

We offer a number of technologies to help contracted providers do business with us.

Provider Central

Our secure website for providers:

bluecrossma.com/provider

What can you use it for?

- View fee schedules
- Get forms
- Read news, contractual notices (called News Alerts), and see My Alert inbox messages from us (This is the standard way we communicate with our medical providers)
- View medical and payment policies
- Look up medical and dental plans
- Find medications on our formularies
- View treatment, patient engagement, and other clinical resources
- Access etools described in this document

Who can use it?

- Providers (dental and medical)
- Office staff
- Billing agencies



[**Learn more:**](#)

[**Go to Provider Central resources**](#)

Online Services

When you log on to Provider Central, you can perform the administrative tasks listed below.

What can you use it for?

- Check member benefits and eligibility
- Enter and verify referrals
- Submit claims (1500 claims only)
- Verify the status of most authorizations (exceptions: authorizations for PPO and Indemnity members receiving outpatient services)
- Check claim status, including pending claims
- Request claim adjustments when the adjustment button appears (on the claim you are checking)

Online Services, continued

Who can use it?

- Medical providers (including oral surgeons)
- Office staff
- Billing agencies working on behalf of a provider



[**Learn more:**](#)

Log in to bluecrossma.com/provider and go to **eTools>Online Services**

Dental Connect for Providers

An online tool that allows dental providers to perform the administrative tasks listed below.

What can you use it for?

- Verify member dental eligibility and benefits
- View member benefit dollars used to date and deductible remaining, if applicable
- Check claim status, including pending claims
- Get an overview of dental policies, including time limits and age restrictions

Who can use it?

- Dental providers
- Office staff



[**Learn more:**](#)

Log in to bluecrossma.com/provider, and click **eTools>Dental Connect for Providers**. When registering, use the partner code listed on our site and we'll sponsor your monthly fees for this tool.

Payspan

A tool used to access online advisories (Provider Payment and Provider Detail Advisories) and set up secure electronic funds transfer (EFT), also known as direct deposit, of your organization's payments for services.

Note: Medical providers are required to get e-payment to avoid rejected claims. For dental providers, e-payment is our standard method of payment.

What can you use it for?

- Set up an account to get direct deposit payment from Blue Cross Blue Shield of Massachusetts
- View, print, and save your provider advisories (*Note: We stop sending paper copies of these 90 days after you've registered for Payspan*)
- See accounts receivable information
- View detailed claim status

Who can use it?

- Providers
- Office staff



Learn more:

Log in to bluecrossma.com/provider and click on **eTools>Payspan**

Payspan Provider Support Team:

- Call 1-877-331-7154, press 1
- E-mail: providersupport@payspanhealth.com

Direct Connection

Allows you to conduct electronic HIPAA-compliant transactions through a direct connection with our systems.

What can you use it for?

- Perform these electronic transactions:
 - Submit 837 health care claims and receive 835 electronic remittances
 - Submit 270 eligibility and benefit inquiries and receive 271 eligibility and benefit responses
 - Submit 276 claim status inquiries and receive 277 claim status responses

Direct Connection, continued

Who can use it?

- Providers (dental and medical)
- Office Staff
- Clearinghouses you use (our website lists some of the clearinghouses we have trading partner agreements with)

Note: in order to use this functionality you must be able to produce a HIPAA-compliant transaction.



Learn more:

- Log in to bluecrossma.com/provider and go to **eTools>Direct Connection** (*you'll find all the information you need to get set up, test, and get started*)
- Send an e-mail to EDISupport@bcbsma.com
- Call our EDI team at 1-800-771-4097

InfoDial®

An interactive phone system.

What can you use it for?

- Check the status of claims submitted for processing (including Medicare crossover and Blue Card® Program claims)
- Verify member eligibility for those enrolled in our indemnity, PPO, and managed care plans
- Verify member eligibility for FEP members who reside in Massachusetts

Who can use it?

- Both contracted and non-contracted providers and their office staff
- Billing agencies working on behalf of a provider



Learn more:

- The **InfoDial Step-by-Step User Guide** is available online by going to bluecrossma.com/provider and selecting **Claim Submission**. In the **Related Content** box on the right-hand side of the page, click the link.
- Use the InfoDial system by calling **1-800-443-6657**

Technologies you can purchase

Change Healthcare's Emdeon Office, an all-payer solution

An online, multi-payer tool.

What can you use it for?

- Submit, manage, and track claims
- Check patient eligibility and verify benefits
- Request referrals and authorizations

Who can use it?

- Providers
- Office staff



Learn more:

Call Change Healthcare at **1-877-363-3666** or go to www.emdeon.com/office.

NEHENNet

An online, multi-payer solution that provides a single gateway into some of the largest payer organizations in Massachusetts, including Blue Cross and Blue Shield of Massachusetts.

What can you use it for?

- Submit professional claims using a direct data entry tool
- Check patient eligibility with many payers simultaneously by using a single username and password
- Verify member eligibility (individually or in a batch) for the region's largest payers
- Access member benefit information
- Quickly obtain claim status, including pending claims
- Submit HIPAA-compliant 837 files from any practice management system
- Improve collections by finding primary and secondary coverage.

Who can use it?

- Providers
- Office staff



Learn more:

- Call **1-781-907-7210**
- Send an email to nehen@maehc.org
- Visit nehennet.org to register or learn more.

Other tools available

- **AIM Specialty Health** for prior authorization for genetic testing, outpatient high-technology radiology services, and sleep management (for certain members).
- **Clear Claim Connection** that processes professional and outpatient facility claims for all of our products via the Change Healthcare's™ ClaimXten software editing system.
- **Chiro authorizations** to submit chiropractic service authorization requests to our vendor, WholeHealth Networks, Inc., a subsidiary of Tivity Health Support, LLC, using their Rapid Response System.
- **FastAttach®** through our collaboration with National Electronic Attachment (NEA), when requested, dentists can submit radiographs, periodontal charting, intra-oral images, narratives, and explanation of benefits electronically through NEA's HIPAA-compliant, secure website.
- **Pre-service review for BlueCardSM or® members** allows you to access a BlueCard member's Home Plan website to conduct pre-service review for a member.
- **TransactRx** web-based tool offered by POC Technologies to submit Part D vaccine claims for Medicare Advantage members ONLY.



Learn more:

Log in to bluecrossma.com/provider and go to **eTools**.