

HOW TO REGISTER FOR DIRECT DATA ENTRY IN ONLINE SERVICES

Introduction

Participating providers can enter 1500 claim information directly into a claim template using the Direct Data Entry (DDE) tool in Online Services. Online Services is a Provider Central eTool that Blue Cross Blue Shield of Massachusetts offers in collaboration with Change Healthcare™.

DDE is available at no cost to you. It and can be used for all professional claims when Blue Cross Blue Shield of Massachusetts is the primary payer and no supplemental documentation is required.

This Quick Tip explains how to set up providers in Online Services in preparation for submitting claims through DDE.

Before you get started

To set up providers in Online Services, you will need:

- Your Tax Identification Number (TIN)
- The demographic information for your practice
- The billing provider and servicing provider NPIs you enter on claims.

Open Online Services by logging into Provider Central at bluecrossma.com/provider and clicking **Online Services** in the **eTools** area. If you do not see a link for Online Services, ask your Provider Central administrator for access.

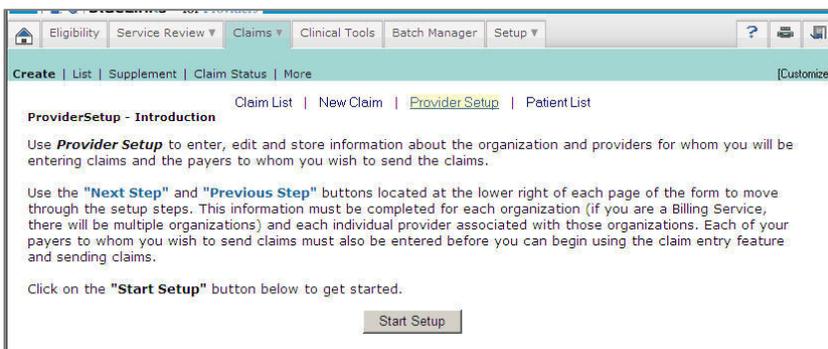
Cautions

- After you complete the setup process, you must allow 24 hours before submitting claims.
- The setup wizard is only available once. To make changes after completing the wizard, go to **Claims>Create**, click **Provider Setup**, and then select an option in the **Action** dropdown menu.

If you complete the setup process and later edit a provider name or Tax ID, you will also need to call **1-877-469-3263** to notify Change Healthcare™ of the changes.

How to set up providers in DDE

In Online Services, go to **Claims>Create**, click **Provider Setup**, and then click **Start Setup**.

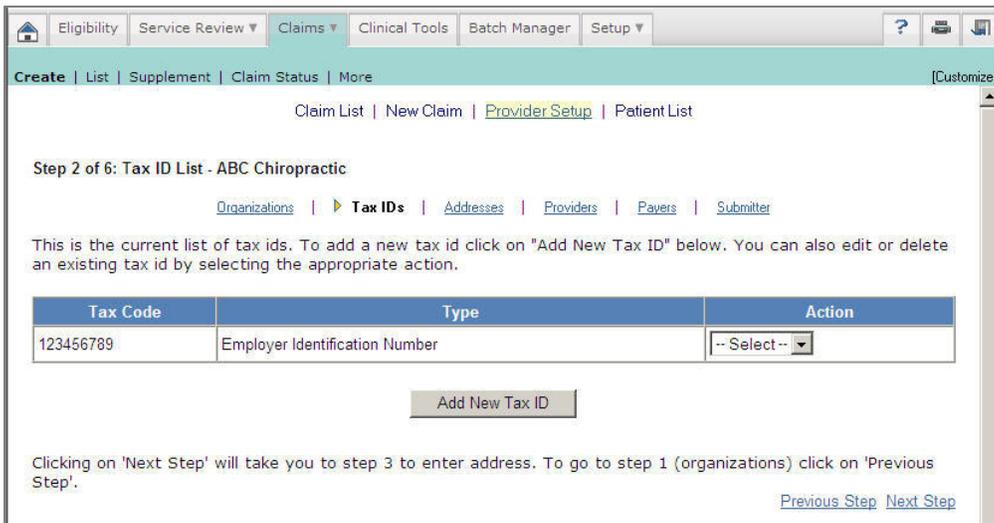


There are six steps in the setup wizard:

- Organization
- Tax IDS
- Address
- Provider
- Payer
- Subscriber

Tips for completing the wizard:

- Your location in the setup wizard will be indicated at the top of the screen.
- Click **Previous Step** or **Next Step** in the bottom right corner to move between screens.
- Please complete all fields.



Below are additional guidelines for completing four of the steps for setting up providers.

SCREEN	GUIDELINES
Addresses	<p>Enter your practice's address and click the checkboxes, "Services are rendered at this address" and "Payments may be sent to this address." If your practice has multiple addresses, enter a unique description in the Location Name/Description field to help you distinguish locations. (Example: "Smith & Associates/Natick.")</p> <p>Notes:</p> <ul style="list-style-type: none"> • To notify us of a new billing address, you must submit the Standardized Provider Information Change Form to Provider Enrollment & Credentialing. Refer to our Maintaining & Changing Status page. • Our corporate provider file is the only source used for all payment and reimbursement.
Providers	<p>Be sure to enter your NPI.</p> <p>If we gave you taxonomy codes, complete this page once for each taxonomy code. Select the correct specialty/code combination from the Specialty dropdown menu.</p>

To make it easier to identify the correct provider when creating a claim, we recommend including the specialty name in the **Organization/Last Name** field. (Example: “Smith/LMFT” or “Smith/LICSW.”)

Payers	<p>Add payer information for every provider and taxonomy code you entered. (If you created multiple provider screens, you must add payer information for each.)</p> <p>If your practice uses a Type 2 NPI, enter the number in the Group NPI field.</p>
Submitter	<p>Use the Provider Organization and Existing Address dropdown menus to pre-populate most of the required fields.</p>

Once you have completed the registration process an onscreen message will display, stating, “Congratulations....”

Related resources

The following resources are available by logging on to our [provider website](#) and selecting **eTools>Online Services**.

- [How to enter claims using Direct Data Entry in Online Services](#)
- [How to view Direct Data Entry reports in Online Services](#)
- [DDE Set-up & User Guide](#)

For additional help, please call our EDI/Provider Self-Service Support Team at **1-800-771-4097** and select **option 2**.

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