

MCG message

To: All Blue Cross Complete providers

Date: March 19, 2024

Subject: **Additional Information on Electronic Claims Submission to Availity**

While Change Healthcare continues to address their network interruption related to a cyber security incident, Blue Cross Complete has established a connection with Availity to receive electronic claims. To submit electronic claims to Blue Cross Complete, you must register with Availity.

Electronic claims submission:

- If you or your clearinghouse do not currently use Availity to submit claims, register at: availity.com/Essentials-Portal-Registration.
- You will find registration options for healthcare and atypical provider. Choose the one that aligns with your business.
- Availity is waving registration fees for our providers.
- The Blue Cross Complete payer ID for claim submission has not changed.
- If you are currently registered with Availity for another payor, or if you use another clearinghouse, you must request that they route your electronic claims for Blue Cross Complete to Availity.

Availity resources:

- For registration process assistance and other resources, access the [training site](#) link on the Availity registration page.
- Resources for providers, health plans, and trading partners: availity.com/availity-lifeline-self-serve-resources
- A new user guide is available at: availity.com/documents/Welcome_New_User.pdf.
- An administrator guide is also available at: availity.com/documents/Availity_paa.pdf.
- *A Guide for Connecting to Lifeline Payers* is available for providers who utilize a practice management system, electronic health record, or other billing software to generate claim batch files at: availity.com/documents/learning/LP_AP_LifelineClaims/index.html#.
- Upon logging into the system, check your Notification Center on the home page for quick access to an Availity Essentials Onboarding course.
- You may also access the Availity Learning Center for a comprehensive, training solution that helps healthcare organizations train their staff on Availity products.
 - To Access
 - Log in to Availity Essentials
 - Click Help & Training | Get Trained

Please note, our Provider Services Department will not be able to assist with processing of your payments any sooner. For further assistance with Availity, providers can call Availity Client



Services at: **1-800-282-4548** Monday-Friday, 8 a.m. to 8 p.m. The Client Services team supports all Availity products and works with callers until an issue is resolved. Providers may also submit a request directly to an Availity representative via: [availity.com/availity-lifeline](https://www.availity.com/availity-lifeline).

If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

**Our website is [mbluecrosscomplete.com](https://www.mbluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*