

### **Medical Record Status Viewer User Guide**

Aug. 2023

**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 <u>mail or fax</u> to Blue Cross and Blue Shield of Oklahoma (BCBSOK) for claim processing and prior authorization requests. You must be registered Availity<sup>®</sup> 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 claims and/or prior authorizations requests.

### 1) Getting Started

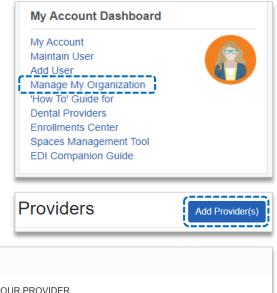
- Go to <u>Availity</u>
- Select Availity Essentials Login
- Enter User ID and Password
- Select Log in

Availity:
Please enter your credentials
User ID:
Password:
Show password
Forgot your password? Forgot your user ID?

### 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

	Add	Provider	
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- → 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 <u>Manage My Organization User</u> <u>Guide</u> published in the Provider Tools section of our website.

LET'S FIND YOUR PROVIDER Tax ID Туре National Provider ID (NPI) 123456789 EIN ~ 1234567890 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? Cance Find Provide Upload up to 500 at once via a spreadsheet upload.

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#### 2) Manage My Organization (Administrator Setup) continued

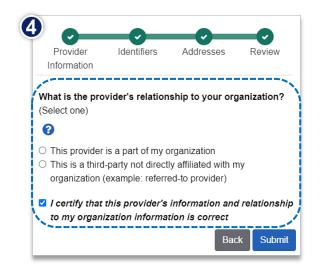
Associated provider information will return based on the NPI number entered. Review and/or update the following information:

- 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

ooks like there's a match!	
	Looks like there's a match!
lease review and/or update all of this provider's information.	Please review and/or update all of this provider's identifiers
ROVIDER SEARCH RESULTS:	PROVIDER SEARCH RESULTS:
Village ABC Clinic	Village ABC Clinic
Provider Type	Primary Tax ID
Group/Facility ~	Tax ID
Group Name/Facility Name	123456789
Village ABC Clinic	Туре
NPI	EIN
1234567890	Add additional Tax ID
Primary Specialty/Taxonomy	Identifiers
363L00000X Physician Assistants & Advanced Pr	Add identifier

- 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





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## **Medical Record Status Viewer User Guide**

) Accessing Medical Record S	tatus viewer
<ul> <li>Select Payer Spaces from the navigation menu</li> </ul>	Availity   essentials 🛪 Home 🌲 Notifications 🗢 My Favorites 🗸
Select Blue Cross and Blue Shield of Oklahoma	Patient Registration v Claims & Payments v Clinical v My Providers v Reporting v Payer Space
In the BCBSOK Payer Spaces select the Applications tab	ection, Applications Resources News and Announcements
<ul> <li>Click Medical Record Status V</li> </ul>	iewer Confirm medical record Status Viewer Confirm medical record receipt sent by mail/fax for claim & prior auth requests.

### 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
     BCBSOK Claim Number
     (e.g., 999999999990X, 0209999999990X, or 0202099999999990X)
  - Select View Medical Record Status

Medica	Record Status Viewer		s BlueShield oma
Medica	<ul> <li>* Organization</li> <li>* ABC Organization</li> <li>* NPI</li> <li>1234567890</li> <li>* Record Type</li> <li>Claim</li> <li>* Member ID</li> <li>123456789</li> <li>* Claim #</li> <li>02020999999999900X</li> </ul>		
	Reset View Med	lical Record Status	

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### 4) Search Criteria (continued)

Search Criteria for Prior Authorizations:	Medical Record Status Viewer
Select the Organization and NPI number from the drop-down lists	* Organization
Select Record Type of Prior Authorization	ABC Organization
Enter the Member ID, excluding the 3- character prefix	* NPI 1234567890
Enter the 10-digit BCBSOK Certification Number (e.g., U12345ZZAA)	Record Type      Prior Authorization
<ul> <li>Select View Medical Record Status</li> </ul>	* Member ID 123456789
ick Tip:	* Certification #
You can use the <b>Availity Auth Inquiry</b> to obtain the <b>Certification Number</b> for the prior authorization request. For instructions and more information, refer to page 11 and 12 of the BCBSOK <u>Authorizations User Guide</u> .	Reset View Medical Record Status

### 5) Search Results

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Search results confirm if the mailed or faxed medical records have been received by BCBSOK 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:

Medical Record Status Viewer

- 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.

	2022 07 00	Dete Developed	2022 07 10	Defe Developed	2023-07-15	Defe Developed	0000 07 47
ate Received of Pages	2023-07-09 10	Date Received # of Pages	2023-07-10 20	Date Received # of Pages	2023-07-15	Date Received # of Pages	2023-07-17
Submission Type	Mail	Submission Type	Mail	Submission Type	Fax	Submission Type	Fax

Have questions or need additional education? Email the BCBSOK Provider Education Consultants.

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

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