ADMINISTERING YOUR PRACTICE'S PROVIDER CENTRAL ACCOUNT

Introduction

Both individuals and organizations have accounts on Blue Cross Blue Shield of Massachusetts*' provider website, Provider Central. Every practice or organization's account is managed by at least one registered user who serves as that organization's Provider Central administrator.

> We strongly recommend that you assign administrative rights to a second person in the organization.

What does a Provider Central account administrator do?

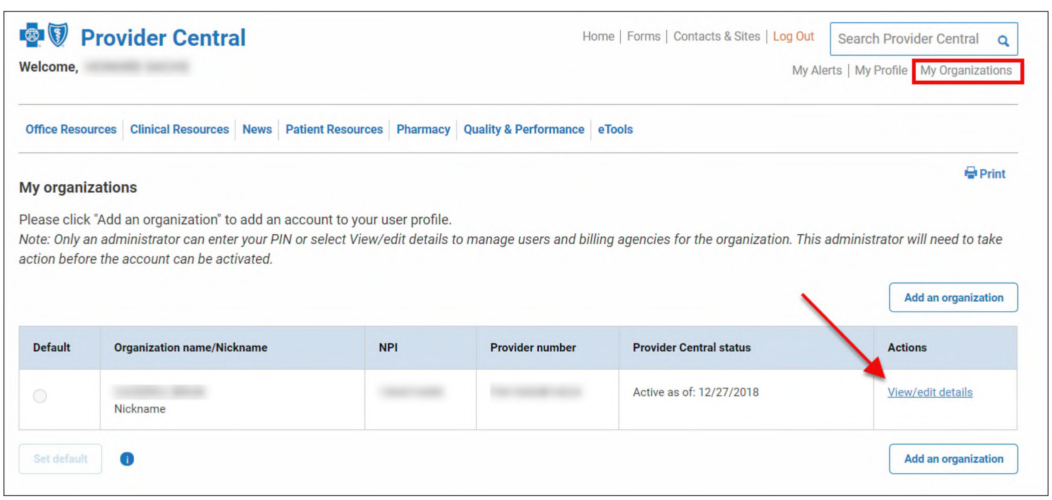
Depending on the needs of their organization, a Provider Central administrator may:

- **Invite users** (office staff and providers in your practice) to register
    - Before you can add them to your practice's Provider Central account, your colleagues will need to create a username and password. They can click the **Register** button and follow the prompts, or you can send them an invitation through Provider Central (see page 2).
- **Review requests from new users** who would like to link their Provider Central profile to your practice's account.
- **Delete users** when they leave the organization.
- **Manage users' access to eTools** such as ConnectCenter (for real-time transactions and 1500 claim submission), Carelon (for requesting authorization for certain genetic tests, high-technology radiology, outpatient cancer care, and sleep management services), the chiropractic authorization tool (for chiropractic offices only), and Authorization Manager (for entering and reviewing authorization requests and reviewing referrals).
- **Invite billing agencies** to use Provider Central on the organization's behalf.

This Quick Tip describes the steps to follow to complete these common tasks.

How do I know if I'm a Provider Central administrator?

Log on to Provider Central at bluecrossma.com/provider and click the **My Organizations** link in the top right-hand corner. If you see a **View/edit details** link in the **Actions** column for an organization, you are an administrator for that organization.



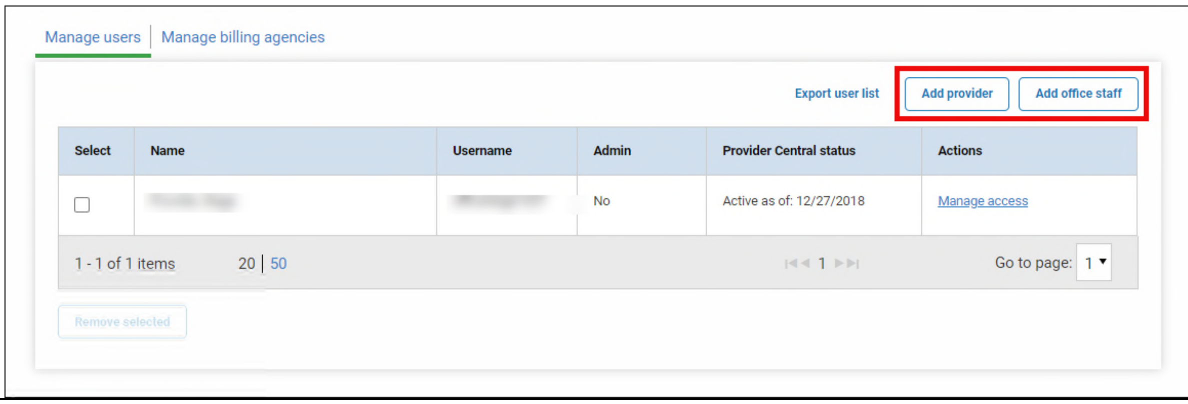
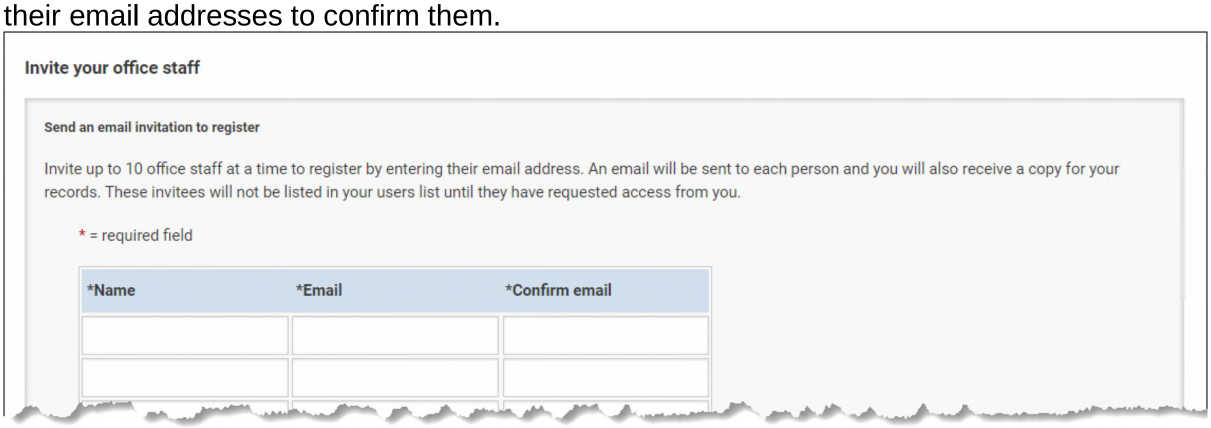
Before you begin one of the tasks below:

1. Log on to Provider Central and click the **My Organizations** link.
2. Click the **View/edit details** link in the Actions column for an organization. This will bring you to the **Organization details** page.

Administrative tasks

INVITE COLLEAGUES TO REGISTER

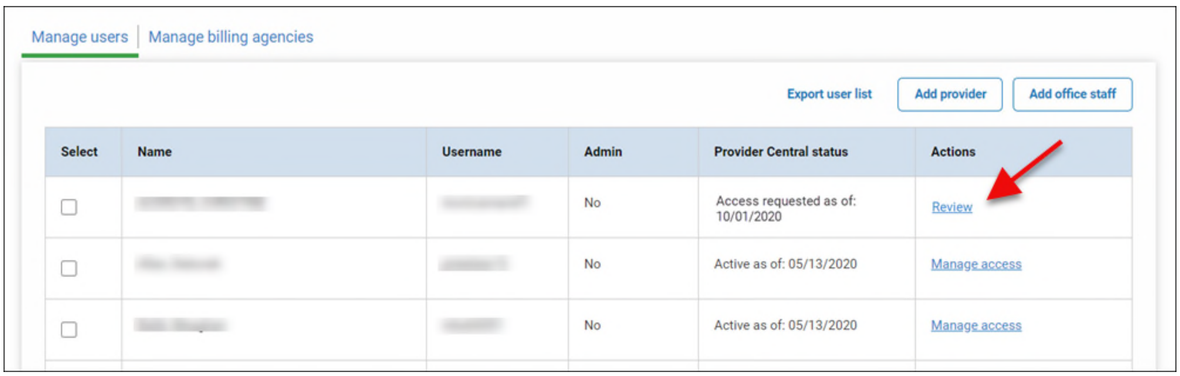
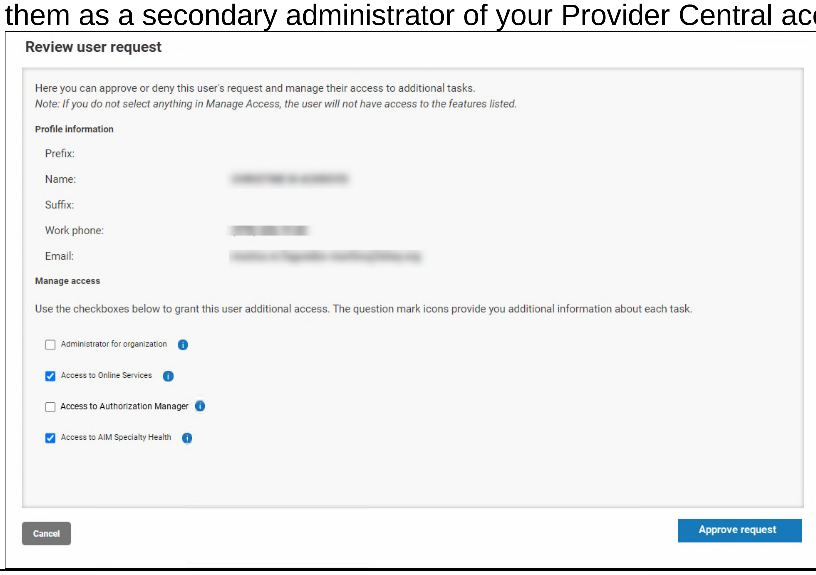
This option allows you to send invitations to office staff and providers to register for the site so they have their own username and password. (Users can also register without an invitation.)

<table>
<tr><th>STEP:</th><th>ACTION:</th></tr>
<tr><td>1</td><td>On the Organization details page, click either Add provider or Add office staff. (If you click Add provider, Provider Central will list providers we have on file that are associated with this organization.)

</td></tr>
<tr><td>2</td><td>Complete the online form with your colleagues' names and email addresses, and then retype their email addresses to confirm them.

</td></tr>
</table>

INVITE COLLEAGUES TO REGISTER (CONTINUED)

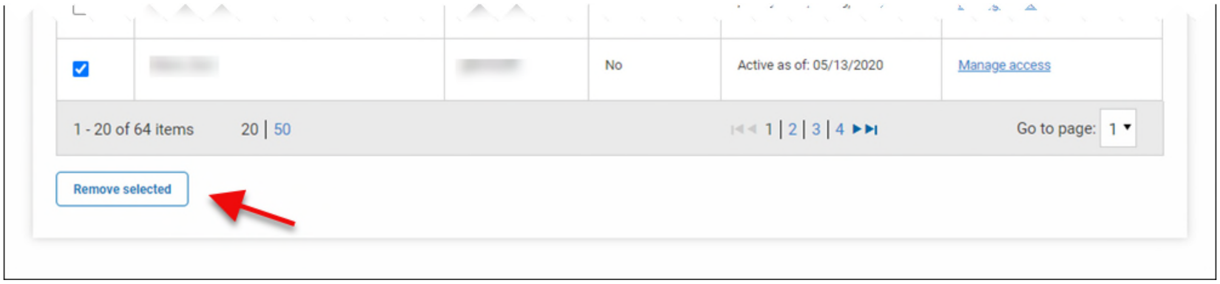
3	Click **Continue**. The people you invited receive an email directing them to Provider Central. They'll click **Register**, complete the fields, and follow the prompts for registration. This will include creating a username and password that they'll use to log in. After creating their profile, they're asked to log in and add your practice or organization to their account by entering the same provider identifier number and tax identification number (TIN) or social security number you used to register. You may need to provide this information to them separately if they don't have it. You will receive a copy of each email.

REVIEW REQUESTS FROM NEW USERS

<table>
<tr><th>STEP:</th><th>ACTION:</th></tr>
<tr><td>1</td><td>When your colleagues register for Provider Central, they'll request access to the organization's account. As an administrator, you must review their request and approve or deny it. Click the Review link on the Organization details page.

</td></tr>
<tr><td>2</td><td>From the Review user request page, verify the user's information and grant them any additional access rights their job requires. This includes access to our eTools or assigning them as a secondary administrator of your Provider Central account.

</td></tr>
<tr><td>3</td><td>Click Approve request.</td></tr>
</table>

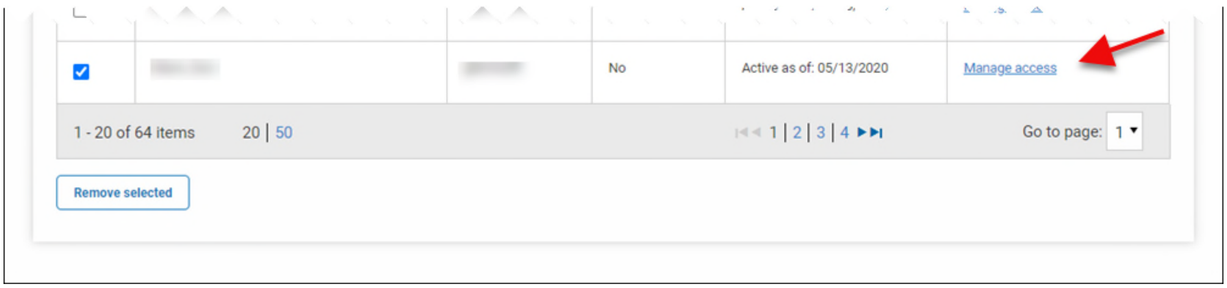
DELETE A USER

On the **Organization details** page, click the check box by the user's name and then click the **Remove selected** button at the bottom of the page.



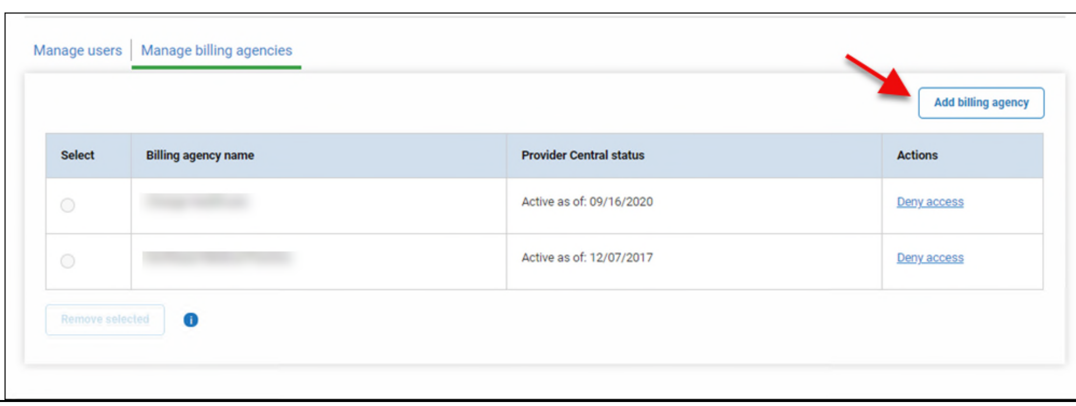
CHANGE A USER'S RIGHTS

On the **Organization details** page, click the **Manage access** link for any user with an Active status.



INVITE A BILLING AGENCY

You can grant billing agencies you work with access to your organization's Provider Central account.

STEP:	ACTION:
1	On the **Organization details** page, click the **Manage billing agencies** tab, and then click **Add billing agency**. 
2	The **Add a billing agency** page appears, pre-populated with a list of all agencies registered for Provider Central. Select a billing agency. (If you do not see your desired billing agency listed, contact them and request that they register for Provider Central.)

INVITE A BILLING AGENCY (CONTINUED)

3	Click the **Submit** button. A message is sent to the Provider Central administrator at the agency to review your request. Once your request is approved, you will be associated with that agency.

DELETE A BILLING AGENCY

STEP:	ACTION:
1	On the **Organization details** page, click the **Manage billing agencies** tab.
2	Click the **Deny access** link for the billing agency you would like to remove from your organization's account.