



Bridgeview
COMPANY

**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.

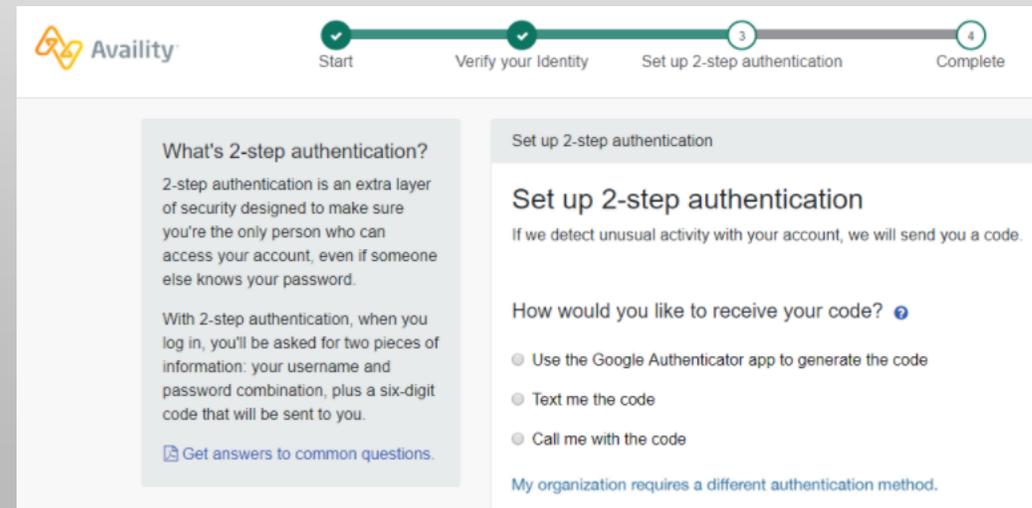
This is a HIPAA covered healthcare provider that is required to have an NPI

The screenshot shows the Availity website's registration page. At the top, there is a navigation bar with the Availity logo, a search icon, and links for 'Business Challenges', 'Products', 'Resources', 'Vendors', and 'About Us'. On the right side of the navigation bar, there are 'LOGIN' and 'REGISTER' buttons. The main content area features a large heading 'Register for Access' in orange, with the subtext 'It's quick, easy, and no cost to providers'. Below this, it says 'Availity Provider Portal, EDI Gateway, and FTP'. A paragraph explains that the portal offers secure online access to multiple health plans and the ability to manage business transactions through a single, easy-to-use site. It also mentions that registering for the portal will allow users to set up EDI Gateway, batch, and FTP services (or transactions), and that all that is needed is basic information about the business, including the federal tax ID. At the bottom, there is a section titled 'To register, select your organization type below' with four colored buttons: 'Providers' (blue), 'Health Plans' (green), 'Vendors' (orange), and 'Billing Services' (teal). Each button has a small upward arrow icon and a label below it: 'PROVIDERS', 'HEALTH PLANS', 'VENDORS', and 'BILLING SERVICES'.

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.



The screenshot shows the Availity 2-step authentication setup process. At the top, there is a progress bar with four steps: 'Start', 'Verify your Identity', 'Set up 2-step authentication', and 'Complete'. The 'Set up 2-step authentication' step is currently active, indicated by a green circle with the number 3. Below the progress bar, there are two main sections. The left section is titled 'What's 2-step authentication?' and explains that it is an extra layer of security designed to ensure you are the only person who can access your account, even if someone else knows your password. It also states that with 2-step authentication, you will be asked for two pieces of information: your username and password combination, plus a six-digit code that will be sent to you. There is a link to 'Get answers to common questions.' The right section is titled 'Set up 2-step authentication' and explains that if they detect unusual activity with your account, they will send you a code. Below this, there are three radio button options for how you would like to receive your code: 'Use the Google Authenticator app to generate the code', 'Text me the code', and 'Call me with the code'. At the bottom of the right section, there is a link for 'My organization requires a different authentication method.'

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

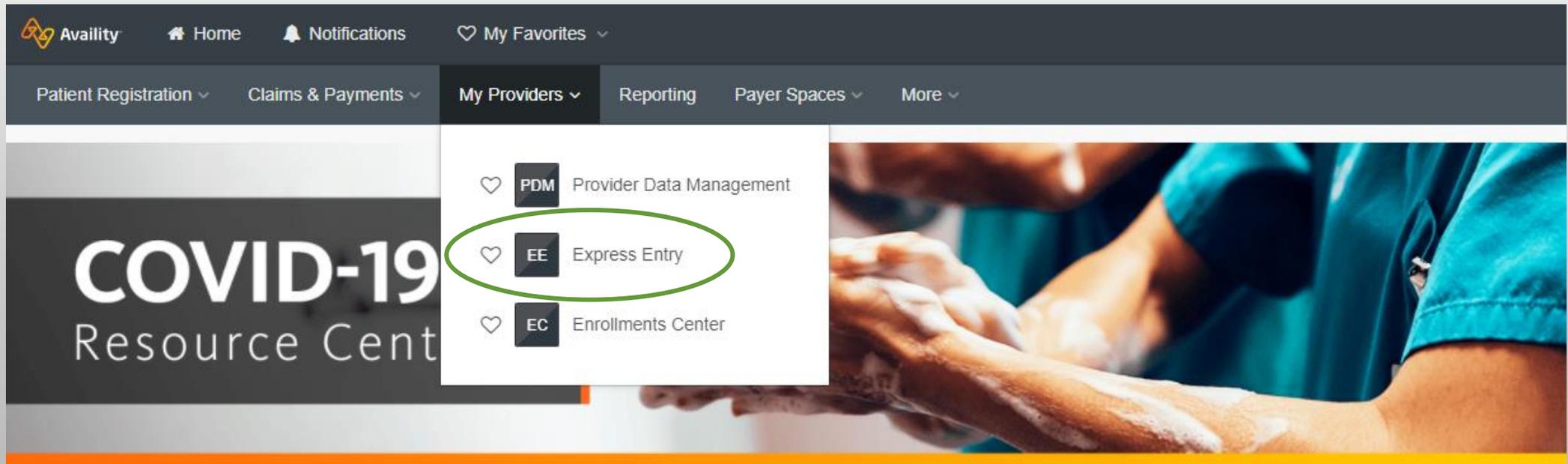
THE PERSON WHO COMPLETES THE REGISTRATION PROCESS FOR THE ORGANIZATION IS AUTOMATICALLY CONSIDERED THE ACCESS ACCOUNT ADMINISTRATOR.

- 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

Click here to enter an UMPI

This provider is not required to have an NPI

EXPRESS ENTRY, NPI ENTRY

Select an Organization ▼

Provider's NPI

Add Provider

Add multiple providers | This provider is not required to have an NPI

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

*Continued
next page*

EXPRESS ENTRY, NPI ENTRY CONTINUED

Manage Express Entry Provider Types	Add Provider to another Organization	Remove Provider from Organization
Elderly waiver Provider		Edit
Physical Address: 123 1 st St Anytown, MN 55121 0164 Phone: (651)111-2222		Edit
Add another physical address		
Billing Address: 123 1 st St Anytown, MN 55121 0164 Phone: (651)111-2222		Edit
Add another billing address		
Provider Relationship:	No Role Assigned	Edit
NPI: 1234567890		
Add Additional Identifier(s)		

➤ REVIEW INFORMATION IS POPULATED FROM NPES

➤ EDIT INFORMATION, AS NEEDED

➤ ADD ANOTHER PHYSICAL ADDRESS, AS NEEDED

➤ ADD ANOTHER BILLING ADDRESS, AS NEEDED

EXPRESS ENTRY, INDIVIDUAL

Provider Type: Individual Group / Facility

First Name:

Middle Name:

Last Name:

Associated Organization:

Physical Address:

Physical Address 2:

City:

State:

ZIP: -

Phone: - -

Fax: - -

Billing Address Same As Physical Address:

Specialty / Taxonomy:

Provider Relationship:

Tax ID (EIN) SSN

Payer Assigned Provider Identifier:

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

Tax ID (EIN) SSN

Tax ID (EIN) SSN

- -

Continued next page

EXPRESS ENTRY, CONTINUED FOR INDIVIDUAL

Provider Type: Individual Group / Facility

First Name:

Middle Name:

Last Name:

Associated Organization:

Physical Address:

Physical Address 2:

City:

State:

ZIP: -

Phone: - -

Fax: - -

Billing Address Same As Physical Address:

Specialty / Taxonomy:

Provider Relationship:

Tax ID (EIN) SSN

Payer Assigned Provider Identifier:

[Cancel](#)

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

Payer Assigned Provider Identifier:

[Cancel](#)

EXPRESS ENTRY, GROUP/FACILITY

Provider Type: Individual Group / Facility

Group / Facility:

Associated Organization:

Physical Address:

Physical Address 2:

City:

State:

ZIP: -

Phone: - -

Fax: - -

Billing Address Same As Physical Address:

Specialty / Taxonomy:

Provider Relationship:

Tax ID (EIN):

Payer Assigned Provider Identifier:

[Cancel](#)

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

*Continued
next page*

EXPRESS ENTRY, CONTINUED FOR GROUP/FACILITY

Provider Type: Individual Group / Facility

Group / Facility:

Associated Organization:

Physical Address:

Physical Address 2:

City:

State:

ZIP: -

Phone: - -

Fax: - -

Billing Address Same As Physical Address:

Specialty / Taxonomy:

Provider Relationship:

Tax ID (EIN):

Payer Assigned Provider Identifier:

[Cancel](#)

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

Payer Assigned Provider Identifier:

[Cancel](#)

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.

Add User

* indicates a required field

* User ID:
 This is an existing user ID

* First Name:

* Last Name:

E-mail:

Phone: - - ext.

Notes:

Have a lot of users?

Upload users from a spreadsheet in .csv format.

Copy users from one organization to another.

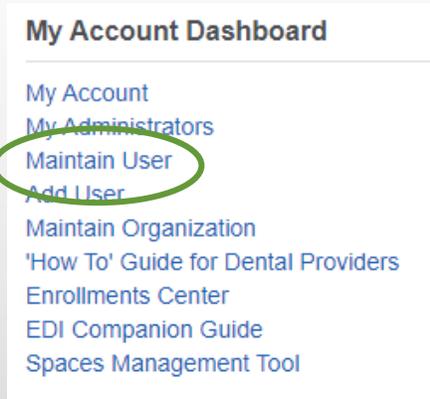
Add this user to the following organization(s):

<input type="checkbox"/>	Organization	Customer ID	Address	Tax ID	Organization Type
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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.

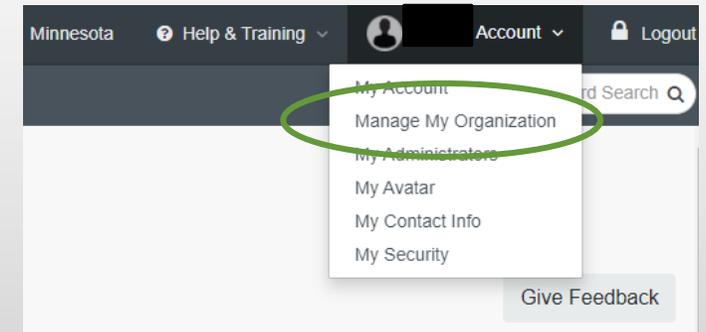
<input type="checkbox"/>	Role(s)	Permissions What is this?
User Roles		
<input checked="" type="checkbox"/>	Base Role	More Info
<input checked="" type="checkbox"/>	Claims	More Info
<input type="checkbox"/>	EDI Management	More Info
<input type="checkbox"/>	Eligibility and Benefits	More Info
<input type="checkbox"/>	Express Entry	More Info
<input type="checkbox"/>	New Eligibility and Benefits	More Info
<input type="checkbox"/>	Provider Data Management	More Info
<input type="checkbox"/>	Provider Enrollment and Contracting	More Info
Administrator Roles		
<input type="checkbox"/>	Administrator Assistant	More Info
<input type="checkbox"/>	Administrator Reports	More Info
<input type="checkbox"/>	Transaction Enrollment - Advanced User	More Info
<input type="checkbox"/>	User Administration	More Info

Save Clear Cancel

FINDING YOUR AVAILITY CUSTOMER ID

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

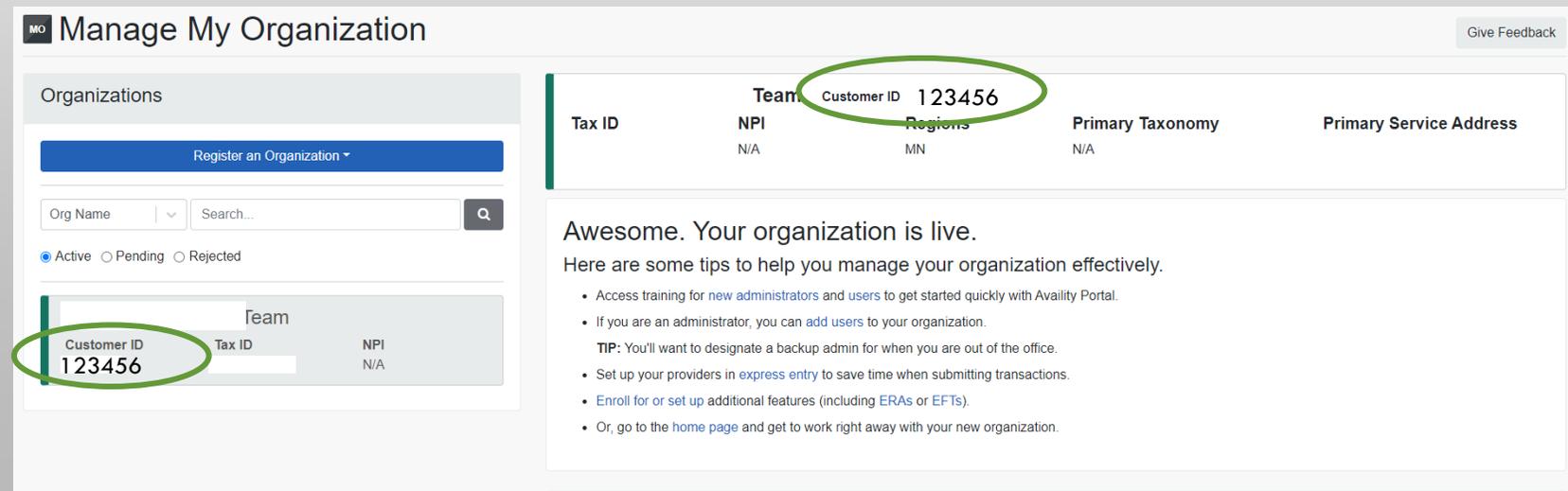
- FROM THE HOME PAGE ON THE “MY ACCOUNT DASHBOARD” TAB CHOOSE “MANAGE MY ORGANIZATION”



OR

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

YOUR CUSTOMER ID IS LISTED IN TWO PLACES



A screenshot of the 'Manage My Organization' page. The page is divided into two main sections. On the left, there is a 'Team' table with columns for 'Customer ID', 'Tax ID', and 'NPI'. The 'Customer ID' '123456' is circled in green. On the right, there is a summary card for the organization with fields for 'Tax ID', 'NPI', 'Customer ID', 'Regions', 'Primary Taxonomy', and 'Primary Service Address'. The 'Customer ID' '123456' is also circled in green. Below the summary card, there is a message: 'Awesome. Your organization is live. Here are some tips to help you manage your organization effectively.' followed by a list of tips.

Customer ID	Tax ID	NPI
123456		N/A

Tax ID	NPI	Customer ID	Regions	Primary Taxonomy	Primary Service Address
	N/A	123456	MN	N/A	

Awesome. Your organization is live.
Here are some tips to help you manage your organization effectively.

- Access training for [new administrators](#) and [users](#) to get started quickly with Availity Portal.
- If you are an administrator, you can [add users](#) to your organization.
- TIP:** You'll want to designate a backup admin for when you are out of the office.
- Set up your providers in [express entry](#) to save time when submitting transactions.
- [Enroll for or set up](#) additional features (including [ERAs](#) or [EFTs](#)).
- Or, go to the [home page](#) and get to work right away with your new organization.

FINDING YOUR ORGANIZATIONS ADMINISTRATOR

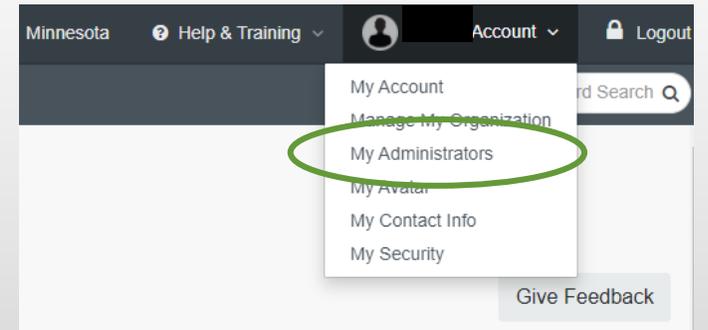
TO FIND YOUR ORGANIZATIONS ADMINISTRATOR YOU WILL WANT TO LOOK AT “MY ADMINISTRATORS”

- 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



Who controls my access?

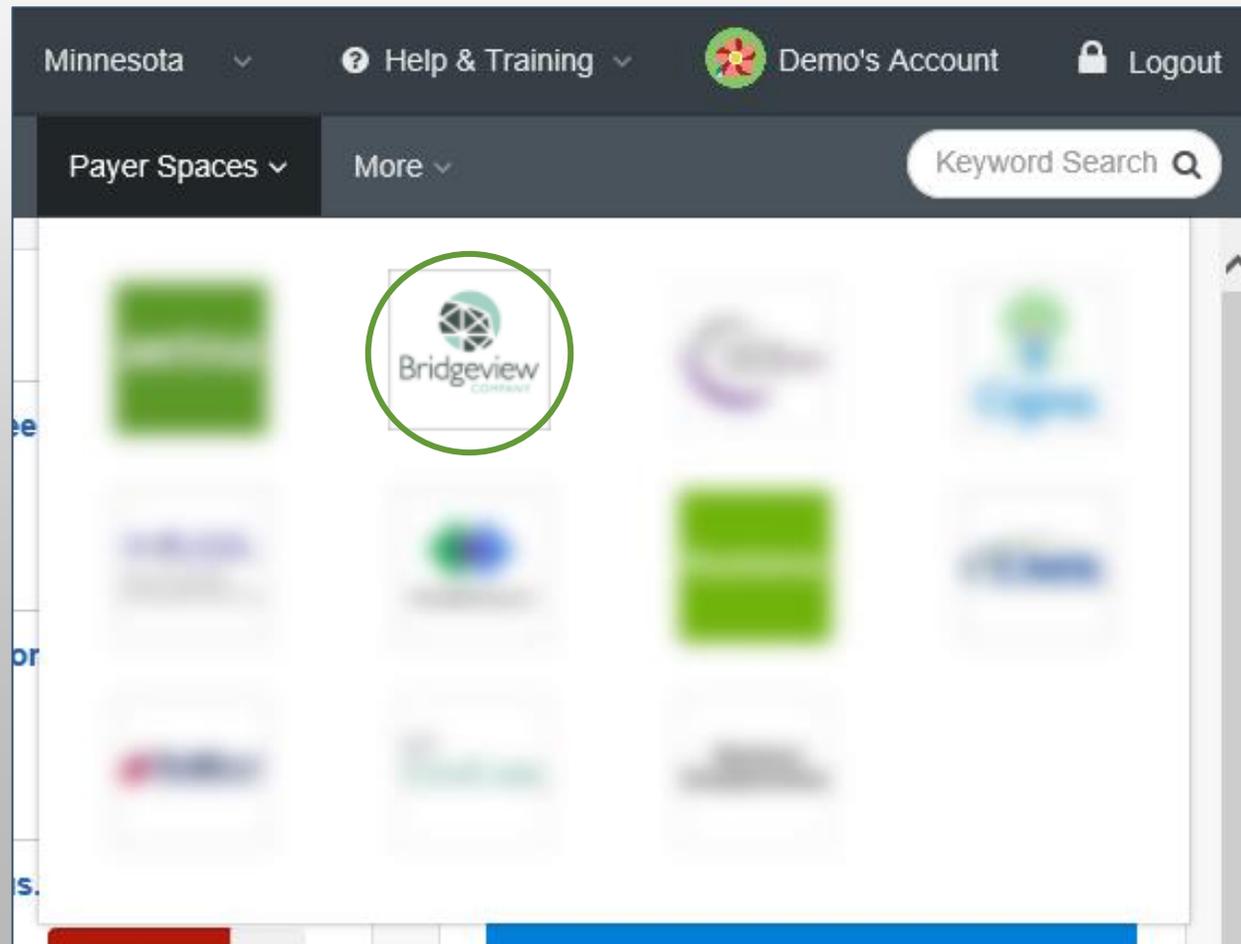
Your administrators
Administrators grant you access to Availity applications, unlock your account and reset passwords.

Current Organization - **Team**
Customer ID - 123456

Name	Phone	Role	Email
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BRIDGEVIEW PAYER SPACES

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



BRIDGEVIEW PAYER SPACES, CONTINUED

[Home](#) > [Bridgeview](#)



Bridgeview Company Website

Welcome to Bridgeview

Where we look out for you and you can always count on us!

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

[Applications](#)

[Resources](#)

[News and Announcements](#)

Sort By

A-Z



THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

Filter By Category

- Forms (3)
- Provider Resources (1)
- None (1)

Bridgeview Company

Use this link to access information about the Elderly Waiver program and for provider registration.

06/03/2020

Bridgeview Direct Deposit Request

06/02/2020

Bridgeview Provider Registration

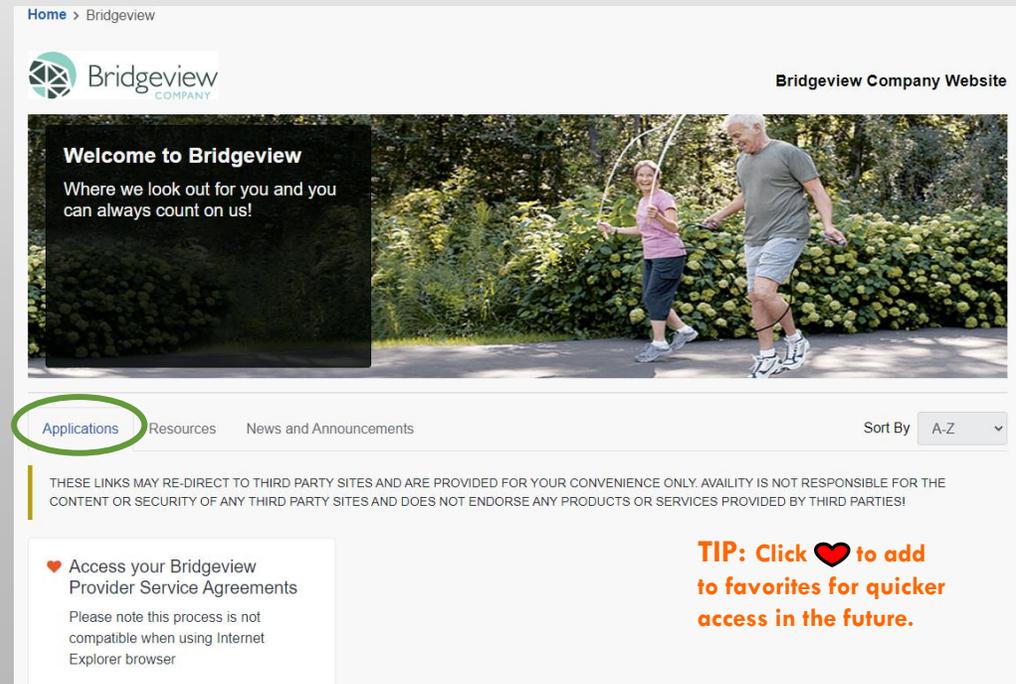
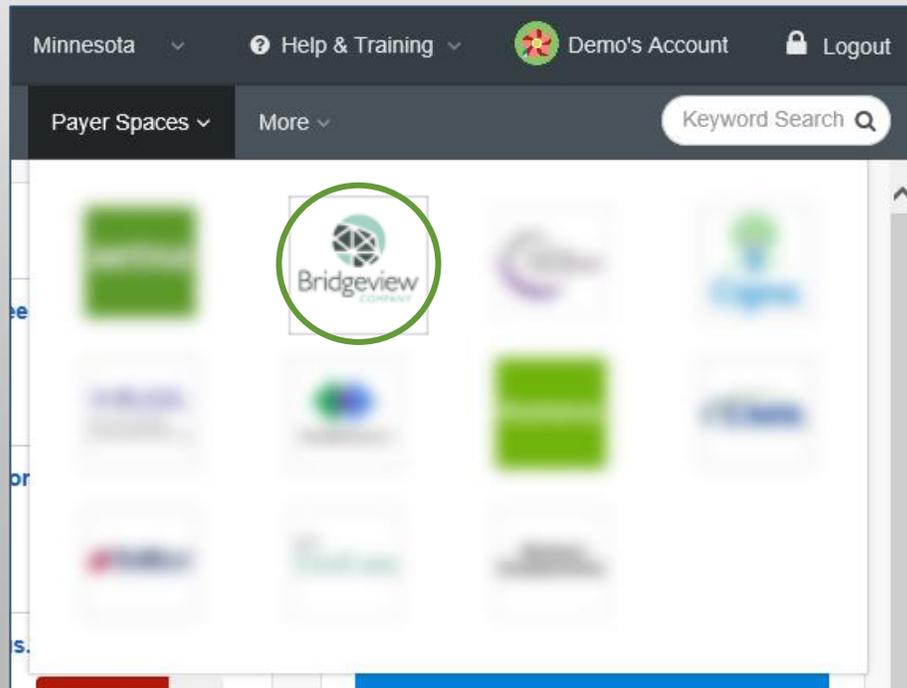
05/20/2020

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

[Home](#) > [Bridgeview](#) > Access your Bridgeview Provider Service Agreements

Access your Bridgeview Provider Service Agreements

[Give Feedback](#) 

Organization

Provider Org | v

[Continue](#)

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.

[Home](#) > [Bridgeview](#) > Access your Bridgeview Provider Service Agreements

Access your Bridgeview Provider Service Agreements

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

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.

The screenshot displays the Bridgeview Company website interface. In the top left corner is the Bridgeview Company logo. In the top right corner, a user profile icon labeled 'END-USER' is circled in green. On the left side, there is a search form with a 'Provider' input field and an 'Agreement' dropdown menu set to '120 Days', both circled in green. Below the form is a blue 'SEARCH' button. The main content area features a table titled 'Service Agreements' (circled in green) with the following columns: SA Entry Date, Member ID, Name, and SA Start Date. A single row of data is visible, showing an entry date of 09/10/2020 5:00 AM and a start date of 11/01/2020 5:00 AM. At the bottom right of the table, there is a download icon and pagination information: 'Rows per page: 10', '1-1 of 1', and navigation arrows.

SA Entry Date	Member ID	Name	SA Start Date
09/10/2020 5:00 AM			11/01/2020 5:00 AM

SERVICE AGREEMENT

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



Provider

Your Provider Name/ UMPI/NPI

- 7 Days
- 30 Days
- 90 Days
- 120 Days
- All Days

Service Agreements



SA Entry Date	Member ID	Name	SA Start Date
---------------	-----------	------	---------------

Sorry, no matching records found

Rows per page: 10 ▾ 0-0 of 0 <

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

 END-USER

Provider:

Aggreement:

Service Agreements

SA Entry Date	Member ID	Name	SA Start Date	
09/10/2020 5:00 AM	[REDACTED]	[REDACTED]	09/01/2020 5:00 AM	
09/10/2020 5:00 AM	[REDACTED]	[REDACTED]	01/01/2021 6:00 AM	
09/10/2020 5:00 AM	[REDACTED]	[REDACTED]	12/01/2020 6:00 AM	
09/10/2020 5:00 AM	[REDACTED]	[REDACTED]	10/01/2020 5:00 AM	
09/09/2020 5:00 AM	[REDACTED]	[REDACTED]	10/01/2020 5:00 AM	
09/09/2020 5:00 AM	[REDACTED]	[REDACTED]	11/01/2020 5:00 AM	
08/01/2020 5:00 AM	[REDACTED]	[REDACTED]	11/02/2019 5:00 AM	
07/01/2020 5:00 AM	[REDACTED]	[REDACTED]	11/15/2019 6:00 AM	



FILTERING AND OTHER SEARCH CAPABILITIES

FILTERING OPTIONS

The screenshot displays the Bridgeview Company search interface. At the top left is the Bridgeview Company logo. At the top right, there is a user profile icon labeled "END-USER" and a hamburger menu icon. On the left side, there are two filter dropdowns: "Provider" with the selected value "Your Provider Name /UMPI/NPI" and "Agreement" with the selected value "All Days". A blue "SEARCH" button is located below these filters. The main search area contains a search bar with the placeholder text "type her member name, identification number etc." and a search icon. Below the search bar is a table with the following columns: "SA Entry Date", "Member ID", "Name", and "SA Start Date". The table body contains the message "Sorry, no matching records found". At the bottom right of the table, there is a pagination control showing "Rows per page: 10" and "0-0 of 0".

Provider
Your Provider Name /UMPI/NPI

Agreement
All Days

SEARCH

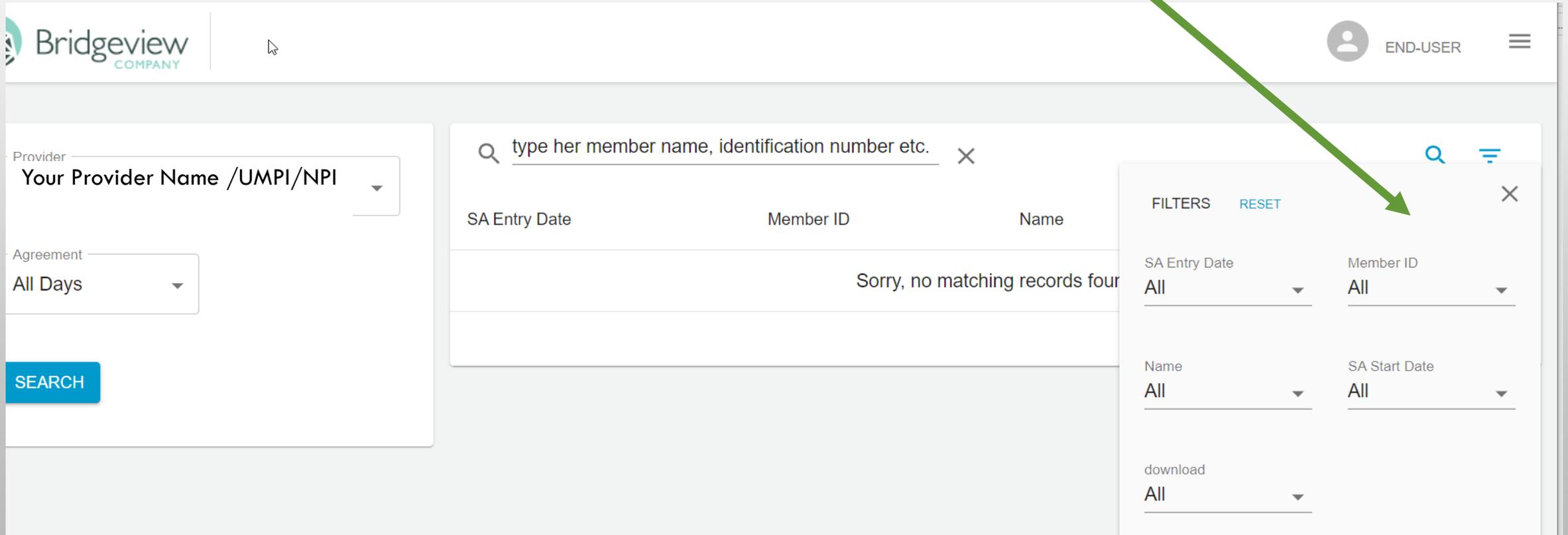
type her member name, identification number etc.

SA Entry Date	Member ID	Name	SA Start Date
Sorry, no matching records found			

Rows per page: 10 0-0 of 0

FILTERING OPTIONS

DROP DOWN FILTERING OPTIONS



The screenshot displays the Bridgeview Company search interface. At the top left is the Bridgeview Company logo. At the top right, there is a user profile icon labeled "END-USER" and a menu icon. The main search area includes a search bar with the placeholder text "type her member name, identification number etc." and a search icon. Below the search bar is a table with columns for "SA Entry Date", "Member ID", and "Name". The table content shows "Sorry, no matching records found". To the left of the search bar are two filter dropdowns: "Provider" with the value "Your Provider Name /UMPI/NPI" and "Agreement" with the value "All Days". A blue "SEARCH" button is located below these filters. On the right side, a "FILTERS" panel is open, showing a "RESET" button and three filter categories: "SA Entry Date" (All), "Member ID" (All), and "SA Start Date" (All). A green arrow points from the "FILTERS" panel towards the search bar area.

Bridgeview
COMPANY

END-USER

Provider
Your Provider Name /UMPI/NPI

Agreement
All Days

SEARCH

type her member name, identification number etc.

SA Entry Date	Member ID	Name
Sorry, no matching records found		

FILTERS RESET

SA Entry Date
All

Member ID
All

Name
All

SA Start Date
All

download
All



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 ELIGIBILITY 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	FREQUENCY:	
I10. E13.311	T2031 TG	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.



Bridgeview
COMPANY

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