

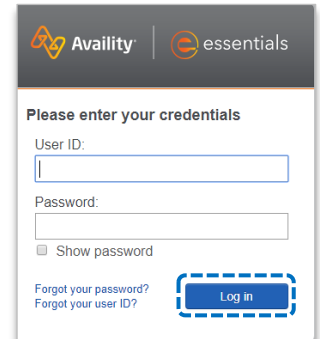
Medical Record Status Viewer is an online application that allows providers to confirm receipt of the most recent medical records (up to four) submitted by mail or fax to Blue Cross and Blue Shield of Texas (BCBSTX) for claim processing and prior authorization requests. You must be registered Availity® Essentials user to access and use this application.

Not registered with Availity? Complete the online guided registration process today via [Availity](#), at no cost.

Information in this user guide is NOT applicable to Medicare Advantage or Texas Medicaid claims and/or prior authorizations requests.

1) Getting Started

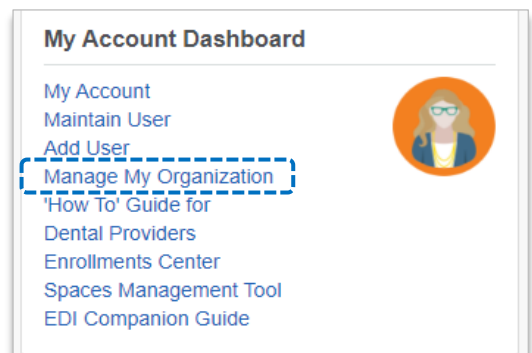
- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)

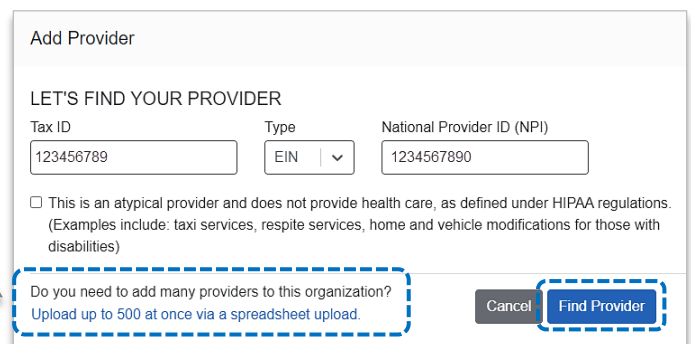


2) Manage My Organization Setup

The organization's NPI and Tax ID numbers must both be added to [Manage My Organization](#) for the associated provider information to display in the [Medical Record Status Viewer](#) drop-down required fields.

- ▶ Select [Manage My Organization](#) from *My Account Dashboard* on the Availity homepage
- ▶ Within [Manage My Organization](#), select [Add Provider](#)
- ▶ Enter the Provider [Tax ID](#) and [NPI numbers](#) and select [Find Provider](#)





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.

2) Manage My Organization (Administrator Setup) continued

Associated provider information will return based on the NPI number entered. Review and/or update the following information:

- ▶ **Step 1:** Review and/or update the provider **Name** and **Primary Specialty/Taxonomy** and select **Next**
- ▶ **Step 2:** Review and/or update the provider **Identifiers** and select **Next**

1 Provider Information

Looks like there's a match!

Please review and/or update all of this provider's information.

PROVIDER SEARCH RESULTS:

Village ABC Clinic

Provider Type
Group/Facility

Group Name/Facility Name
Village ABC Clinic

NPI
1234567890

Primary Specialty/Taxonomy
363L00000X Physician Assistants & Advanced Pr...

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2 Provider Information

Looks like there's a match!

Please review and/or update all of this provider's identifiers.

PROVIDER SEARCH RESULTS:

Village ABC Clinic

Primary Tax ID
Tax ID
123456789

Type
EIN

+ Add additional Tax ID

Identifiers
+ Add identifier

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- ▶ **Step 3:** Review and/or update the provider **Address** and select **Next**
- ▶ **Step 4:** Review all information, choose the **provider's relationship to your organization**, then click **"I certify that this provider's information and relationship to my organization information is correct"**
- ▶ Select **Submit**

3 Provider Information

Looks like there's a match!

Please add all of the address and service location information for this provider.

Village ABC Clinic

Physical/Billing

123 Anywhere Drive
Suite 000
City, State 12345

+ Add an address

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4 Provider Information

What is the provider's relationship to your organization?
(Select one)

This provider is a part of my organization

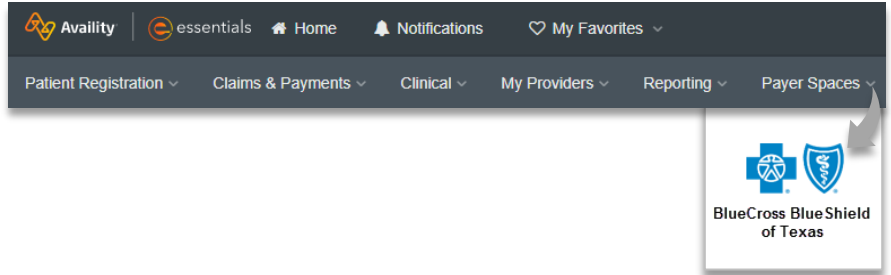
This is a third-party not directly affiliated with my organization (example: referred-to provider)

I certify that this provider's information and relationship to my organization information is correct

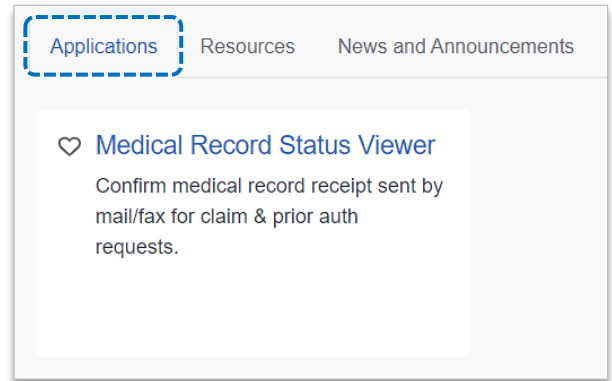
Back Submit

3) Accessing Medical Record Status Viewer

- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Texas**



- ▶ In the BCBSTX Payer Spaces section, select the **Applications** tab
- ▶ Click **Medical Record Status Viewer**



4) Search Criteria

Search Criteria for Claims:

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Claim**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 13-, 15-, or 17-digit BCBSTX **Claim Number**
(e.g., 999999999990X, 0209999999990X, or 020209999999990X)
- ▶ Select **View Medical Record Status**

Medical Record Status Viewer

* Organization

* NPI

* Record Type

* Member ID

* Claim #

4) Search Criteria (continued)

Search Criteria for Prior Authorizations:

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Prior Authorization**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 10-digit BCBSTX **Certification Number** (e.g., U12345ZZAA)
- ▶ Select **View Medical Record Status**

Quick Tip:

→ You can use the [Availity Auth Inquiry](#) to obtain the **Certification Number** for the prior authorization request. For instructions and more information, refer to page 11 and 12 of the BCBSTX [Authorizations User Guide](#).

5) Search Results

Search results confirm if the mailed or faxed medical records have been received by BCBSTX for the selected Record Type of **Claim** or **Prior Authorization**.

- ▶ **Medical Records Found?** = **Yes** or **No**
- ▶ If **Yes**, then the following information will display for up to four of the most recent medical records on file:
 - ▶ **Date Received**
 - ▶ **Number of Pages**
 - ▶ **Submission Type**

Quick Tip:

→ When searching for Medical Record Type of **Prior Authorization**, the results will be associated to **Certification number** displayed.

Medical Record Status Viewer

Medical Records Found? Yes For Claim: 0202299999999999X NPI 1234567890 Member ID 999999999 Group # 999999

Date Received	2023-07-09	Date Received	2023-07-10	Date Received	2023-07-15	Date Received	2023-07-17
# of Pages	10	# of Pages	20	# of Pages	5	# of Pages	2
Submission Type	Mail	Submission Type	Mail	Submission Type	Fax	Submission Type	Fax

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This application confirms receipt of the most recent mailed or faxed records (up to 4) related to the request. Once received, please allow 45 days for claims processing, and 24-48 hours for faxed prior authorization requests to process.

Have questions or need additional education? Email the BCBSTX [Provider Education Consultants](#).

Be sure to include your name, direct contact information & Tax ID or billing NPI.