MASSACHUSETTS

PROVIDER CENTRAL REGISTRATION

INTRODUCTION

Provider Central is Blue Cross Blue Shield of Massachusetts'* provider website. If you are a contracted provider, management or office staff—or a billing agency working on behalf of a participating provider—Provider Central is your go-to destination for Blue Cross Blue Shield of Massachusetts eTools, information, and news specific to you.

Registration is a two-step process. You will:

1. Create a personal profile, and then
2. Add an organization (for example, the doctor's office or hospital you work for)

BEFORE YOU BEGIN

- If you already have a Provider Central login, do not create a new one for a different organization. You can associate your account with additional provider organizations by logging in and going to **My Organizations>Add an organization**.
- If you work for a billing agency, refer to the last page.

PROCEDURE

STEP:	ACTION:

1	**Create your personal profile.**
	
	• Go to bluecrossma.com/provider and click **Register**.
	• Enter your NPI or Blue Cross provider number.
	• Choose your role on the site:
	    ○ Provider
	    ○ Office Staff or Other Service Provider
	    ○ Billing Agency
	• Agree to the site's terms of use and electronic communication agreement.
	    ○ On the **Terms of Use** page, read and then scroll down to the bottom of the terms before you click **I Agree**.
	• Follow the prompts for your username, password, and contact information. Enter the email address where you would like us to send contractual notifications and other important updates.
	
	⚠ Be sure to enter an email address you check regularly.

2	**Associate your profile with an organization.** Now that you have a personal profile, you will need to associate your profile with a practice or organization. You will: • Log in to Provider Central with your username and password. • Enter the organization's NPI or Blue Cross Blue Shield of Massachusetts provider number and tax ID or social security number.

Then you will need to select an option below to complete the association process.

OPTION 1

Request access from an account administrator.
This option is available ONLY if another user is currently associated with the organization. You will receive an email when an administrator has approved your access.

If your administrators no longer work for your practice, please do not continue until you speak with our EDI support team. Call **1-800-771-4097** and select **option 2**. The support line is open Monday through Friday, 8:00 am – 4:00 pm.

On the **Request Access** screen, you will see the name of your administrator(s). Click **Continue** to submit your request to them. You will receive an email confirmation once your request is reviewed.

OPTION 2

Request same-day access.
Use this option if you are the first Provider Central user at your organization and you have access to claim information.

With this option, you will need to answer security questions about two claims appearing on advisories dated more than 30 days ago. Have your advisories ready to supply the following details:

- Advisory date
- Claim number
- Patient last name
- First date of service
- Check number (or EFT number)
- Patient account number (if applicable)

OPTION 3

Request a PIN by U.S. mail.
Use this option if you are the first user at your office or organization and do not have access to claim information.

You will receive your PIN within 10 days. To get your PIN sooner, you can:

- Call our EDI support team at **1-800-771-4097** and select **option 2**. The support line is open Monday through Friday, 8:00 am – 4:00 pm.
- Email your NPI and the last four digits of your tax ID to ProviderCentral@bcbsma.com.

Once you receive your PIN, go to Provider Central, log in, and enter the assigned PIN by clicking the **Enter PIN** link.

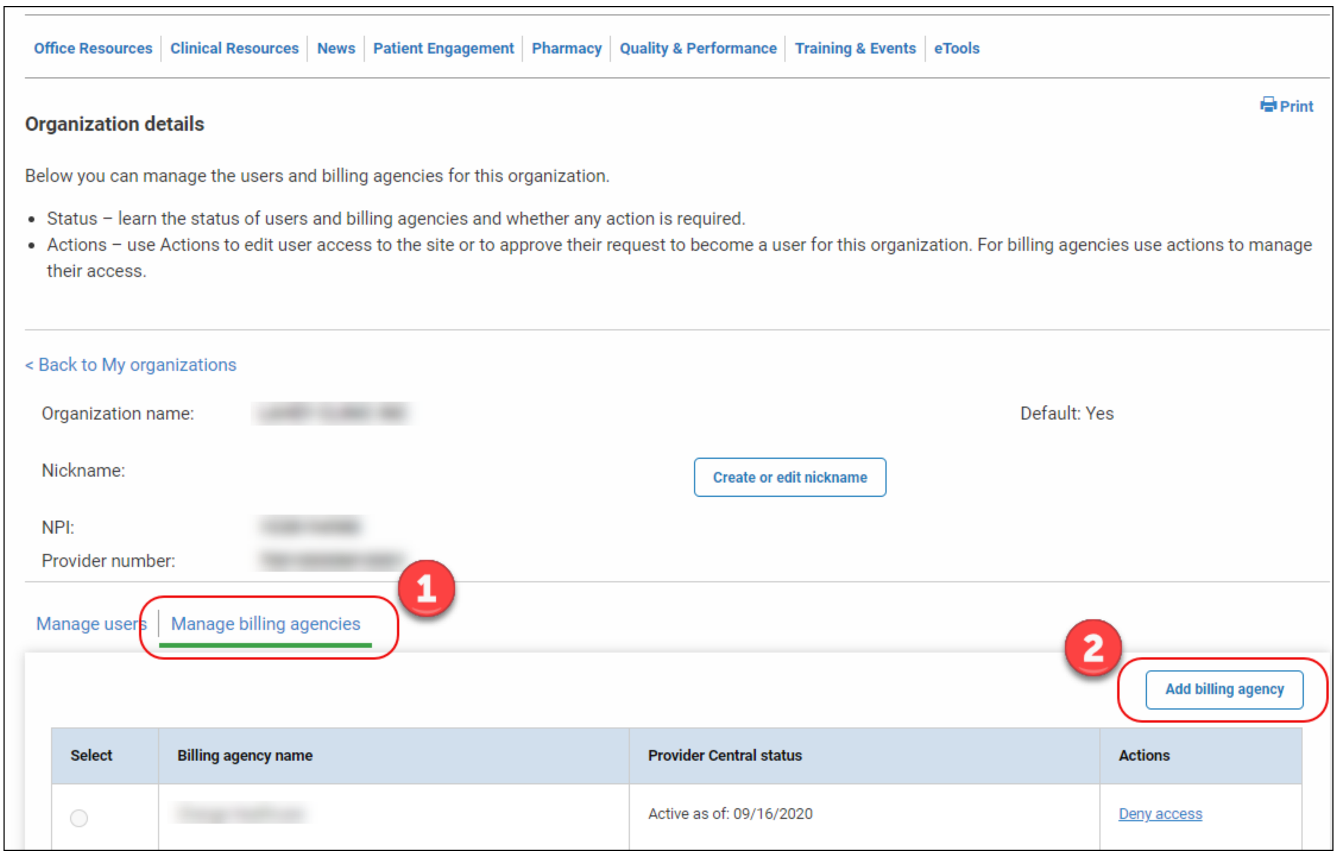
WORK FOR A BILLING AGENCY?

If you work for a billing agency, ask your provider organization to add your agency to their account.

Their Provider Central administrator will log in and:

1. Click the **My Organizations** link in the top right-hand corner of the screen
2. Click **View/edit details** for the organization
3. Click the tab, **Manage billing agencies**
4. Click the button, **Add billing agency**
5. Search for and add your billing agency.

If your agency isn't listed in Provider Central, the provider will ask you to click **Register** on the home page and follow the prompts. Notify your provider when you have created a username and password.



RELATED RESOURCES

- [Provider Central Account Administrators Quick Start]
- [Technology Overview]

*Blue Cross Blue Shield of Massachusetts refers to Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross and Blue Shield of Massachusetts HMO Blue®, Inc., and/or Massachusetts Benefit Administrators LLC, based on Product participation. ® Registered Mark of the Blue Cross and Blue Shield Association. ®´ and ™ Registered Marks of their respective companies.