



Independent Dispute Resolution (IDR) is an online application in Availity Essentials to request negotiation and settlement of non-participating provider disputes over Blue Cross and Blue Shield of New Mexico (BCBSNM) claim payments impacted by the No Surprises Act (NSA).

Negotiation Timeframe for NSA-eligible claims:

Providers have 30 business days from the claim determination date to initiate negotiation with BCBSNM, and then are given an additional 30 business days to negotiate the payment. Either the provider or BCBSNM may pursue IDR within 4 business days of the failed negotiation period.

When IDR should be used...

- **To determine the payment for disputed claims** for certain emergency services, non-emergency items and services furnished by non-participating providers at participating health care facilities, and for air ambulance services furnished by non-participating providers of air ambulance services (if the health plan already covers the services in-network or specified state law does not apply).
- **Only when parties fail to negotiate payment** and when either the provider or BCBSNM requests IDR.

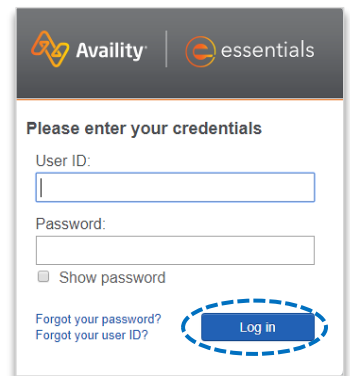
You must be a registered Availity user to access and use the IDR application. If you are not yet registered, go to [Availity](#) and complete the guided online registration, at no cost.

Getting Started

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

Availity Administrator: Users must be assigned the appropriate role in Availity to access the IDR application. Grant user access by going to:

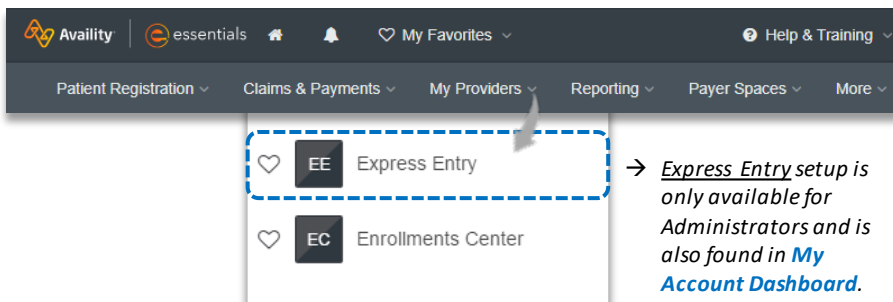
My Account Dashboard → *Maintain User or Add User* → select role [Claim Status](#).



Express Entry Setup

To access IDR, Availity Administrators must first add their billing and rendering provider information to Express Entry.

- ▶ Select [My Providers](#) from the navigation menu
- ▶ Select [Express Entry](#)



→ *Express Entry setup is only available for Administrators and is also found in [My Account Dashboard](#).*

[Continue to next page](#) →

Express Entry Setup (continued)

- ▶ Within Manage Express Entry, expand **Add Provider**
- ▶ Enter the **Provider's NPI**
- ▶ Select **Add Provider**

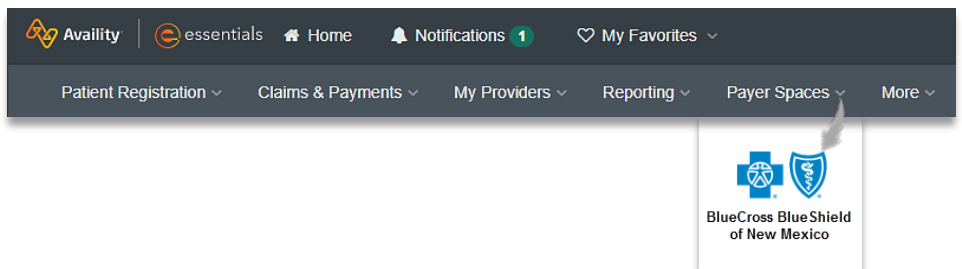
Quick Tips:

- Associated information will return based on the NPI added.
- The provider's name, address, phone and fax numbers may be changed by selecting **Edit**.

- ▶ Select **Add Additional Identifiers**
- ▶ Choose **Tax ID (EIN)** from the drop-down menu
- ▶ Enter **Tax ID**
- ▶ Select **Save**

1) Accessing IDR

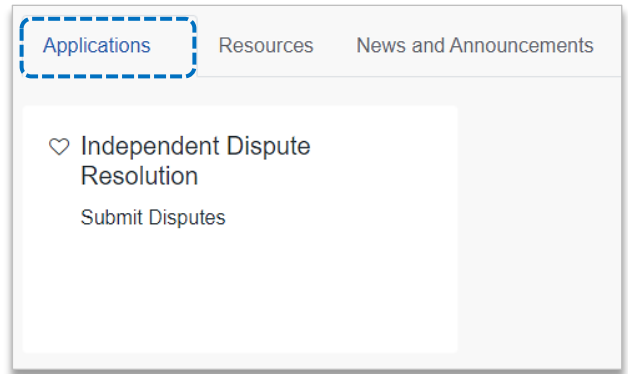
- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of New Mexico**



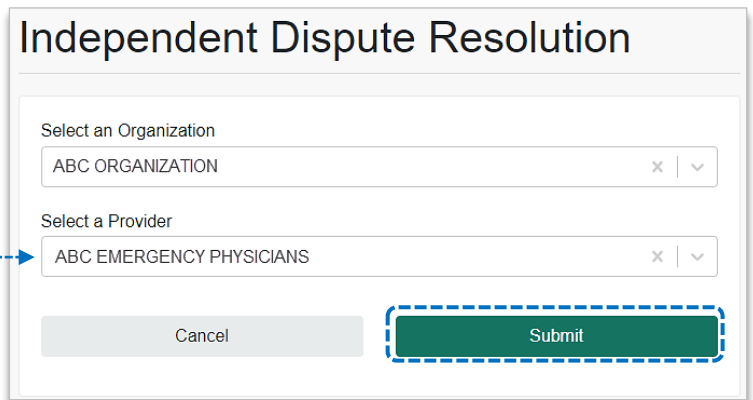
1) Accessing IDR (continued)

- ▶ In the BCBSNM Payer Spaces section, select the **Applications** tab
- ▶ Next, click on **Independent Dispute Resolution**

Note: Contact your Availty administrator if **Independent Dispute Resolution** is not listed in **Applications**.



- ▶ Select an **Organization**
- ▶ Choose the **Billing** or **Rendering Provider** from the **Select a Provider** drop-down list
- ▶ Select **Submit**

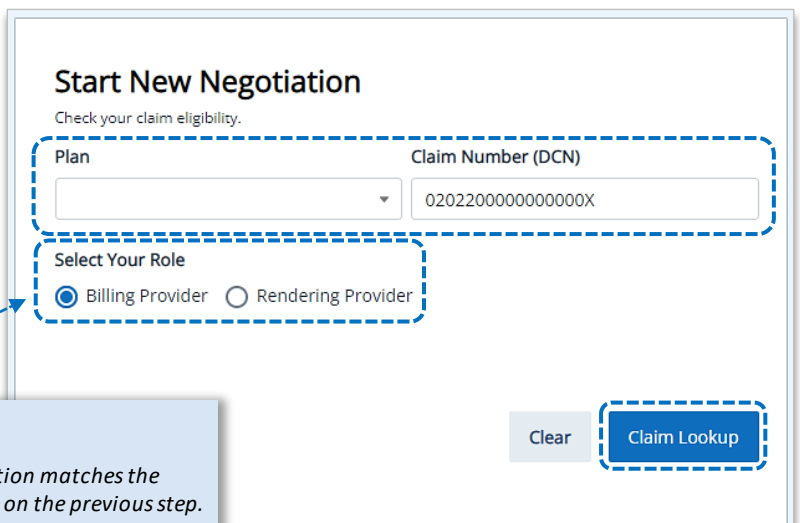


Quick Tip:

→ This selection displays the providers that have been added to your **Availty Express Entry**. Refer to page [1](#) and [2](#) for Express Entry setup instructions.

2) Start IDR Negotiation

- ▶ Select the **Plan** of NM
- ▶ Enter the 17-digit BCBSNM **Claim Number**
- ▶ Choose the **Provider Role** of Billing or Rendering Provider
- ▶ Select **Claim Lookup**



Quick Tip:

→ Make sure the **Provider Role** (Billing or Rendering) selection matches the provider chosen from "Select a Provider" drop-down list on the previous step.

2) Start IDR Negotiation (continued)

Check Your Claim's Eligibility:

- ▶ This negotiation and IDR process ONLY applies to NSA-eligible claims
- ▶ If the claim is NOT eligible, users will receive the message:

“This claim is not eligible based on NSA Regulations”

Start New Negotiation

Check your claim eligibility.

This Claim is not eligible based on NSA Regulation

Note: Refer to the [Submitting Claims page](#) on our website to learn about the appeals process for claims NOT impacted by the NSA.

3) Submit IDR Negotiation

- ▶ For NSA-eligible claims, **Enter Your Offer**, including cost-sharing and any amounts already paid for the claim
- ▶ Select **Confirm Offer**

Open Negotiation Details

Claim Notification Date	Claim No.	Plan	Group	Subscriber
01/05/2022	0202200000000000X		123456	000999999999
Patient Name	Patient DOB	Total Billed Amount	Total Allowable Amount	Patient Share
Jane Doe	03/30/1984	\$1,000.00	\$300.00	\$300.00
Total Paid Amount	\$0.00			

Enter the total amount of your offer, including cost-sharing and any amounts already paid for the claim.

Enter Your Offer

Cancel

Confirm Offer

- ▶ **Confirm** or **Edit** you offer
- ▶ Select the **check box** and **Submit Offer**

Please Confirm Your Offer and Submit \$1000.00 [Edit Offer](#)

Please enter your offer for total out-of-network rate for this claim, including cost-share and sums already paid for these Item(s) or service(s). We will review your offer along with the claim. If your offer is accepted, this step will finalize the claim. We will issue payment according to the agreed-upon amount. Members will not be responsible for amounts above their cost-share.

Cancel

Submit Offer

4) Track Disputes & IDR History

- ▶ View **Open Disputes** on the IDR homepage
- ▶ Select **Dispute History** to view the negotiation status

The screenshot shows the IDR interface with the 'Dispute History' tab selected. On the left, the 'Start New Negotiation' section includes a 'Check your claim eligibility' note, a 'Plan' dropdown, a 'Claim Number (DCN)' input field, a 'Select Your Role' section with radio buttons for 'Billing Provider' (selected) and 'Rendering Provider', and 'Clear' and 'Claim Lookup' buttons. On the right, the 'Open Disputes' section displays the message 'There are no open disputes'.

- ▶ Within the **Dispute History** section, expand the **Action icon** (>)
- ▶ Scroll over to view the **Negotiation** details and **BCBSNM Plan Decision**
- ▶ If there is an amount in the **Plan Counter Offer** field, select **Accept** or **Decline** the offer

Dispute History

Search: Show: 10 11-13 of 13 < > Submit

Action	Offer Status	Claim Number	Dispute ID	Submitted Date	IDR Dispute ID	Negotiation			
						Your Offer	Plan Decision	Plan Counter Offer	Your Decision
⌵	Closed	0202200000000000X	1999999999999	01/05/2022	-	\$1000.00 User Name: ABC Emergency Physicians Date: 01/05/2021 Provider Role: Billing	Accepted Date: 01/07/2022	-	- User Name: Date: Provider Role:
>	Closed	0202200000000000X	1999999999999	01/17/2022	-	\$200.00	Not Accepted	-	-

More Information and Resources:

U.S. Department of Labor [No Surprises Act](#)

Centers for Medicare & Medicaid Services [Overview of Rules and Fact Sheets](#)