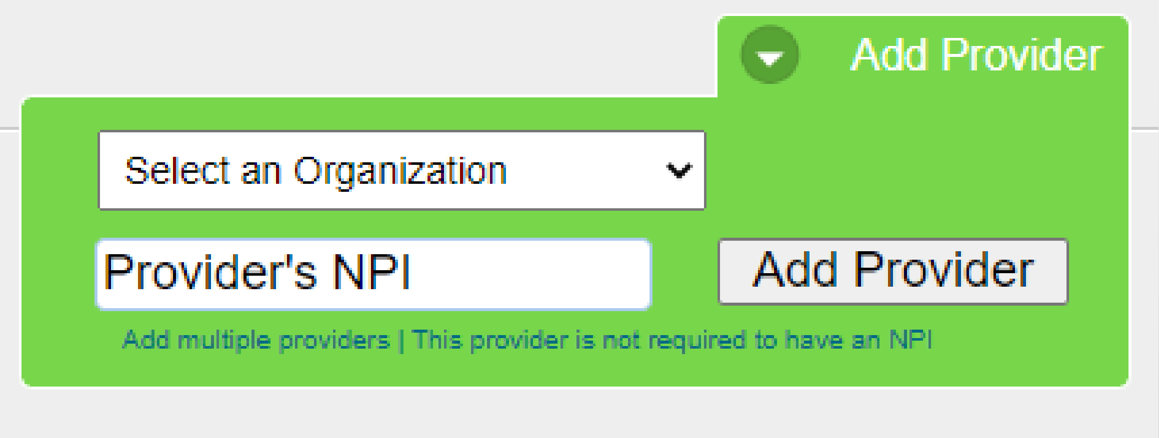
- IF YOUR PROVIDER USES AN NPI, ENTER THAT NUMBER AND CLICK ADD PROVIDER

.

- IF YOUR PROVIDER USES AN UMPI, CLICK ON THE LINK FOR PROVIDERS THAT DO NOT USE AN NPI. YOU WILL THEN NEED TO CHOOSE INDIVIDUAL OR GROUP/FACILITY



EXPRESS ENTRY, NPI ENTRY



ADD PROVIDER WITH NATIONAL PROVIDER ID (NPI)

- CHOOSE AN ORGANIZATION AS NEEDED. IF THE PROVIDER IS ASSOCIATED TO MORE THAN ONE ORGANIZATION THEN YOU WILL NEED TO ENTER THEIR INFORMATION UNDER EACH ORGANIZATION
- ENTER THE NATIONAL PROVIDER ID
- CLICK ON ADD PROVIDER BUTTON
- THE NATIONAL PLAN AND PROVIDER ENUMERATION SYSTEM (NPPES) IS ACCESSED TO VERIFY THE NPI ENTERED

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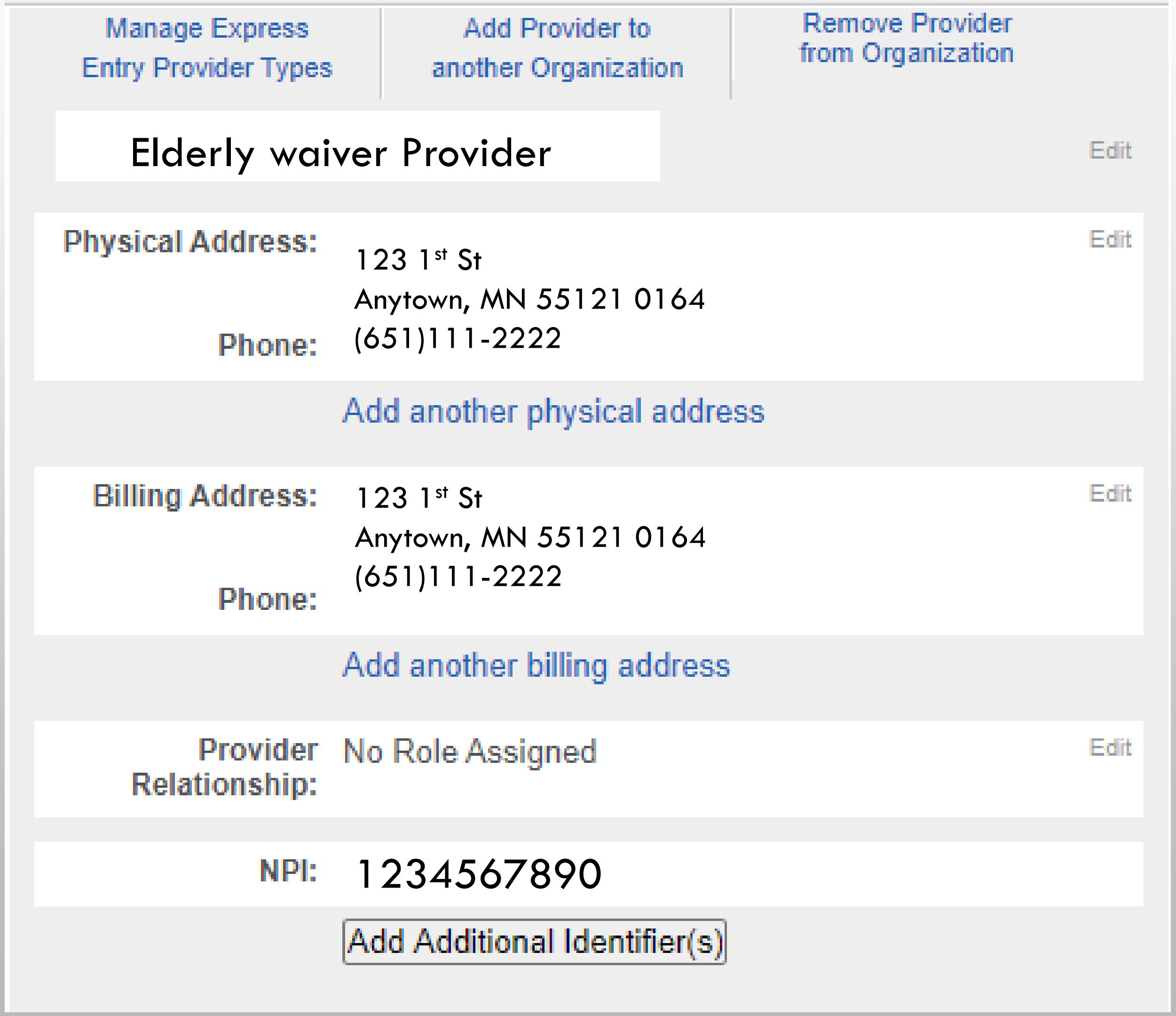
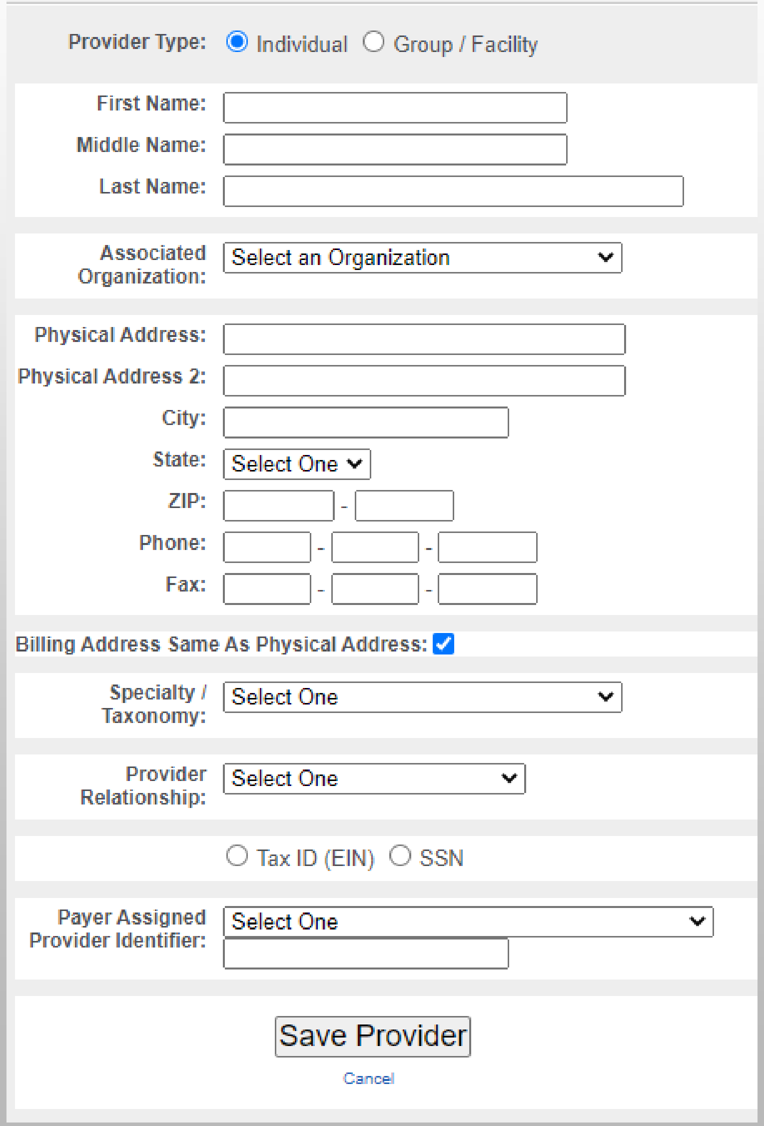
EXPRESS ENTRY, NPI ENTRY CONTINUED



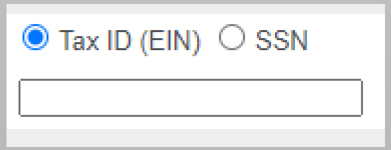
- REVIEW INFORMATION IS POPULATED FROM NPPES
- EDIT INFORMATION, AS NEEDED
- ADD ANOTHER PHYSICAL ADDRESS, AS NEEDED
- ADD ANOTHER BILLING ADDRESS, AS NEEDED

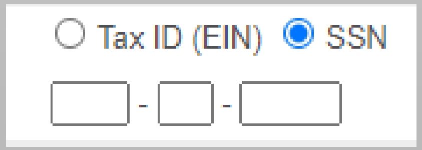
EXPRESS ENTRY, INDIVIDUAL



ENTERING UNIVERSAL MINNESOTA PROVIDER IDENTIFICATION (UMPI) FOR AN INDIVIDUAL

- ENTER NAME INFORMATION
- CHOOSE AN ORGANIZATION AS NEEDED. IF THE PROVIDER IS ASSOCIATED TO MORE THAN ONE ORGANIZATION THEN YOU WILL NEED TO ENTER THEIR INFORMATION UNDER EACH ORGANIZATION
- ENTER ADDRESS INFORMATION
- SELECT APPROPRIATE SPECIALTY/TAXONOMY CODE
- CHOOSE APPROPRIATE PROVIDER RELATIONSHIP
- CHOOSE TAX ID (EIN) OR SSN TO ENTER YOUR NUMBER





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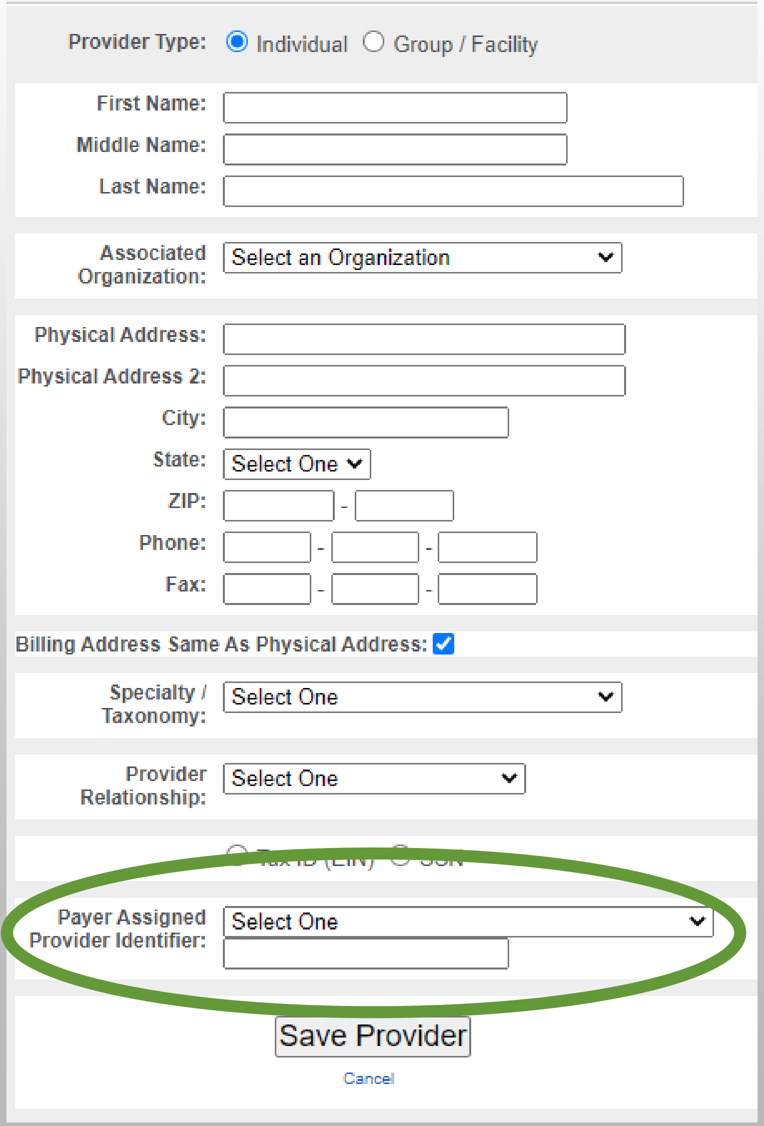
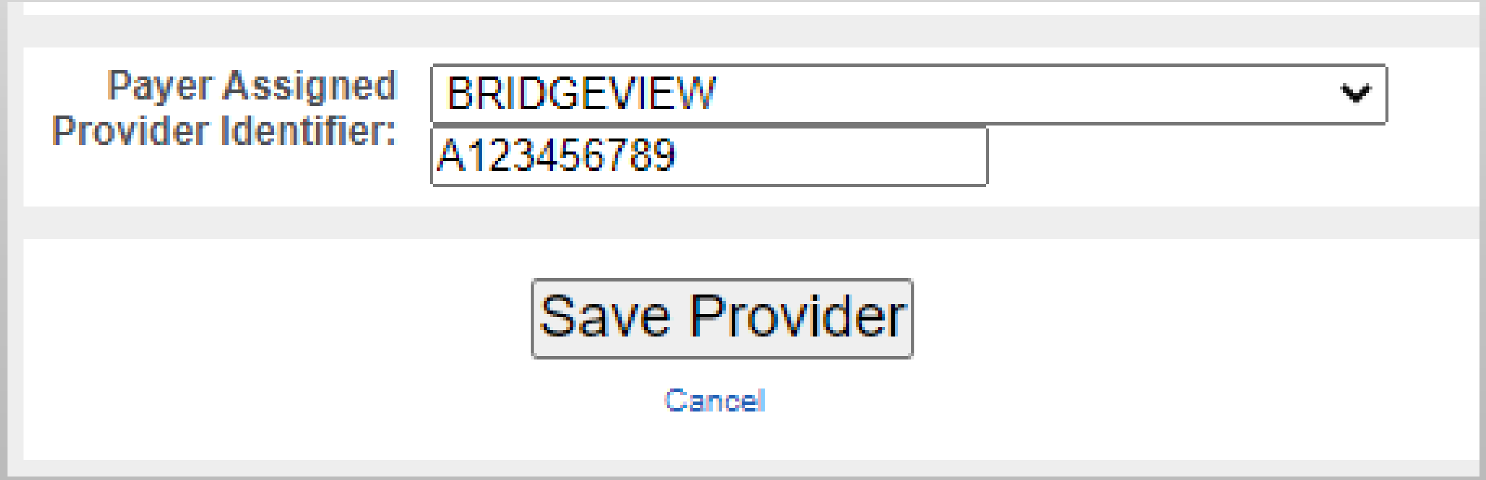
EXPRESS ENTRY, CONTINUED FOR INDIVIDUAL

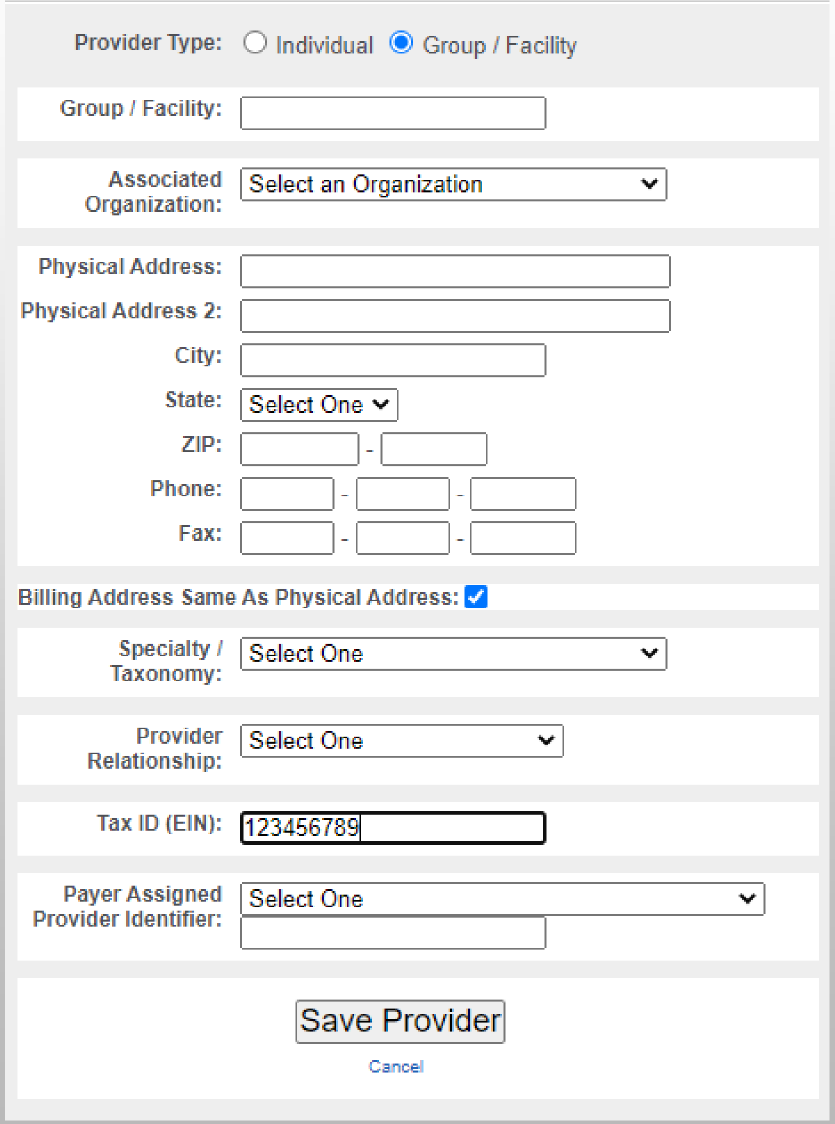


COMPLETE THE PROCESS BY ADDING A PAYER ASSIGNED PROVIDER IDENTIFIER

- USING DROP DOWN MENU, CHOOSE THE PAYER NAME OF BRIDGEVIEW
- ENTER YOUR UMPI IN THE TEXT BOX BELOW PAYER NAME
- CLICK ON SAVE PROVIDER



EXPRESS ENTRY, GROUP/FACILITY



ENTERING UNIVERSAL MINNESOTA PROVIDER IDENTIFICATION (UMPI) FOR A GROUP/FACILITY

- ENTER THE NAME
- CHOOSE AN ORGANIZATION AS NEEDED. IF THE PROVIDER IS ASSOCIATED TO MORE THAN ONE ORGANIZATION THEN YOU WILL NEED TO ENTER THEIR INFORMATION UNDER EACH ORGANIZATION
- ENTER ADDRESS INFORMATION
- SELECT APPROPRIATE SPECIALTY/TAXONOMY CODE
- CHOOSE APPROPRIATE PROVIDER RELATIONSHIP
- THE TAX ID (EIN) WILL BE PULLED FROM YOUR ORGANIZATION'S INFORMATION

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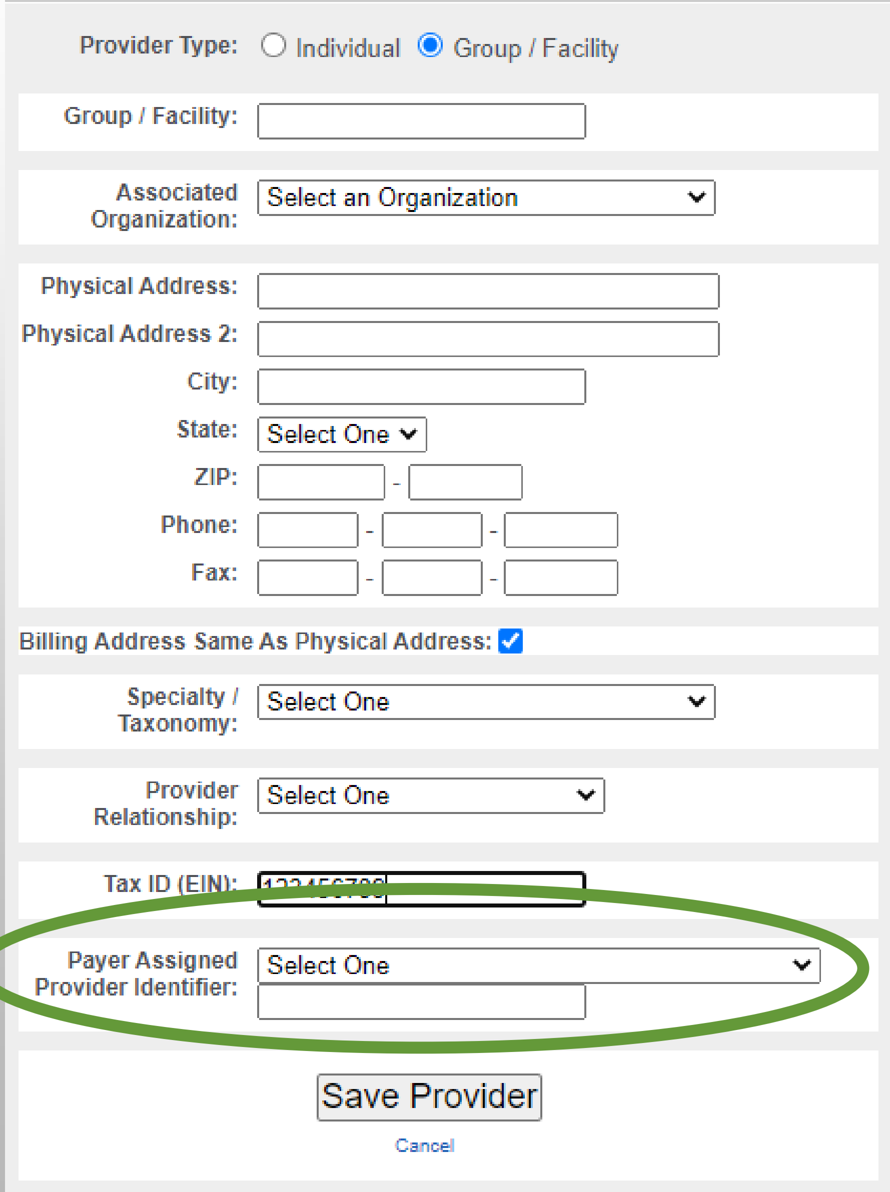
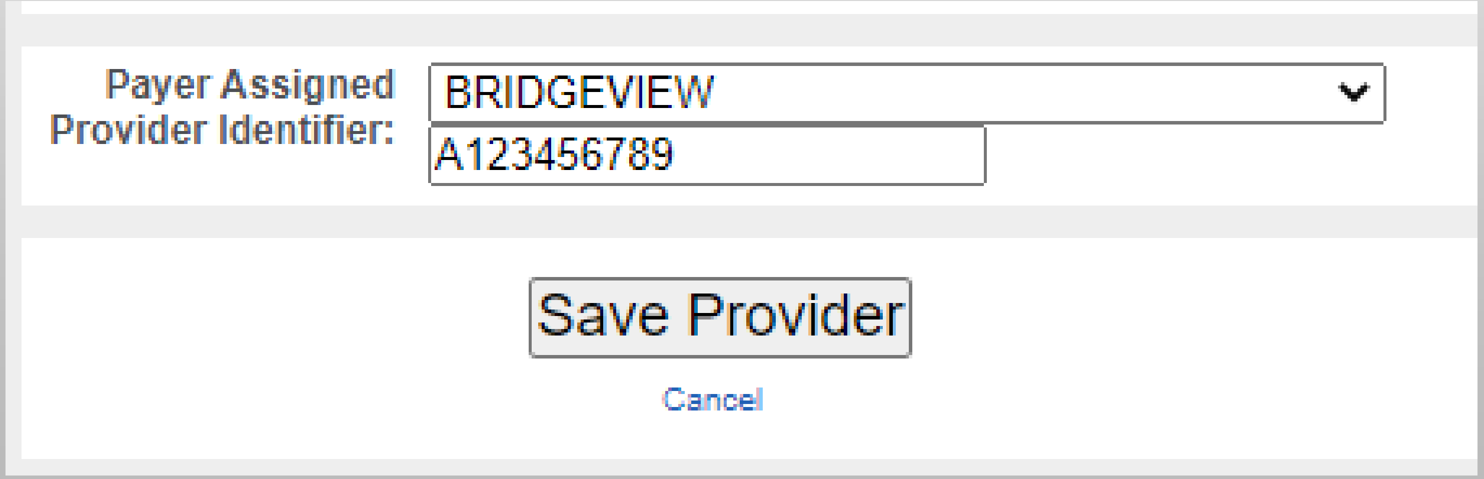
EXPRESS ENTRY, CONTINUED FOR GROUP/FACILITY



COMPLETE THE PROCESS BY ADDING A PAYER ASSIGNED PROVIDER IDENTIFIER

- USING DROP DOWN MENU, CHOOSE THE PAYER NAME OF BRIDGEVIEW
- ENTER YOUR UMPI IN THE TEXT BOX BELOW PAYER NAME
- CLICK ON SAVE PROVIDER



USER ACCESS

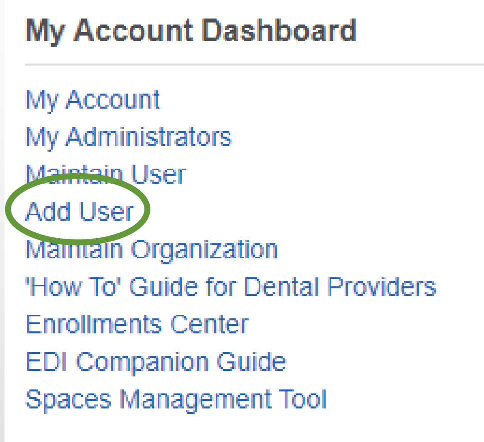
AFTER THE ACCESS ACCOUNT ADMINISTRATOR HAS COMPLETED THE REGISTRATION PROCESS FOR THE ORGANIZATION, THEY WILL NEED TO DECIDE IF ADDITIONAL USERS NEED TO BE ADDED TO SUPPORT YOUR ORGANIZATION. HERE ARE SOME CONSIDERATIONS:

- IS THERE AN ASSISTANT ADMINISTRATOR NEEDED FOR BACK UP?
- WHO WILL VIEW AND PRINT SERVICE AGREEMENTS?
- WHO WILL MAINTAIN ANY CHANGES TO THE ORGANIZATION?
- DO I NEED TO ACCESS MY REMITTANCE INFORMATION THROUGH AVAILITY?
- WILL I SUBMIT CLAIMS USING THE AVAILITY PORTAL?
- IF A CURRENT BVT ID IS BEING USED, YOU WILL WANT TO SET US A USER ACCOUNT IN AVAILITY.

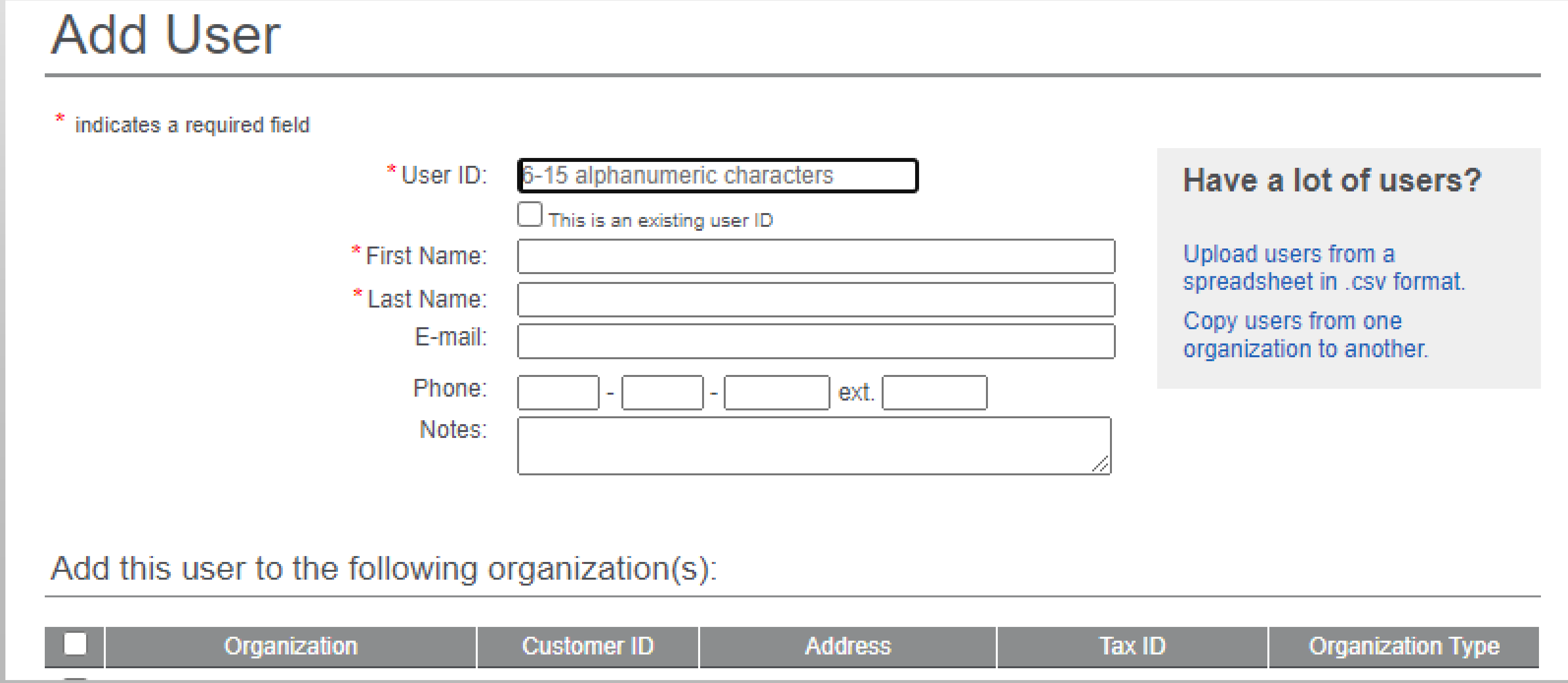
USER ACCESS, CONTINUED ADD A USER

AFTER YOU HAVE DECIDED WHO NEEDS TO BE ADDED AS A USER TO YOUR ORGANIZATION WITHIN AVAILITY FOLLOW THESE STEPS:

1. GO TO MY ACCOUNT DASHBOARD CHOOSE ADD USER
2. COMPLETE THE REQUIRED FIELDS – USER ID, FIRST AND LAST NAME.
3. ENTER AN EMAIL ADDRESS – **THIS IS NOT REQUIRED BUT HIGHLY RECOMMENDED** TO ALLOW THE USER TO RECEIVE PASSWORDS AND OTHER EMAIL COMMUNICATION
4. CHOOSE THE ORGANIZATION THE USER NEEDS ACCESS TO
5. CHOOSE THE ROLES NEEDED
6. REVIEW AND SUBMIT



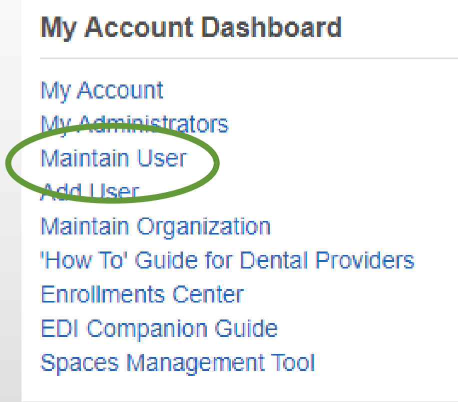
Note: User ID's are free form, the ID is required to be 6-15 characters in length, containing only letters and numbers. Spaces are not allowed. If the User ID is already in use, an error message will be presented.



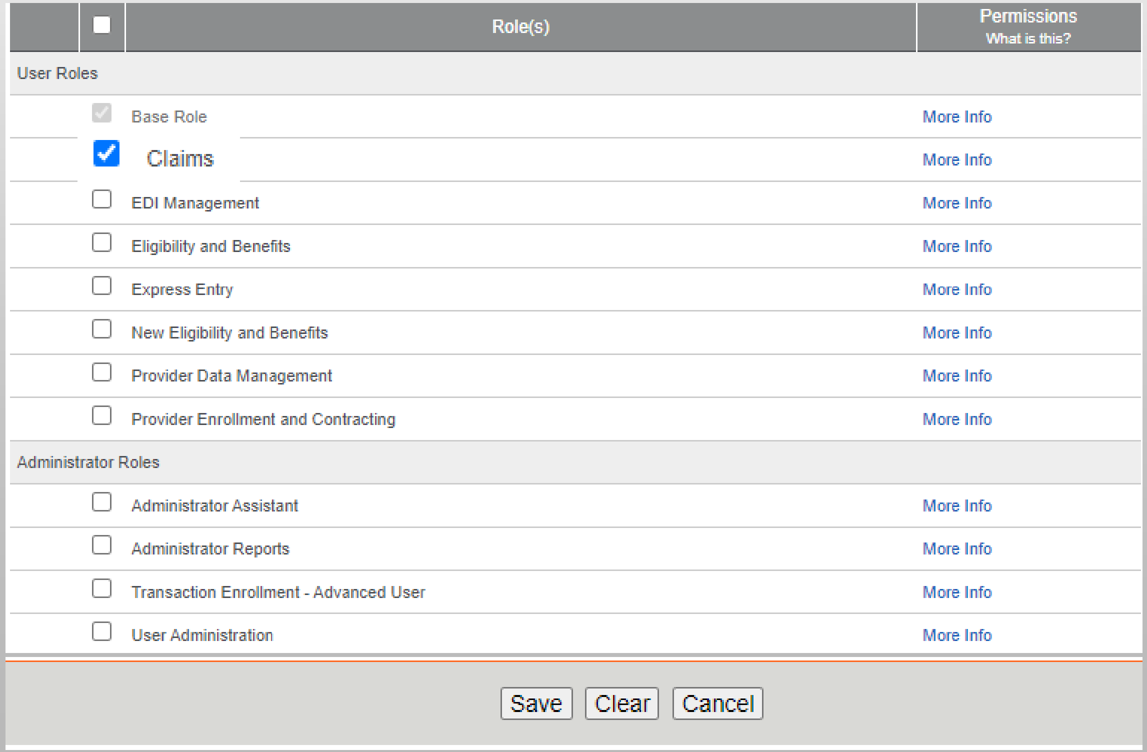
USER ACCESS, CONTINUED MAINTAIN A USER

TO ALLOW ADDITIONAL ACCESS TO A USER ID ALREADY SETUP, YOU WILL NEED TO ASSIGN THE APPROPRIATE ROLE(S). FOLLOW THESE STEPS:

1. GO TO MY ACCOUNT DASHBOARD CHOOSE MAINTAIN USER
2. SELECT ORGANIZATION OR SEARCH FOR A USER BY NAME OR ID
3. CLICK ON VIEW/EDIT TO OPEN BOX TO VIEW ROLES.
4. CHECK BOXES FOR ROLE(S) NEEDED
5. CLICK SAVE TO KEEP CHANGES – AS NEEDED USE CLEAR OR CANCEL BUTTONS.



Note: Check the box next to the role needed. All users are automatically setup with the base role assigned. This is the minimum requirement to be able to view and print Service Agreements.



FINDING YOUR AVAILITY CUSTOMER ID

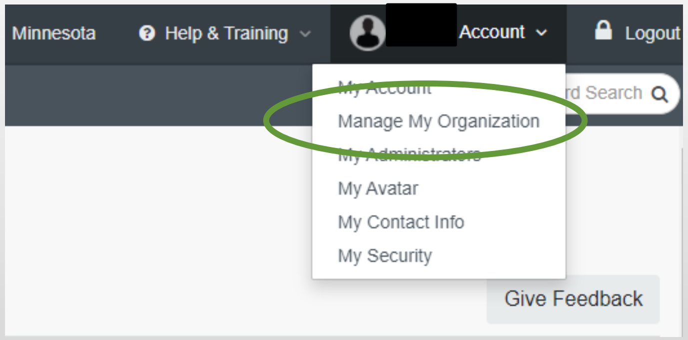
TO FIND YOUR AVAILITY CUSTOMER ID YOU WILL WANT TO VIEW YOUR ORGANIZATIONS INFORMATION.

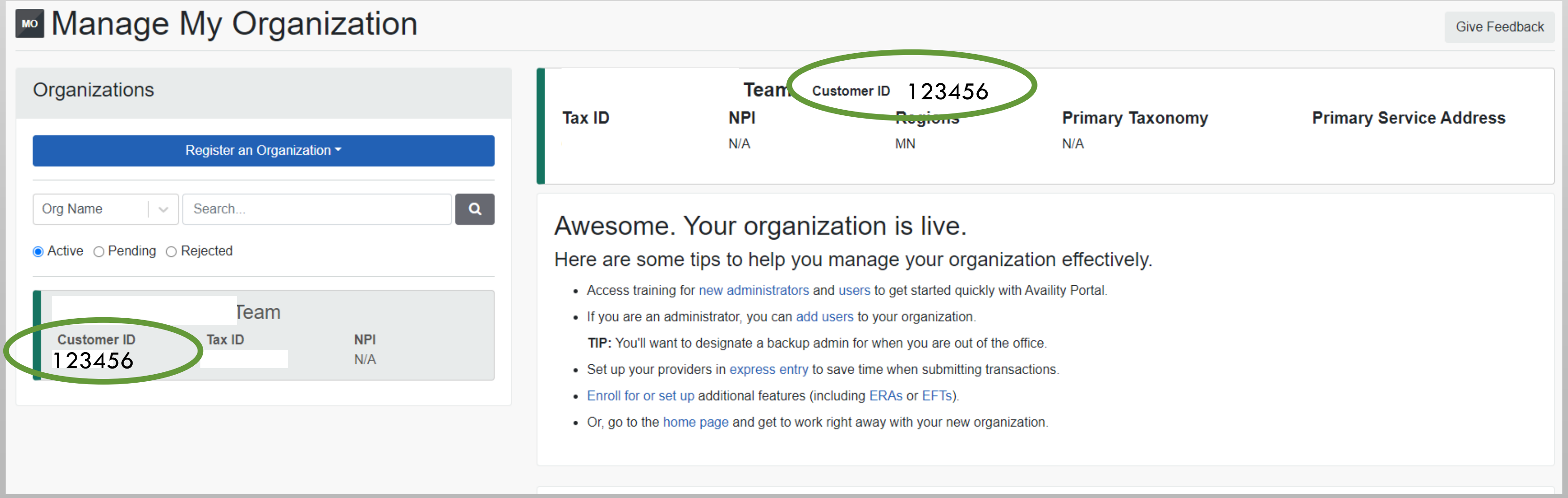
- FROM THE HOME PAGE ON THE “MY ACCOUNT DASHBOARD” TAB CHOOSE “MANAGE MY ORGANIZATION”

OR

- UNDER “YOUR NAME ACCOUNT” MENU CHOOSE “MANAGE MY ORGANIZATION”

YOUR CUSTOMER ID IS LISTED IN TWO PLACES





FINDING YOUR ORGANIZATIONS ADMINISTRATOR

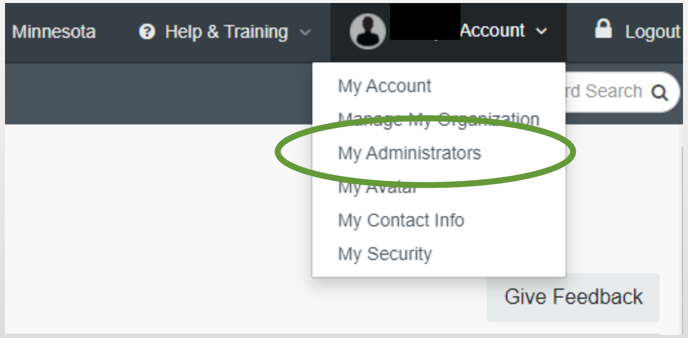
TO FIND YOUR ORGANIZATIONS ADMINISTRATOR YOU WILL WANT TO LOOK AT "MY ADMINISTRATORS"

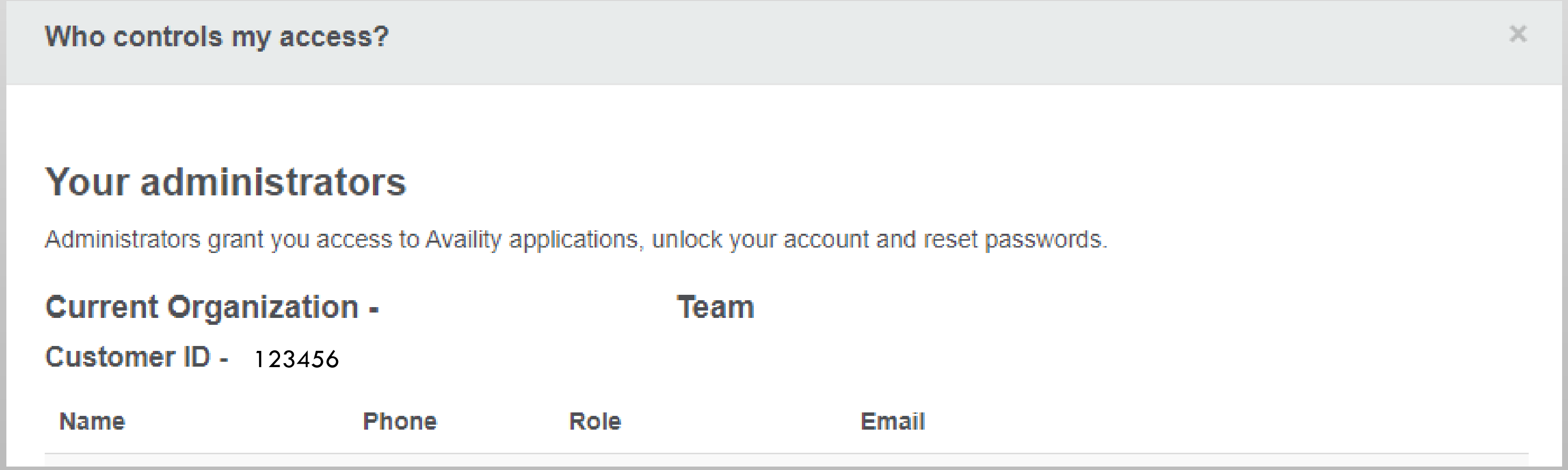
- FROM THE HOME PAGE ON THE "MY ACCOUNT DASHBOARD" TAB CHOOSE "MY ADMINISTRATORS"

OR

- UNDER "YOUR NAME ACCOUNT" MENU CHOOSE "MY ADMINISTRATORS"

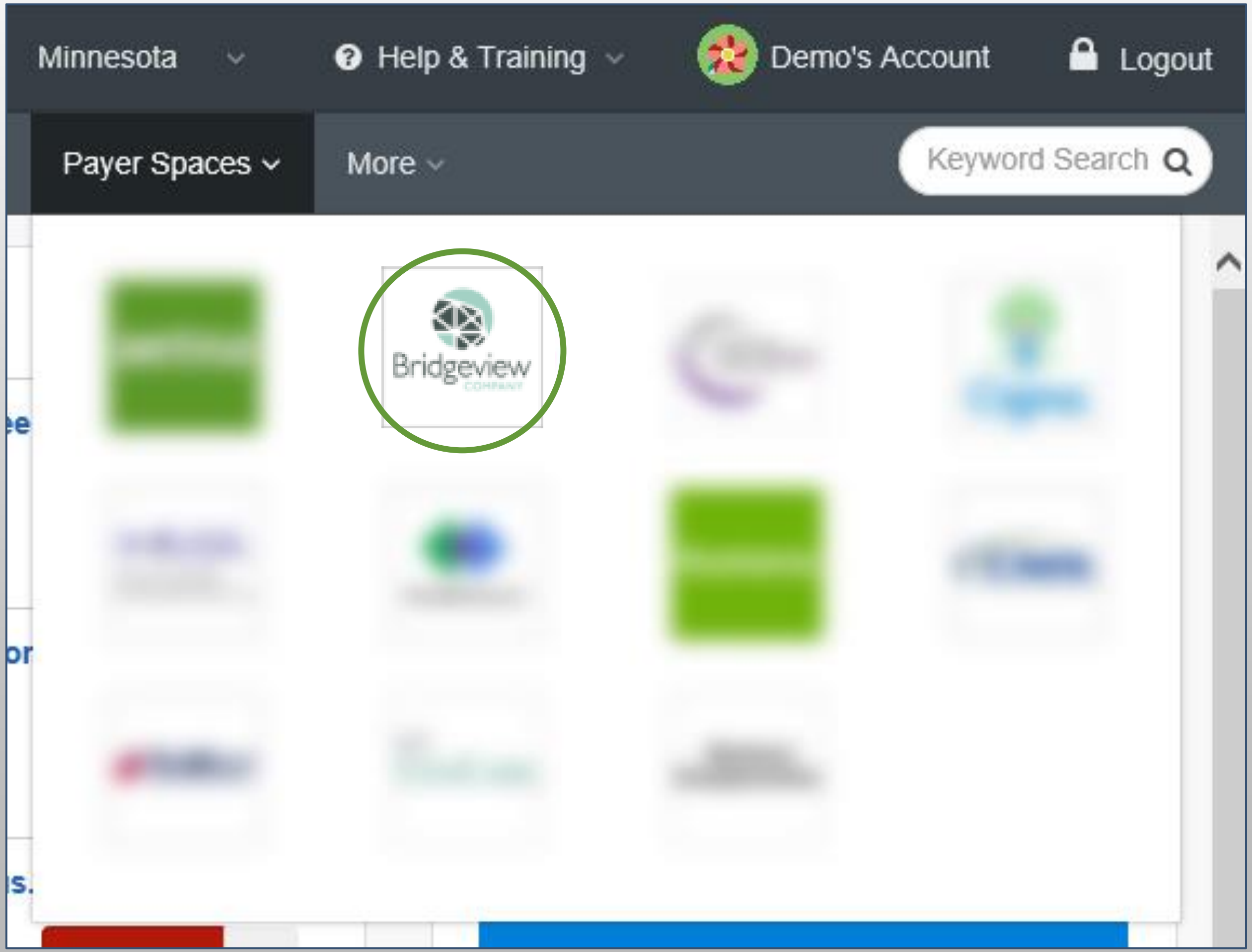
YOUR ADMINISTRATOR'S INFORMATION WILL BE LISTED IN THE POP-OUT WINDOW



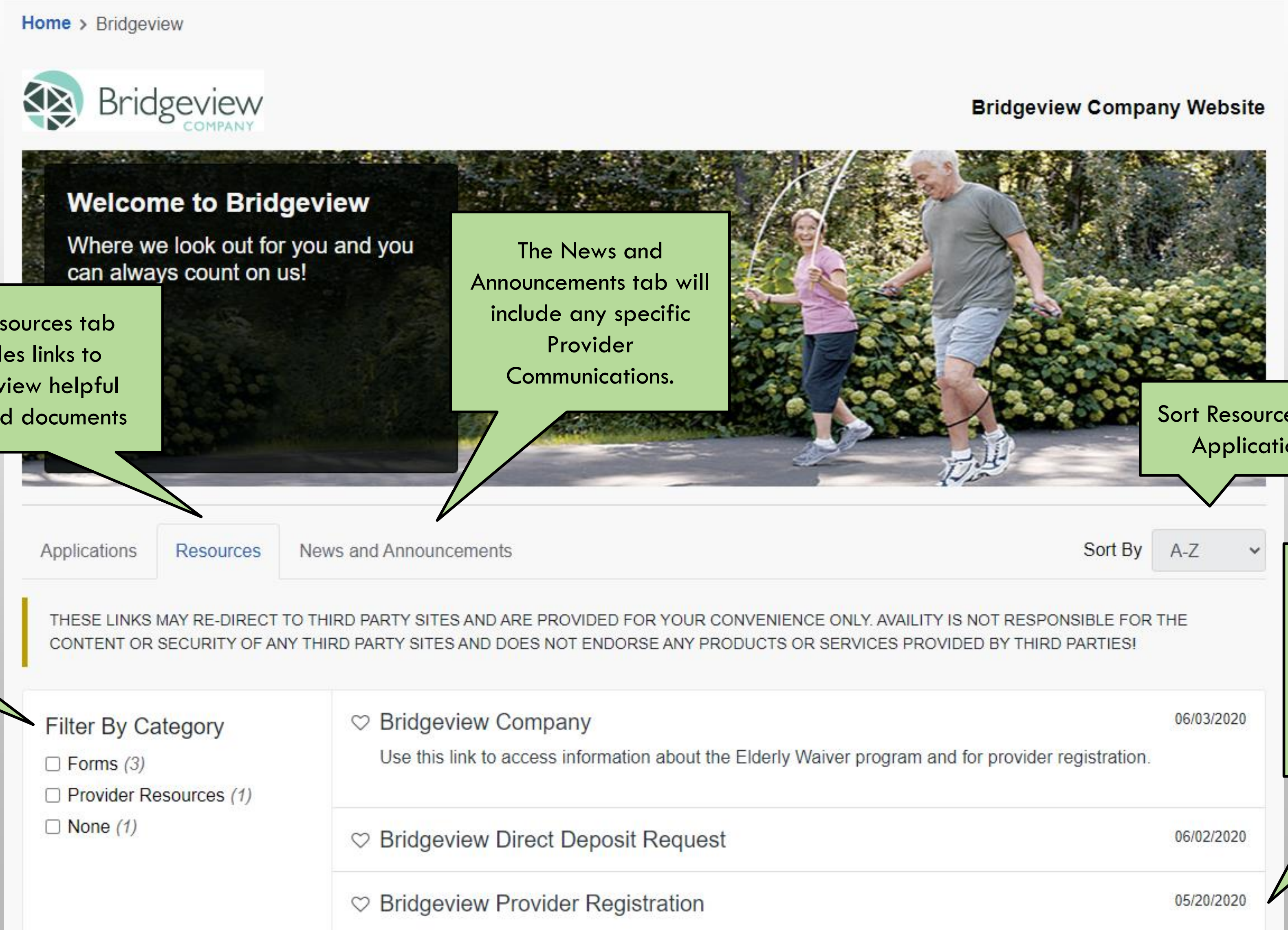


BRIDGEVIEW PAYER SPACES

IN THE NAVIGATION BAR, CLICK PAYER SPACES, AND THEN CLICK THE BRIDGEVIEW ICON.



BRIDGEVIEW PAYER SPACES, CONTINUED



The Resources tab includes links to Bridgeview helpful tools and documents

The News and Announcements tab will include any specific Provider Communications.

Sort Resources and Applications

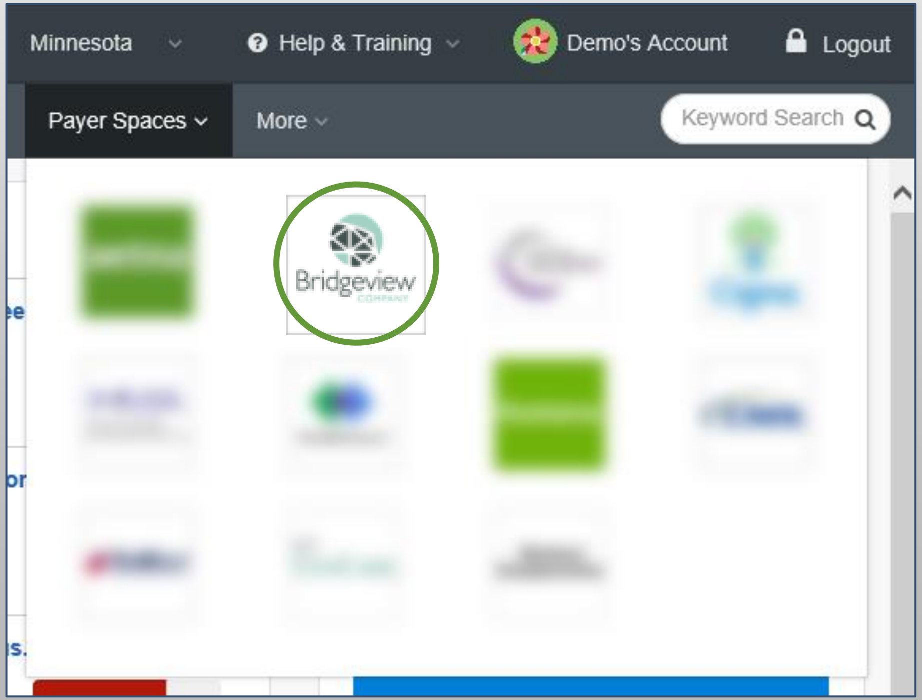
Filter Resources by category to refine your search for information

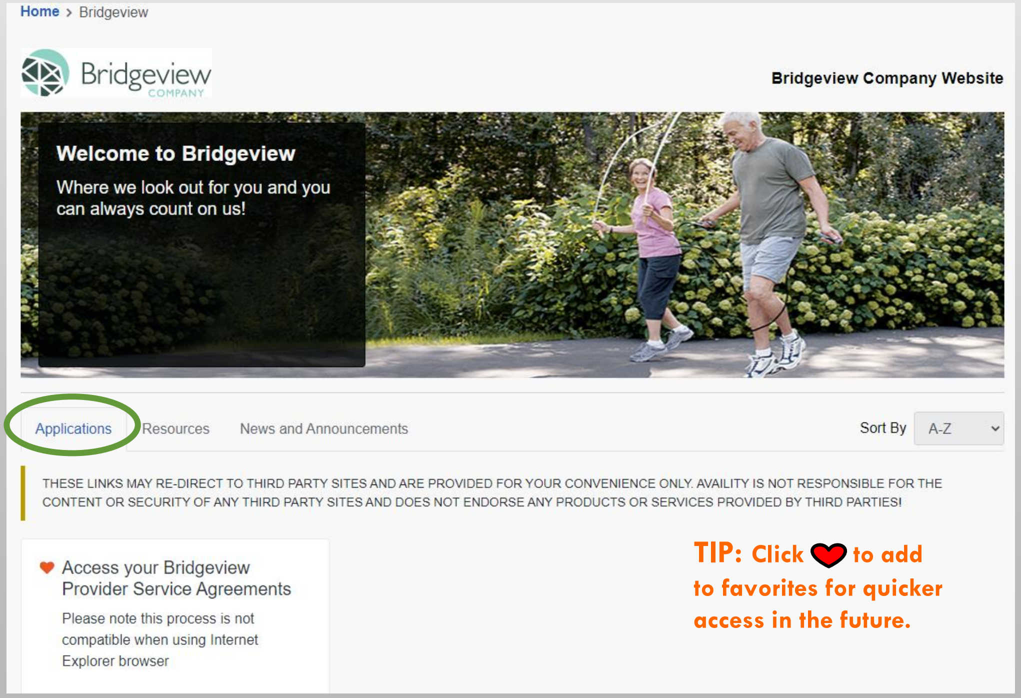
Note: This link can be used to register providers in the Bridgeview system to allow Service Agreements to be created.

SERVICE AGREEMENTS

ACCESSING SERVICE AGREEMENTS

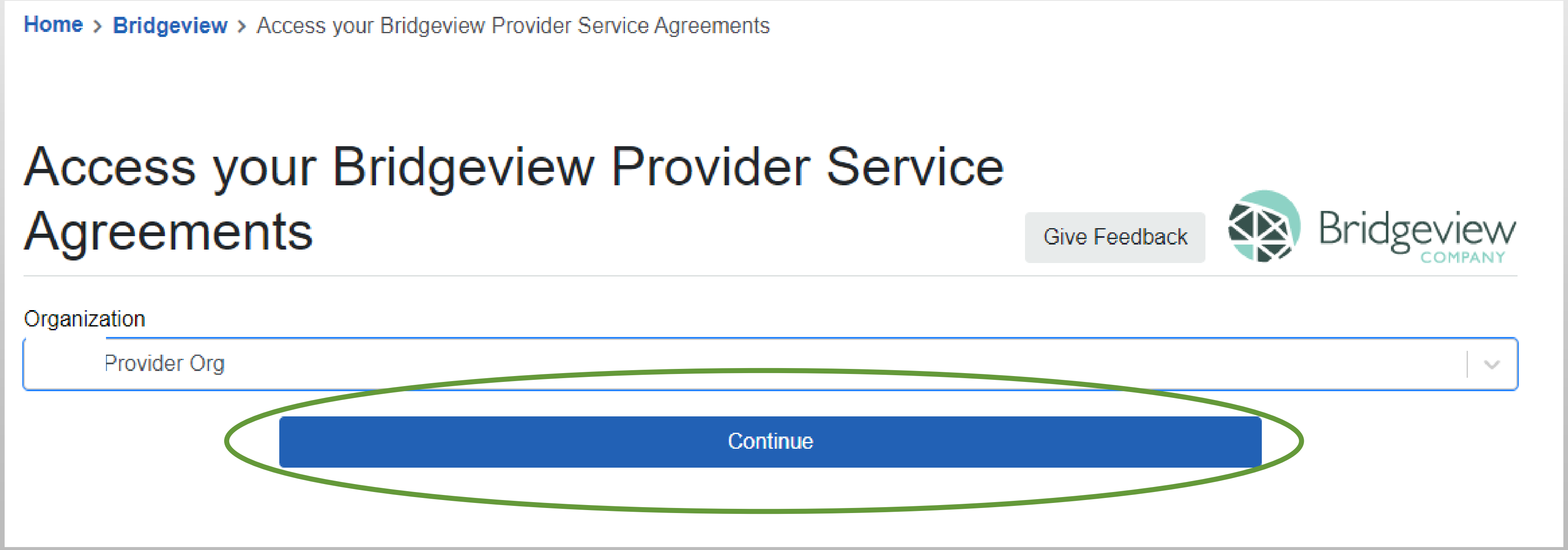
- IN THE NAVIGATION BAR, CLICK PAYER SPACES, AND THEN CLICK THE BRIDGEVIEW ICON. THE LINK WILL BE FOUND ON THE APPLICATIONS TAB





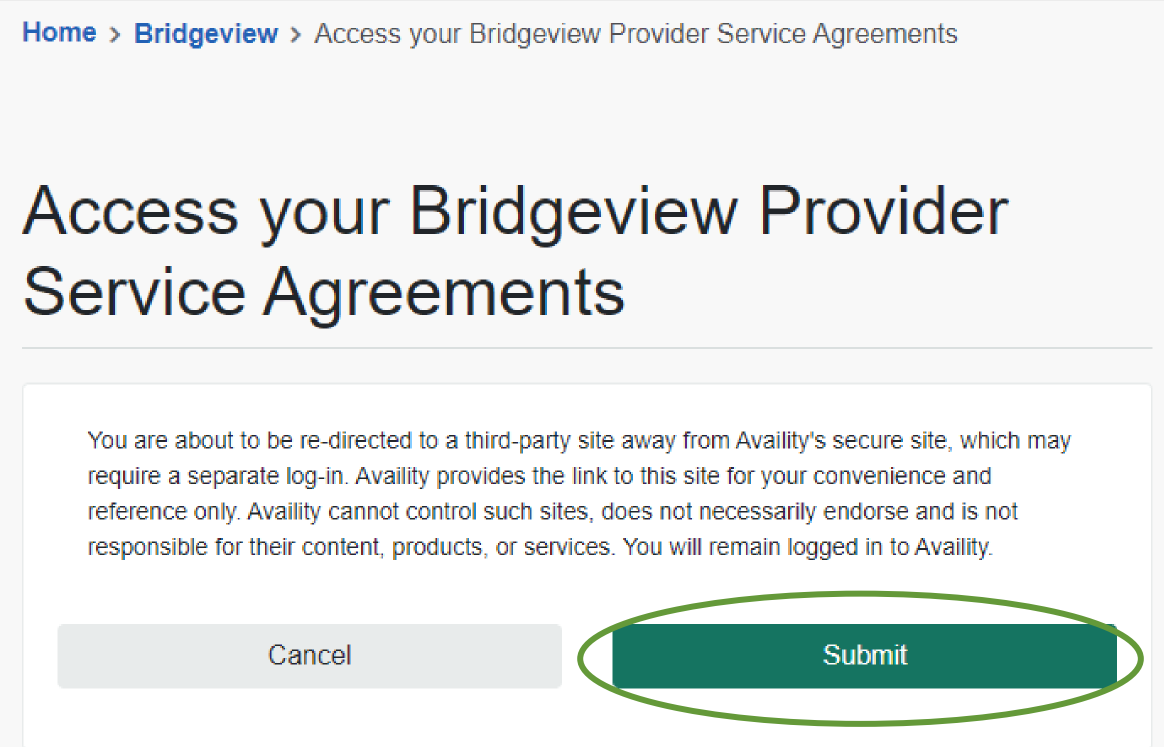
SERVICE AGREEMENTS, CONTINUED

THE NEXT SCREEN WILL DISPLAY YOUR ORGANIZATION NAME. IF YOU HAVE MORE THAN ONE ORGANIZATION, YOU WILL BE PROVIDED A DROP-DOWN LIST TO CHOOSE ONE ORGANIZATION. CHOOSE CONTINUE AFTER YOU HAVE VERIFIED THE CORRECT ORGANIZATION IS SHOWN



SERVICE AGREEMENTS, CONTINUED

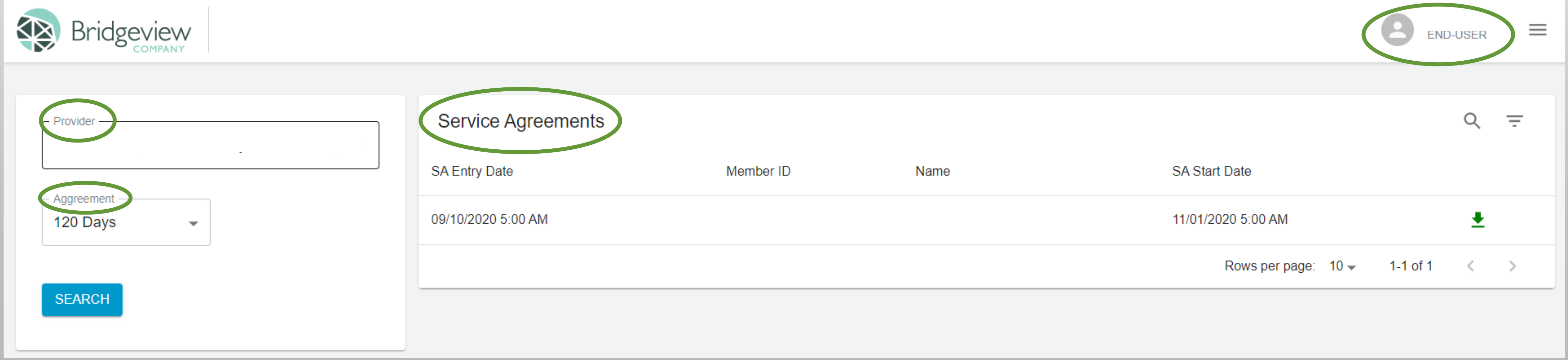
YOU WILL BE PRESENTED WITH THE INFORMATION ABOUT BEING DIRECTED TO A DIFFERENT WEBSITE. THE BRIDGEVIEW WEBSITE IS WHERE YOU WILL FIND YOUR SERVICE AGREEMENTS. CHOOSE SUBMIT TO CONTINUE.



SERVICE AGREEMENTS, CONTINUED

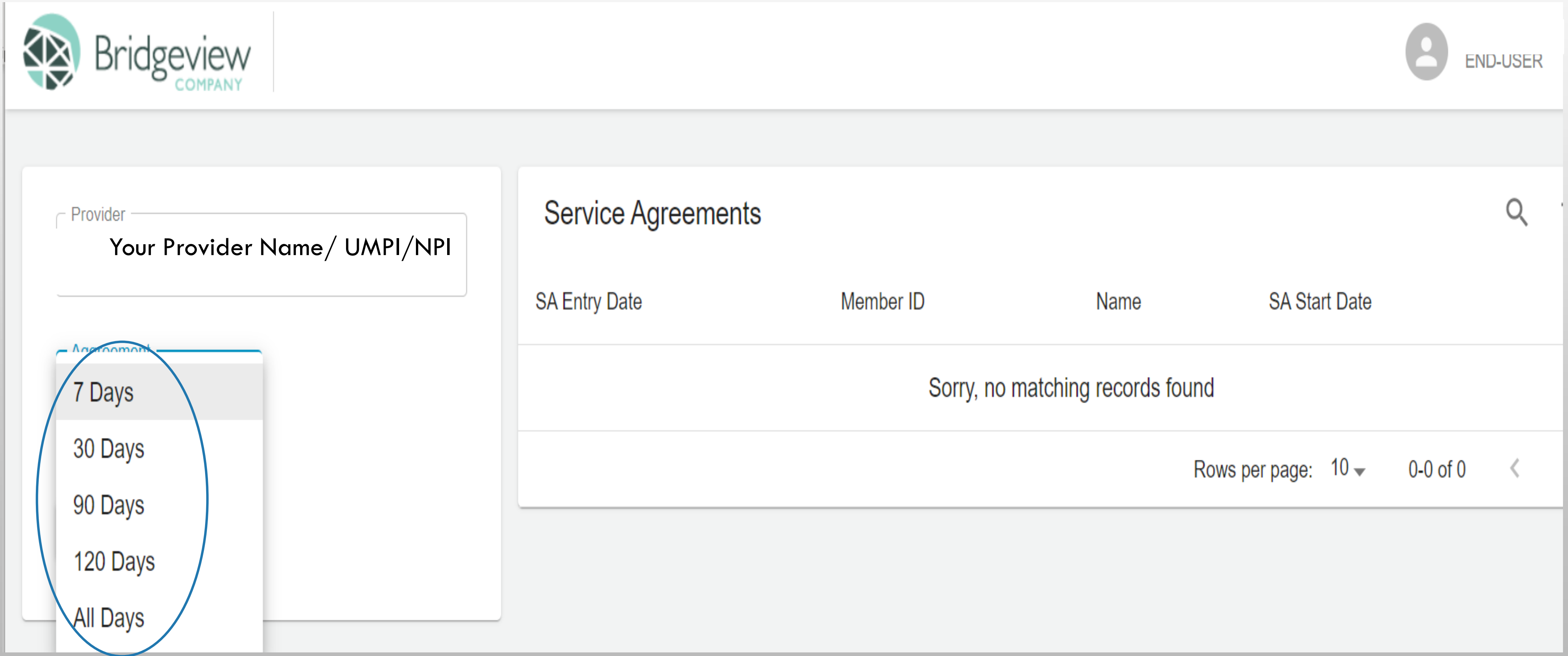
THE BRIDGEVIEW WEBSITE PROVIDES OPTIONS TO CHOOSE A PROVIDER IS YOU HAVE MORE THAN ONE NPI OR UMPI ALONG WITH A TIME FRAME.

- PROVIDER – THIS FIELD REPRESENTS THE PROVIDER NPI OR UMPI. IT IS BASED ON WHAT INFORMATION YOU HAVE ENTERED IN EXPRESS ENTRY.
- AGREEMENT – THIS FIELD REPRESENTS THE TIME FRAME OPTIONS YOU HAVE TO CHOOSE FROM. 7, 30, 90, 120 OR ALL DAYS. THE LIST OF SERVICE AGREEMENTS WILL BE POPULATED BASED ON WHAT IS FOUND BY THE SEARCH CRITERIA.
- YOUR NAME WILL BE DISPLAYED IN UPPER RIGHT CORNER.

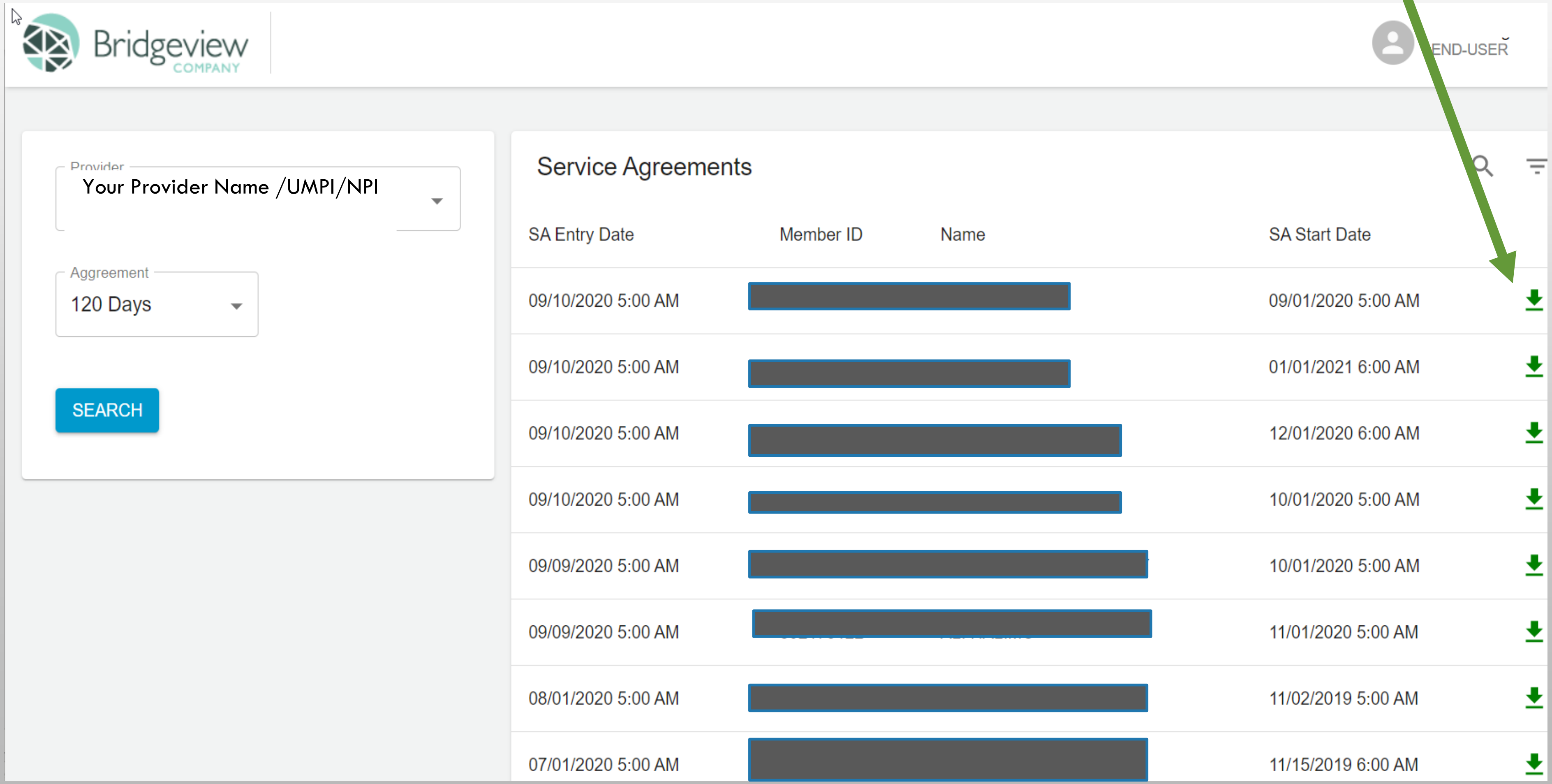


SERVICE AGREEMENT

SEARCH OPTIONS BASED ON SERVICE AGREEMENT ENTRY DATE
INCLUDES ALL SERVICE AGREEMENTS FOR PAST ENTRIES

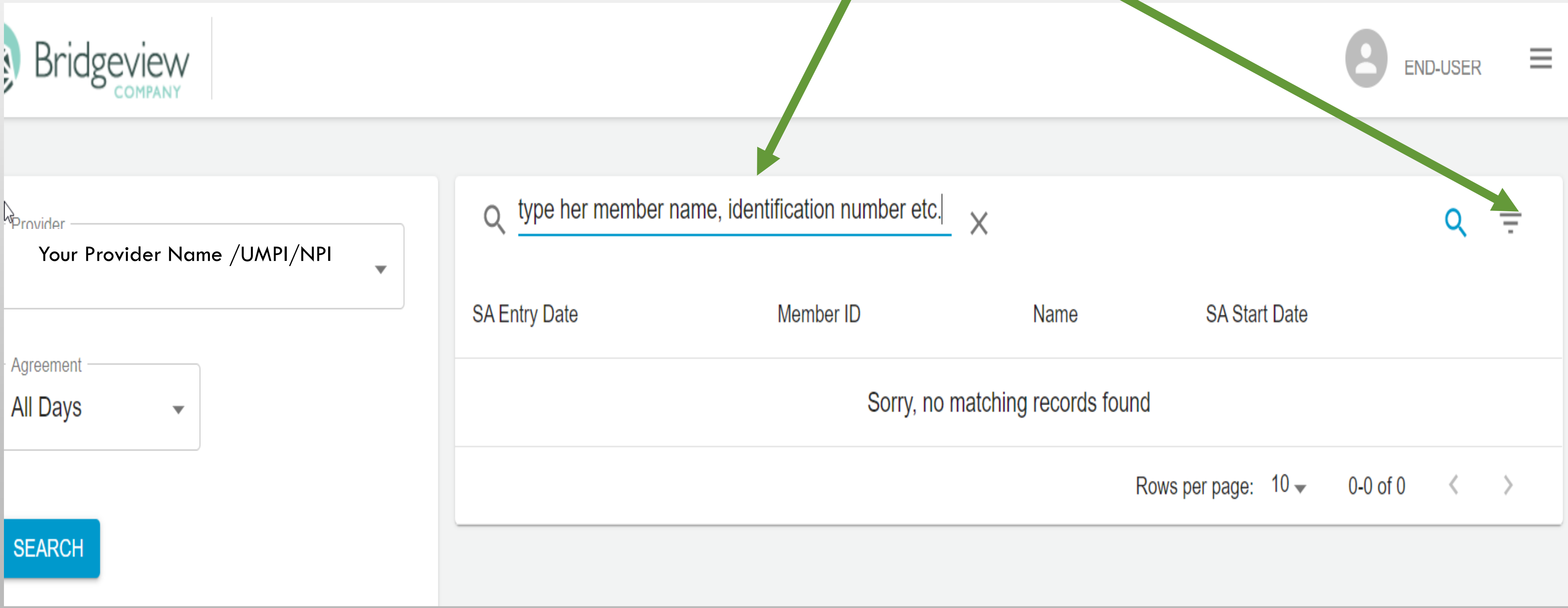


BASED ON YOUR SEARCH HISTORY
YOU WILL SEE A LIST OF ALL SERVICE AGREEMENTS
CLICK ON THE DOWN ARROW TO OPEN SERVICE AGREEMENTS



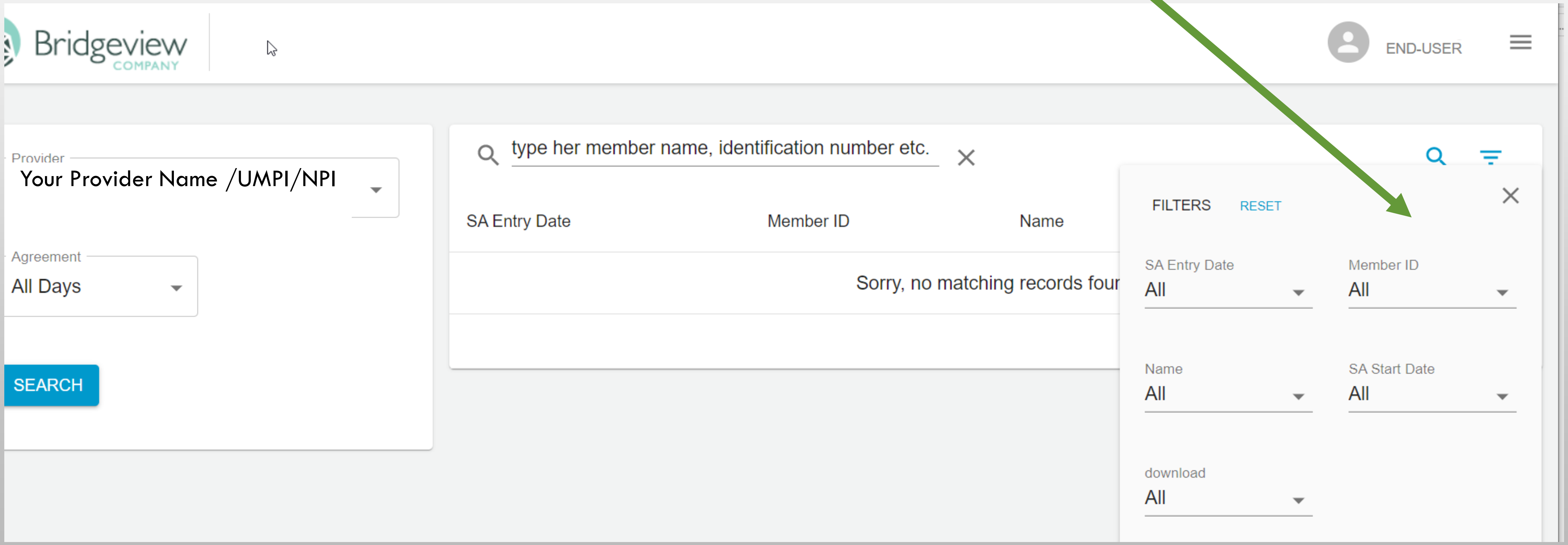
FILTERING AND OTHER SEARCH CAPABILITIES

FILTERING OPTIONS



FILTERING OPTIONS

DROP DOWN FILTERING OPTIONS



Bridgeview
COMPANY

Care Manager Name and Contact information for Questions regarding the service agreement:

Case Manager Contact
Susan Smith
651-123-4567
A012345678

Your business name

SunnyDay Assisted Living
12345 Country Lane N
Smithville, MN 55551

Your billing NPI/UMPI needs to be the same as the service agreement and registered with Availity

Provider NPI **Provider UMPI A087654321**

THIS ELDERLY WAIVER SERVICE AGREEMENT HAS BEEN REVIEW. MEMBERS MUST CONTINUE TO MEET PROGRAM ELIGIBLITY CRITERIA AND, IN THE CASE OF THE WAIVER PROGRAMS, BE ELIGIBLE FOR MEDICAL ASSISTANCE. IT IS THE PROVIDER'S RESPONSIBILITY TO REVIEW THE MEMBER'S CONTINUED PROGRAM ELIGIBILITY ON THE MN-ITS ELIGIBILITY VERIFICATION SYSTEM PRIOR TO SUBMITTING CLAIMS FOR THESE SERVICES. PROVIDERS MUST CONTINUE TO BE ACTIVELY ENROLLED TO PROVIDE THESE SERVICE (S).

IF YOU HAVE QUESTIONS REGARDING THE SERVICES LISTED ON THIS SERVICE AGREEMENT, PLEASE CONTACT THE CASE MANAGER.

PRIOR AUTH #	MEMBER ID	MEMBER NAME	FROM DATE	TO DATE
88123456	801234567	JOHN DOE	07/01/2016	12/31/2016

The information listed above and below are required on the Availity claim form. Keep in mind you will only be billing one claim per month within the authorization date span.

DIA CODE	SERVICE HCPCS MODIFIER		
I10. E13.311	T2031 TG	FREQUENCY:	Daily
	24 hour Customized Living Services-	Daily	

AUTHORIZED UNITS: 365 RATE/UNIT: $59.65 TOTAL AUTHORIZED AMOUNT: $21772.25

THIS MEMBER MAY HAVE A WAIVER OBLIGATION THAT MUST BE MET

THIS IS A NEW SERVICE AUTHORIZATION.

Our service is getting even better!

At Bridgeview, we look out for you and you can always count on us! It has always been important to us to provide a high standard of customer care. To reach an even higher level of service, we have improved our website. You will find that it is easier to use with the following new functions:

- Log into Availity to:
- View and Print Service Agreements
- Submit Elderly Waiver Claims by express entry or batch submission
- View and print remittance advices (835)
- No cost to enroll with Availity

It is necessary to register with Bridgeview to get service agreements and submit claims. Complete the registration form below by clicking the Bridgeview Provider Registration link:

Provider & Care Coordinator Alerts

Attention Elderly Waiver Providers!

Service Agreements Through Availity Portal

Early November 2020 all providers will access service agreements through the Availity Portal.

Webinars will be available to ensure that you are prepared for the change and how you will be accessing your service agreements in Availity.

Stay tuned for an email notification of Webinar dates and times.

Q & A

Thank you for taking the time to join us today. This presentation will be available on the Bridgeview Website and on the Availity Website in Bridgeview Payer Spaces.

For any specific questions please contact Availity or Bridgeview for the help you need.

- Availity Client Services – 1-800-AVAILITY or 1-800-282-4548
- Bridgeview Service phone – 1-800-584-9488
- Bridgeview email address – ewproviders@bluecrossmn.com