



PROVIDER TECHNOLOGY OVERVIEW

These eTools help you do business with us

PROVIDER CENTRAL

Our secure website for providers:

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.

ONLINE SERVICES

When you log on to Provider Central, you can use Online Services 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) with Direct Data Entry
- Verify the status of most authorizations (exceptions: authorizations for PPO and Indemnity members receiving outpatient services)
- Check claim status, including pending claims

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?

- Check member dental benefits and eligibility
- 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 go to **eTools>Dental Connect**. 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 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

Log in to bluecrossma.com/provider and go to **eTools>Payspan**. For Payspan support:

- Call **1-877-331-7154, option 1**
- Email: 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/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

- Log in to bluecrossma.com/provider and go to **eTools>Direct Connection** (you'll find all the information you need to set up, test, and get started).
- Send an email 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 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 cost

- **Authorization Manager** for checking the status of prior authorization requests for Medicare Advantage members.
- **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 Change Healthcare's™ ClaimsXten 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 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

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

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