

# Message This Payer User Guide

*Information in this user guide is not applicable to BlueCard® (out-of-area), Texas Medicaid, or Medicare Advantage claims.*

**Message This Payer** allows providers to send secure messages to Blue Cross and Blue Shield of Texas (BCBSTX) for claim management questions and follow along with the conversation history. Once a message is submitted to BCBSTX, you will receive a response in the **Messaging que** on the Availity® Essentials homepage.

*Message This Payer is accessible to existing Availity Administrators and users assigned the **Claim Status** and **Messaging App** roles in Availity.*

## **Not registered with Availity Essentials?**

Complete the online guided registration process today via [Availity](#), at no cost.

March 2024



The following instructions show how users' access **Message This Payer** via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.





# Step 1: Availity Login & MMO Setup

1 Assigned users can access this tool by following the instructions below:

- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)

Availity

Sign In

User ID  
Enter your user ID.

Password  
Enter your password.

Sign In

[Forgot your user ID?](#) [Forgot your password?](#)

- 3
- ▶ Select the **Tax ID Type**:
    - ▶ **EIN** – *Employee Identification Number*
    - ▶ **SSN** – *Social Security Number*
  - ▶ Enter the **Tax ID** and **NPI number**
  - ▶ Select **Find Provider**

Add Provider

LET'S FIND YOUR PROVIDER

Fields marked with an asterisk \* are required.

\* Tax ID Type  
EIN - Employee Identification Number

\* Tax ID  
Enter Tax ID

\* National Provider ID (NPI)  
Enter NPI

This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization?  
**Upload up to 500 at once via a spreadsheet upload.**

Cancel Find Provider

2 Select [Manage My Organization](#) from *My Account Dashboard* on the Availity homepage

My Account Dashboard

My Account

Maintain User

Add User

Manage My Organization

'How To' Guide for Dental Providers

Enrollments Center

Spaces Management Tool

EDI Companion Guide

A Within [Manage My Organization](#), select [Manage Providers](#), then [Add Provider\(s\)](#)

Providers [Watch a video](#) [Manage Providers](#)

Search for a provider by name, taxonomy code, or address..

### Quick Tips:

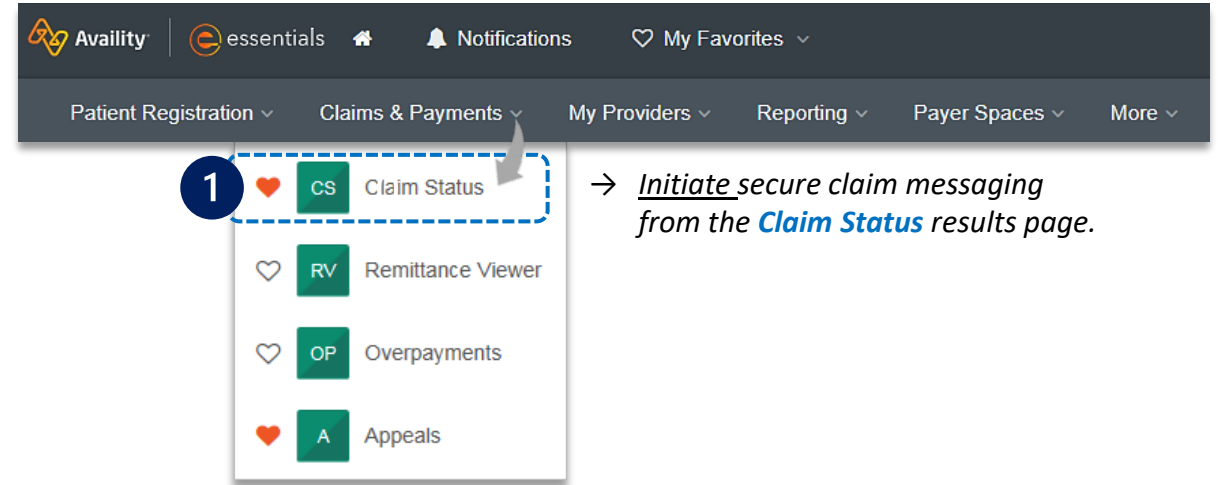
- If you have multiple providers to add to your organization, select **“Upload up to 500 at once via spreadsheet upload.”**
- For more details, refer to the [Manage My Organization User Guide](#) published in the [Provider Tools section](#) of our website.
- If you do not have access, contact our organization’s administrator to request.



# Step 2: Access Message This Payer

- Select **Claims & Payments** from the navigation menu
  - Select **Claim Status**

**Note:** Contact your Availity administrators if the **Claim Status** tool is not listed in the **Claims & Payments** menu.



- Check claim status by following the steps below:

- Choose the **Organization**
- Select BCBSTX from the **Payer** drop-down list
- Use the **Member** or **Claim Number** search options to obtain enhanced claim status

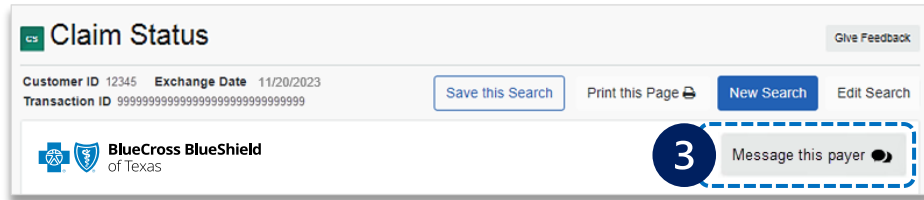
**Quick Tip:**  
 → Refer to the [Claim Status Tool User Guide](#) to learn more about obtaining detailed claim status via Availity.

The screenshot shows a search form for claim status. At the top, there are two dropdown menus: 'Organization' (set to 'ABC ORGANIZATION') and 'Payer' (set to 'BCBSTX'). Below these are three search options: 'Member', 'Claim Number', and 'HIPAA Standard'. The 'Claim Number' option is highlighted with a blue dashed box and a blue circle with the number '2'. To the right of these options is a 'View Saved Searches' button. Below the search options, there is a note: 'Fields marked with an asterisk \* are required.' There are three required fields: '\* Select a Provider' (set to 'ABC Clinic - 1234567890 - 999999999'), '\* Provider NPI' (set to '1234567890'), and '\* Member ID' (set to 'ABC123456789'). There are also two optional fields: '\* Group Number' (set to '999999') and '\* Service Dates' (set to 'From Date - To Date'). At the bottom right, there are 'Submit' and 'Clear Form' buttons.

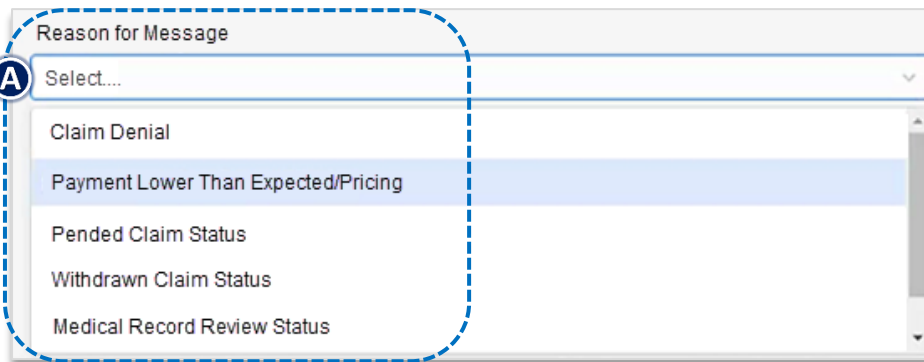


# Step 2: Message This Payer

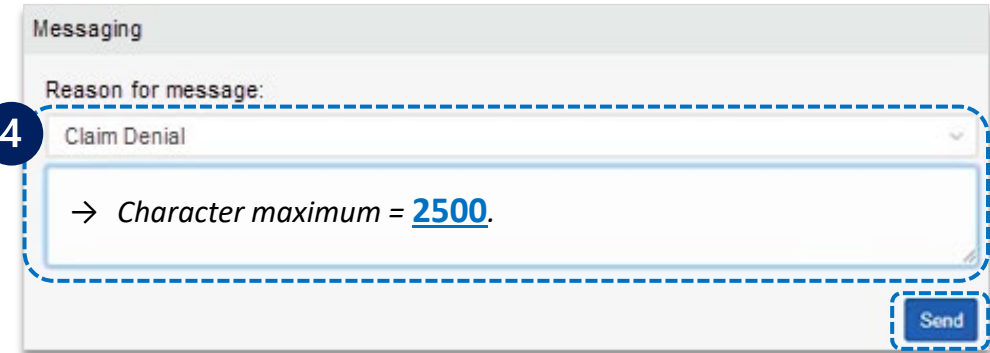
3 On the claim status response screen, select **Message This Payer** to initiate a conversation with BCBSTX



A Select the appropriate **claim inquiry reason** from the drop-down listing

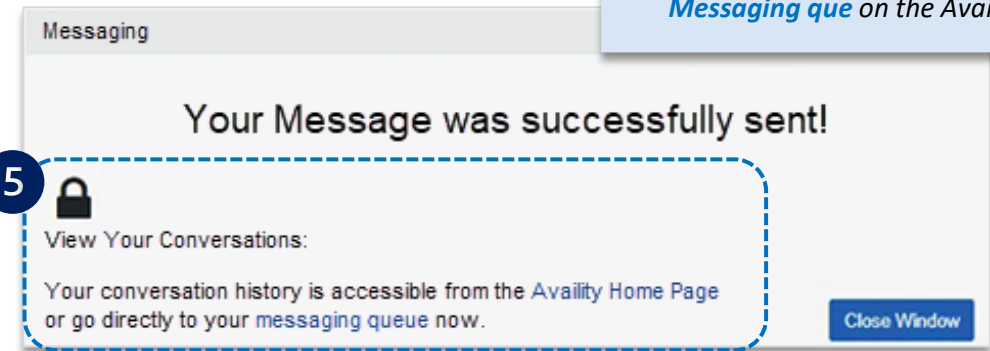


4 Enter **detailed rationale** for the claim inquiry and select **Send**



5 Users will receive **confirmation** of successful submission

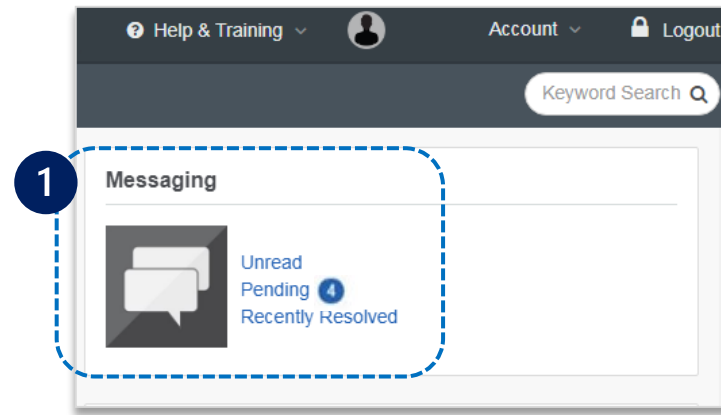
**Quick Tip:**  
→ View conversation history via the **Messaging que** on the Availity homepage.





**1** Access the **Messaging que** on the Availity homepage to monitor and follow the conversation history.

- ▶ View messages in different statuses:
  - **Unread** – applies the filter of My Unread Conversations Only (Administrator only)
  - **Pended** – applies to filters of New, Open, and Reopened
  - **Recently Resolved** – applies to filter of My Unread Conversations Only (Administrators can only access)



### Quick Tips:

- Filter to locate conversations.
- Only Availity Administrators have access to the **My Conversations** and **Summaries** tabs.
- General users can only see assigned conversations.

**2** Conversations display on the left-hand side of the page as cards.

- ▶ The status bar on the left side of the card indicate the status by color:
  - **Blue** = New (Unread) Message
  - **Yellow** = Currently Unassigned
  - **Green** = Active and Open
  - **Gray** = Resolved

