

Medical Record Status Viewer User Guide

Jan. 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 mail or fax to Blue Cross and Blue Shield of Montana (BCBSMT) for claim processing and prior authorization requests. You must be registered Availity® 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 or prior authorizations.

Getting Started 1)

- Go to Availity
- Select Availity Essentials Login
- Enter User ID and Password
- Select Log in



2) Manage My Organization (Administrator Setup)

To utilize this application, the Availity Administrators must first add the billing and/or rendering provider NPI and Tax ID numbers to Manage My Organization.

Select Manage My Organization from My Account Dashboard on the Availity homepage

Within Manage My Organization, select Add Provider

My Account Dashboard My Account Maintain User Add User Manage My Organization 'How To' Guide for Dental Providers Enrollments Center Spaces Management Tool EDI Companion Guide Providers Add Provider(s)

1234567890

Find Provider

•	Enter the Provider Tax ID and NPI numbers	

Add Provider		
LET'S FIND YOUR PROV	IDER	
Tax ID	Туре	National Provider ID (NPI)

~ 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

EIN

Do you need to add many providers to this organization?

Upload up to 500 at once via a spreadsheet upload.

Quick Tip:

 \rightarrow If you have multiple providers to add to your organization, select "Upload up to 500 at once via spreadsheet upload."

and select Find Provider

Blue Cross and Blue Shield of Montana, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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disabilities)

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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

Looks like there's a match!	Looks like there's a match!
Please review and/or update all of this provider's information.	Please review and/or update all of this provider's identifier
PROVIDER 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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 Select Payer Spaces from the navigation menu Select Blue Cross and Blue Shield of Montana In the BCBSMT Payer Spaces section, select the Applications tab Click Medical Record Status Viewer Click Medical Record Status Viewer 	A	ccessing Medical Record Stati	is viewer						
 Select Blue Cross and Blue Shield of Montana In the BCBSMT Payer Spaces section, select the Applications tab Click Medical Record Status Viewer Click Medical Record Status Viewer Click Medical Record Status Viewer 	•	Select Payer Spaces from the navigation menu	Availity C	essentials 🔺 Ho	ome 🔺	Notifications	♡ My Fa	vorites ~	
 In the BCBSMT Payer Spaces section, select the Applications tab Click Medical Record Status Viewer Click Medical Record Status Viewer Confirm medical record receipt sent by mail/fax for claim & prior auth requests. 	•	Select Blue Cross and Blue Shield of Montana	Patient Registration	✓ Claims & Payı	ments ~	Clinical ~	My Providers	Reporting	Payer Spaces
 Click Medical Record Status Viewer Confirm medical record receipt sent by mail/fax for claim & prior auth requests. 	•	In the BCBSMT Payer Spaces sections select the Applications tab	n,	(Applica	tions F	Resources	News and A	nnouncements
	•	Click Medical Record Status Viewe	r		Co ma rec	edical R onfirm mec ail/fax for c quests.	ecord Stat lical record re laim & prior	tus Viewer eceipt sent by auth	

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
 BCBSMT Claim Number
 (e.g., 999999999990X, 0209999999990X, or 020209999999990X)
- Select View Medical Record Status

Medica	Record Status Viewer	BlueCross BlueShiel of Montana
	* Organization ABC Organization * NPI 1234567890 * Record Type Claim * Member ID 123456789 * Claim # 020209999999999990X Reset View Medical F	Image: Constrained of Montana

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

5) Search Results

Qı →

Search results confirm if the mailed or faxed medical records have been received by BCBSMT 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:
 - Date Received
 - Number of Pages
 - Submission Type

Medical Record Status Viewer

Quick Tip:

→ When searching for Medical Record Type of Prior Authorization, the results will be associated to Certification number displayed.

Date Received	2022-12-01	Date Received	2022-12-02	Date Received	2022-12-05	Date Received	2022-12-07
Submission Type	Mail	# of Pages Submission Type	Mail	Submission Type	Fax	Submission Type	Fax

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

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

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