



# PROVIDER TECHNOLOGY OVERVIEW

These eTools help you do business with us

## PROVIDER CENTRAL

Our secure website for providers:

[bluecrossma.com/provider](https://bluecrossma.com/provider)

### What can you use it for?

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

### Who can use it?

- Providers
- Office staff
- Billing agencies

### Learn more

Visit our [Learn more about Provider Central](#) page.

## AUTHORIZATION MANAGER

An eTool powered by MHK.

### What can you use it for?

- Enter outpatient and inpatient medical and behavioral health authorization requests for Massachusetts members with a Massachusetts primary care provider
- Upload clinical documentation
- Search by provider numbers to look up multiple patients at the same time
- View all authorizations and referrals

*Note that you will continue to use:*

- The vendor's tools for high-tech radiology, sleep management, genetic testing, and chiropractic care
- Your current authorization process for medications and oral surgery

### Who can use it?

- Contracted medical and behavioral health providers & office staff

### Learn more

- Go to our [Authorization Manager](#) page
- Read our [User Guide](#)

## DENTAL CONNECT

An online tool for benefits and claim status.

### What can you use it for?

- Check claims history and claim status, including pending claims. Check the last time a procedure was performed.
- Look up specific benefits by service type or by entering the specific CDT procedure codes.
- View benefit frequency limitations. View frequency limitations that are part of a member's benefit design by the specific CDT procedure code
- View member benefit dollars used to-date and deductible remaining, if applicable

### Who can use it?

- Contracted dental providers & staff
- Providers who participate in our national GRID+ network

### Learn more

Go to our [Dental Connect page](#). When registering, use partner code **BCMA01DPS** to enable Blue Cross Blue Shield of Massachusetts sponsors monthly fees for this service for Massachusetts members.

## 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 of your payment from Blue Cross Blue Shield of Massachusetts
- View, print, and save your provider advisories (Note: We stop sending you 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

Go to our [Payspan page](#). For Payspan support:

- Call **1-877-331-7154, option 1**
- Email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

## CONNECTCENTER

When you log on to Provider Central, you can use ConnectCenter to perform many administrative tasks.

### What can you use it for?

- Check member benefits and eligibility
- Enter and verify referrals
- Submit claims (1500 claims only)
- Check claim status, including pending claims

### Who can use it?

- Behavioral health and medical providers (including oral surgeons)
- Office staff
- Billing agencies working on behalf of a provider

### Learn more

- Go to our [ConnectCenter page](#).
- Download our [ConnectCenter Quick Start Guide](#).

## 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/benefit inquiries and receive 271 eligibility/benefit responses
- Submit 276/277 claim status inquiries and receive 277 claim status responses

### Who can use it?

- All providers and office staff who can produce a HIPAA-compliant transaction
- Clearinghouses you use (our website lists some of the clearinghouses we have trading partner agreements with)

### Learn more

- Go to our [Direct Connection page](#) (you'll find all the information you need to set up, test, and get started).
- Send an email to [EDISupport@bcbsma.com](mailto: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 live 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

- Read the [InfoDial Step-by-Step User Guide](#). The guide is also available in the Related Content area of the [Claim Submission page](#) on Provider Central.
- Use InfoDial by calling **1-800-443-6657**.

## Other self-service tools we offer at no added cost

- **Carelon** (formerly AIM Specialty Health) for prior authorization for genetic testing, outpatient cancer care, 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 Change Healthcare's™ ClaimsXten software editing system.
- **Chiro authorizations** to submit chiropractic service authorization requests to our vendor, WholeHealth Living, Inc., a Tivity Health company, using their Rapid Response System.
- **FastAttach®** through our collaboration with Vyne Dental (formerly National Electronic Attachment, NEA). When requested, dentists can submit radiographs, periodontal charting, intra-oral images, narratives, and explanation of benefits electronically through Vyne Dental's HIPAA-compliant, secure website.
- **Pre-service review for BlueCard®** 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

Go to our [eTools](#) section.

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