

Message This Payer User Guide

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

Message This Payer allows providers to send secure messages to Blue Cross and Blue Shield of New Mexico (BCBSNM) for claim management questions and follow along with the conversation history. Once a message is submitted to BCBSNM, 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.

April 2024

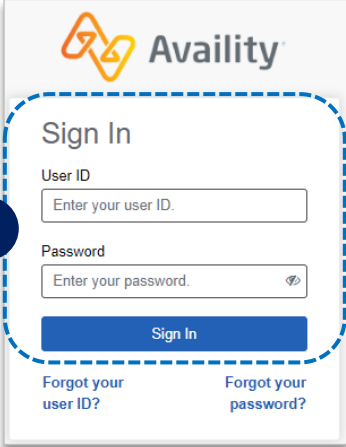


The following instructions show how users' access **Message This Payer** via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.



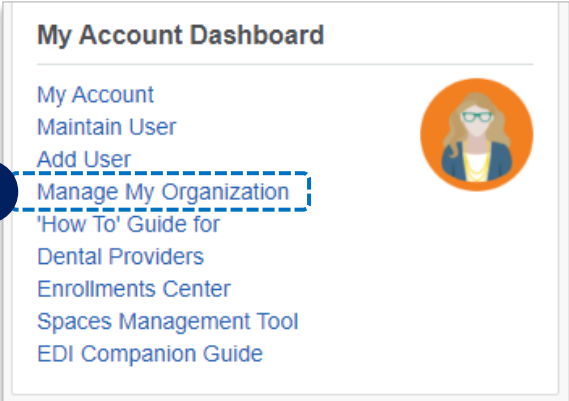
1 Assigned users can access this tool by following the instructions below:

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



The image shows the Availity Sign In page. A dashed blue box highlights the 'Sign In' section, which includes a 'User ID' field with the placeholder 'Enter your user ID.', a 'Password' field with the placeholder 'Enter your password.' and an eye icon, and a blue 'Sign In' button. Below the button are two links: 'Forgot your user ID?' and 'Forgot your password?'. A blue circle with the number '1' is positioned to the left of the sign-in fields.

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



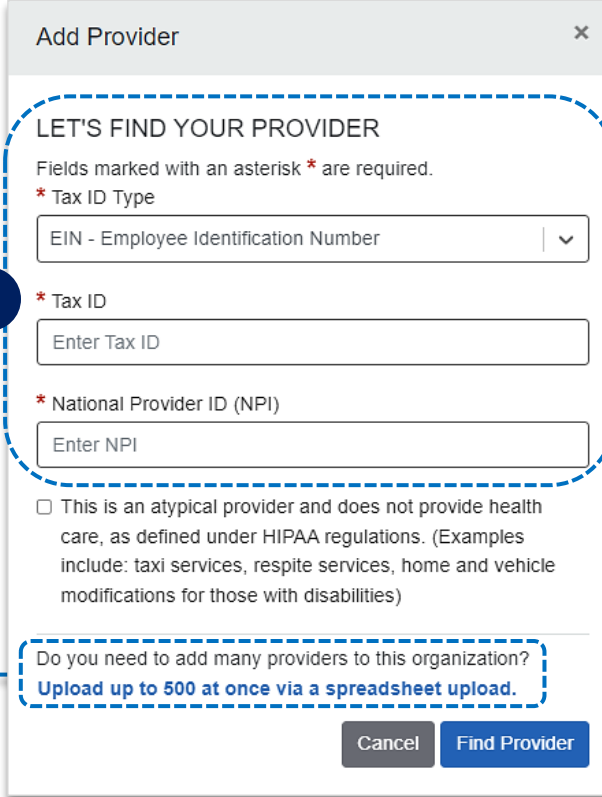
The image shows the 'My Account Dashboard' menu. A dashed blue box highlights the 'Manage My Organization' option. Other options include 'My Account', 'Maintain User', 'Add User', 'How To' Guide for Dental Providers, 'Enrollments Center', 'Spaces Management Tool', and 'EDI Companion Guide'. A blue circle with the number '2' is positioned to the left of the 'Manage My Organization' option.

3 ▶ Select the **Tax ID Type**:

- ▶ **EIN** – *Employee Identification Number*
- ▶ **SSN** – *Social Security Number*

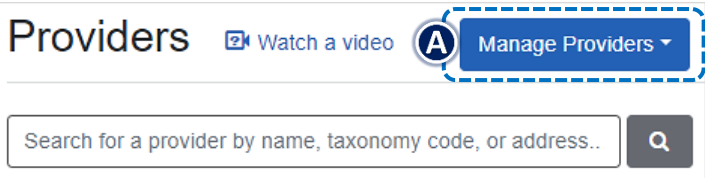
▶ Enter the **Tax ID** and **NPI number**

▶ Select **Find Provider**



The image shows the 'Add Provider' form. A dashed blue box highlights the 'LET'S FIND YOUR PROVIDER' section, which includes a dropdown menu for 'Tax ID Type' (set to 'EIN - Employee Identification Number'), a 'Tax ID' field with the placeholder 'Enter Tax ID', and an 'NPI' field with the placeholder 'Enter NPI'. Below these fields is a checkbox for 'This is an atypical provider...' and a question 'Do you need to add many providers to this organization?' with the option 'Upload up to 500 at once via a spreadsheet upload.' and 'Find Provider' button. A blue circle with the number '3' is positioned to the left of the 'Tax ID' field.

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



The image shows the 'Providers' search bar. A dashed blue box highlights the 'Manage Providers' dropdown menu. Below it is a search field with the placeholder 'Search for a provider by name, taxonomy code, or address..' and a search icon.

Quick Tips:

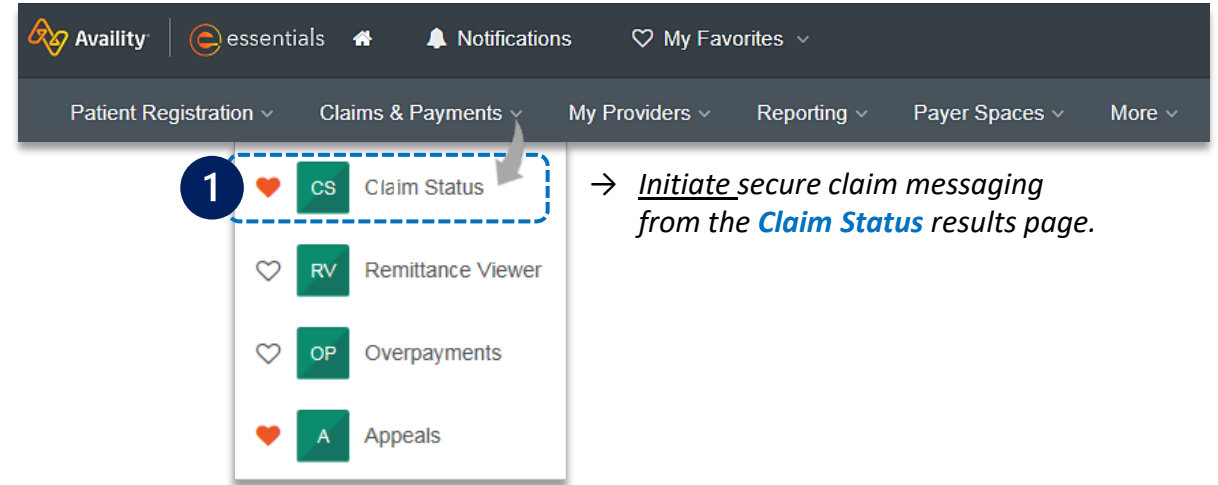
- If you have multiple providers to add to your organization, select **“Upload up to 500 at once via spreadsheet upload.”**
- For more details, refer to the [Manage My Organization User Guide](#) published in the [Provider Tools section](#) of our website.
- If you do not have access, contact our organization’s 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 BCBSNM from the **Payer** drop-down list
- Use the **Member** or **Claim Number** search options to obtain enhanced claim status

Quick Tip:

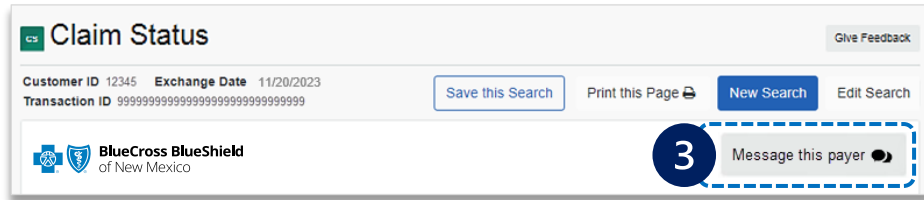
→ Refer to the [Claim Status Tool User Guide](#) to learn more about obtaining detailed claim status via Availity.

The screenshot shows the Availity search form. The 'Organization' dropdown is set to 'ABC ORGANIZATION' and the 'Payer' dropdown is set to 'BCBSNM'. The 'Member' search option is selected and highlighted with a blue dashed box and a '2' in a circle. Below the search options, there are several required fields marked with an asterisk: '* Select a Provider' (set to 'ABC Clinic - 1234567890 - 999999999'), '* Provider NPI' (set to '1234567890'), '* Member ID' (set to 'ABC123456789'), '* Group Number' (set to '999999'), and '* Service Dates' (set to 'From Date - To Date'). A 'View Saved Searches' button is located to the right of the search options. At the bottom right, there are 'Submit' and 'Clear Form' buttons.

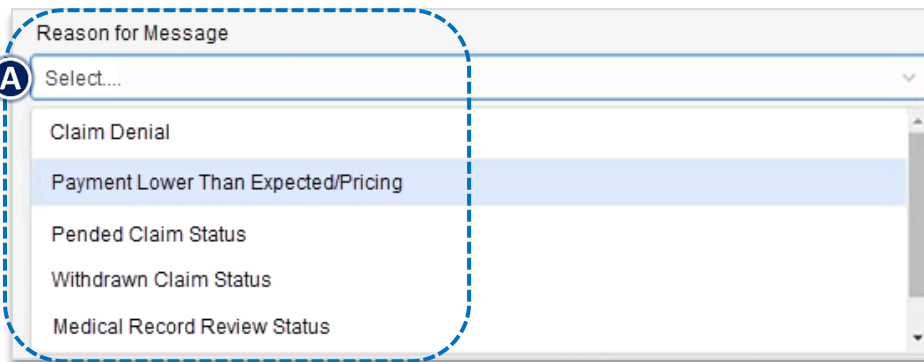


Step 2: Message This Payer

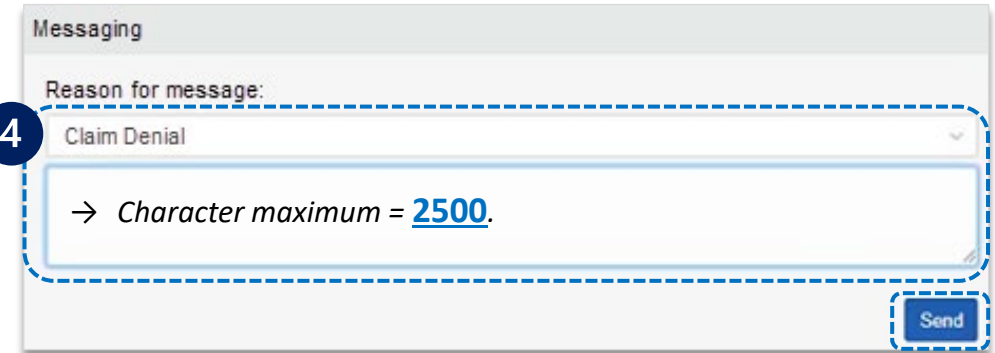
- 3 On the claim status response screen, select **Message This Payer** to initiate a conversation with BCBSNM



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

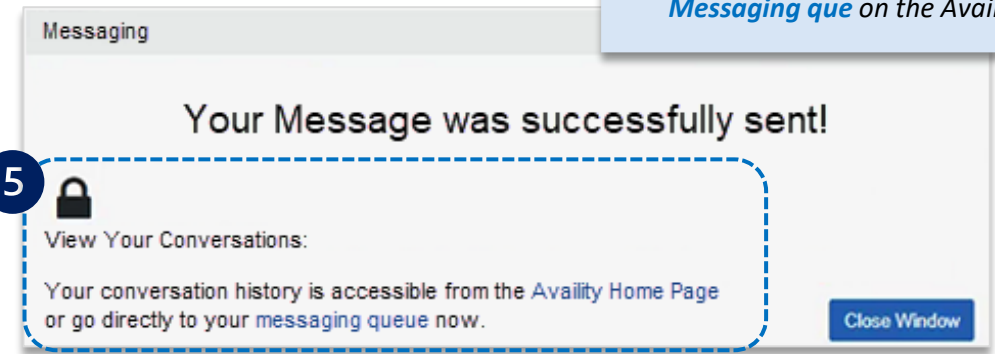


- 4 Enter **detailed rationale** for the claim inquiry and select **Send**



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

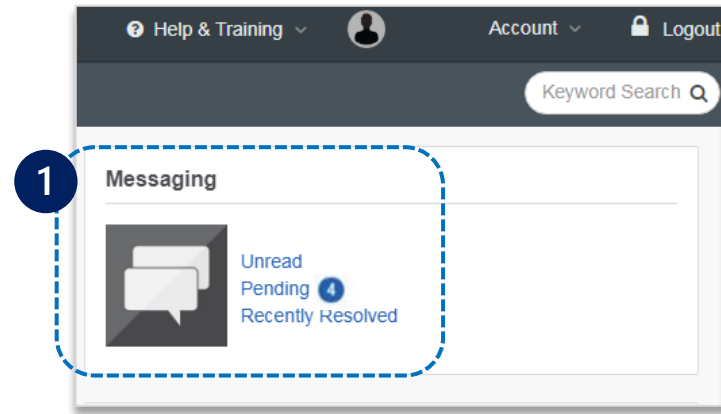
Quick Tip:
→ View conversation history via the **Messaging que** on the Availity homepage.





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)

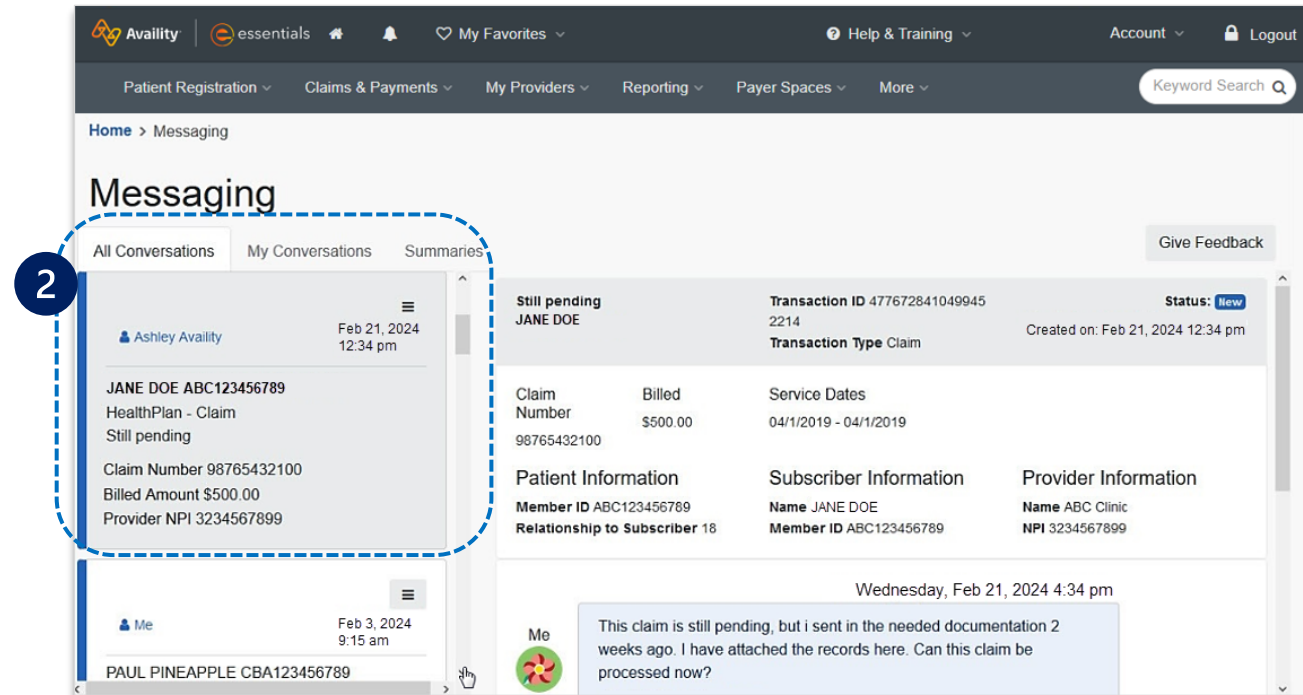


Quick Tips:

- 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





3 Click the **card** you wish to review

A Review response from BCBSNM

B Reopen and Send, if necessary

The screenshot displays a web application interface for monitoring message queues. On the left, a search filter is applied to 'Organization' (ABC ORGANIZATION) and 'Search By' (Member ID). A list of search results is shown, with one entry highlighted: 'JANE DOE ABC123456789'. This entry includes details like 'BCBSNM - Claim', 'Line of Business NM', 'Account 999999', 'Claim Number 99999999999X', 'Billed Amount \$135.00', 'Paid Amount', 'Check / EFT # E9999999', and 'Provider NPI 1234567890'. A blue dashed box with a '3' icon highlights this entry. On the right, the detailed view for this conversation is shown. It includes 'Conversation ID', 'Claim Denial' (JANE DOE), 'Transaction ID', 'Transaction Type Claim', and 'Status: Resolved'. Below this, there are sections for 'Claim Number', 'Billed', 'Paid', 'Check Number', and 'Service Dates'. Further down, 'Patient Information', 'Subscriber Information', and 'Provider Information' are listed. A message history shows a message from 'Laverne R.' on Wednesday, Feb 21, 2024, asking for a review of a claim denial. A response from 'Debra V.' on Thursday, Feb 28, 2024, states that the claim was reprocessed and remittance advice has been sent. A blue dashed box with a 'B' icon highlights the 'Reopen and Send' button at the bottom right of the message history.

Have questions or need additional education?

Education or training, contact [BCBSNM Provider Education Consultants](#)

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

Technical Availity support, contact Availity Client Services at **800-282-4548**

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