

# Availity Essentials administrators: Set up and maintain the e-referral tool

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised February 2024

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## Overview

E-referral is a secure electronic system for submitting referrals and requesting prior authorizations. Your Availity<sup>®</sup> administrator needs to set up the e-referral tool before it can be used within Availity Essentials. They must add the providers for which your organization's e-referral users will request referrals and prior authorizations. Without these actions, e-referral users will receive this error message when they try to use the tool:

**Warning!** There are no providers enrolled for e-referral Provider Portal for any of your organizations. Please contact your [administrator](#) and request that they submit an enrollment for the provider needing access. ×

Users of e-referral from very large organizations may have so many providers provisioned in e-referral that it's not as easy for users to find the providers they work with frequently. With this in mind, some large organizations may decide to register Availity Essentials accounts for separate locations or departments. While this entails some up-front work, it allows organizations to set up e-referral to better meet their needs.

## Here's what your Availity Essentials administrator needs to do to ensure access for e-referral users

These tasks must be completed by your organization's Availity Essentials administrator, not by each e-referral user.

### Tips:

- Make sure your organization is registered with Availity. For more information, go to our [Register for web tools](#) page on [bcbsm.com](http://bcbsm.com).

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- Organizations that have already registered with Availity can determine who their administrator is by seeing “How to find your Availity administrator” later in this document.

### **Task 1: Select specific providers who should be available in Availity Essentials applications for your organization**

The organization needs to have access through Availity Essentials to each physician’s NPI to use the e-referral tool for that physician.

1. [Log in to Availity Essentials.](#)\*
2. Click *Manage My Organization* under your account name in the top right of the menu bar.
3. Click the *Manage Providers* button and then click *Add Provider(s)*.
4. Enter information in the *Tax ID Type*, *Tax ID* and *National Provider ID (NPI)* fields to locate your provider.

Tip: If you need to bulk load multiple businesses (organizations), you can upload up to 500 providers via the spreadsheet upload option.

5. If there is a match with the provider in the results, click *Next* and continue to follow the prompts.
6. Click *Submit*.

### **Task 2: Select the specific providers for whom e-referral users can submit referral and authorization requests**

1. Click *Payer Spaces* on the Availity menu bar.
2. Click the BCBSM and BCN logo to open the Applications tab.
3. Click *Additional Security Maintenance — Blue Cross/BCN*.
4. Click the *e-referral Provisioning* option.
5. Do one of the following:
  - If you’re the Availity administrator for a single business (organization), skip to the next step.
  - If you’re the Availity administrator for multiple businesses (organizations), select an organization from the *Organization* drop-down list.
6. From the *Select Provider(s)* drop-down list, select up to 10 providers for whom your e-referral users will need to request referrals and authorizations within the e-referral tool.
7. Click *Submit Request*.

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The request is processed automatically. If the change isn't immediately reflected in e-referral, check the following day.

To add more than 10 providers, click the *New Request* tab, then the *e-referral Provisioning* option. From the *Select Provider(s)* drop-down list, select your additional providers (limit 10) and click *Submit Request*. Repeat this process until you've added all providers.

### Check the status of a request

An Availity Essentials administrator should follow these steps to check the status of a request.

1. [Log in to Availity Essentials.](#)\*
2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.
3. In the Applications tab, click *Additional Security Maintenance — Blue Cross/BCN*.
4. Click the *History* tab.
5. Do one of the following:
  - If you're the Availity administrator for a single business (organization), skip to the next step.
  - If you're the Availity administrator for multiple businesses (organizations), select an organization from the *Organization* drop-down list.
6. Filter to view only actions related to in-state e-referral access.

The status of the request displays in the Status column.

### Remove a provider from the e-referral tool

An Availity Essentials administrator should follow these steps to remove a provider from the e-referral tool. For example, this is necessary when a provider has transferred to another office or organization.

1. [Log in to Availity Essentials.](#)\*
2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.
3. In the Applications tab, click *Additional Security Maintenance — Blue Cross/BCN*.
4. Click the *History* tab.
5. Do one of the following:
  - If you're the Availity administrator for a single business (organization), skip to the next step.

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- If you're the Availity administrator for multiple businesses (organizations), select an organization from the *Organization* drop-down list.
6. Filter to view only actions related to in-state e-referral access.
  7. Click the Actions menu for the appropriate request and choose *Withdraw*.
  8. Enter the reason for requesting the withdrawal and then click *Yes*.

If this change isn't immediately reflected in e-referral, please check the following day.

### How to find your Availity administrator

If you already have access to Availity:

1. Log in to Availity.
2. Click your name (in the top navigation) and click *My Account*.
3. Click *Organization(s)*.
4. Click *Open My Administrators*.

If you don't have access to Availity, call 1-800-AVAILITY (282-4548).

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

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