

PROVIDER TECHNOLOGY OVERVIEW



These eTools help you do business with us

We offer many self-service technologies to help you do business with us. If you are in our network, begin by registering for our secure provider website, Provider Central, at bluecrossma.com/provider. [Learn more about Provider Central](#).

Office staff members and billing agencies can use many of these tools, too!

eTool	Do you need to log into Provider Central to use this eTool?	Who is the typical user?	What is the primary function?	Does this eTool include other functions?
Authorization Manager	Yes	Medical and mental health providers	All authorization functions for most services requiring authorization ¹	Yes: referral entry and verification. Visit our Authorization Manager page for more info.
Authorization Quick Lookup	No	Out-of-network providers	Check authorization status or requirements	Yes: referral verification
BlueCard Medical Policy and Pre-cert Info	No	Medical and mental health providers	View an out-of-area Blue Plan's medical policy or general pre-certification/pre-authorization information	
Carelon The Carelon portal is provided by our vendor, Carelon Medical Benefits Management.	Yes	Certain medical providers	Submit authorization requests for genetic testing, outpatient cancer care, outpatient high-technology radiology services, and sleep management	

¹ See our [Chiro Authorizations](#) and [Carelon](#) pages for chiropractic services, high-tech radiology, sleep management, genetic testing, and outpatient cancer care. Use your current authorization process for home infusion therapy services.

eTool	Do you need to log into Provider Central to use this eTool?	Who is the typical user?	What is the primary function?	Does this eTool include other functions?
CDT Dental Procedure Code Lookup	No	Dentists	Look up the procedure guidelines and submission requirements for all CDT codes	
Chiro authorizations and the Rapid Response System eTool ²	Yes	Chiropractors	Submit chiropractic service authorization requests	
Clear Claim Connection	Yes	Medical and mental health providers	View the code editing rationale we use for professional and outpatient facility claims	
ConnectCenter	Yes	Medical and mental health providers	Check benefits and eligibility	Yes: referrals, claim status, and 1500 claim submission. Visit our ConnectCenter page for more info.
Direct Connection	No	Clearinghouses and large provider organizations	Creating and receiving HIPAA-compliant files	
FastAttach® via Vyne Dental	No	Dentists	Submit radiographs, periodontal charting, intra-oral images, narratives, and explanation of benefits documents	
InfoDial (1-800-443-6657)	No	Billing agencies and out-of-network providers	Use your phone to check eligibility	Yes: claim status. Refer to our user guide for more info.

² The Rapid Response System is offered through WholeHealth Living, Inc., a Tivity Health company.

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Payspan	No	All network providers	Receive and track payments	Yes: functions involving accounts receivable and processed claims. Visit our Payspan page for more info.
Pre-service review for BlueCard members ("EPA Router")	Yes	Medical and mental health providers	Access a BlueCard member's Home Plan website to conduct pre-service review	
TransactRx	No	Providers in our Medicare Advantage networks	Submit Part D vaccine claims for Medicare Advantage members ONLY	

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