

▶▶ Administering your practice's Provider Central account

Both individuals and organizations have accounts on Blue Cross Blue Shield of Massachusetts*' provider website, Provider Central. Every practice or organization's account is managed by at least one registered user who serves as that organization's Provider Central administrator.

We strongly recommend that you assign administrative rights to a second person in the organization.

What does a Provider Central account administrator do?

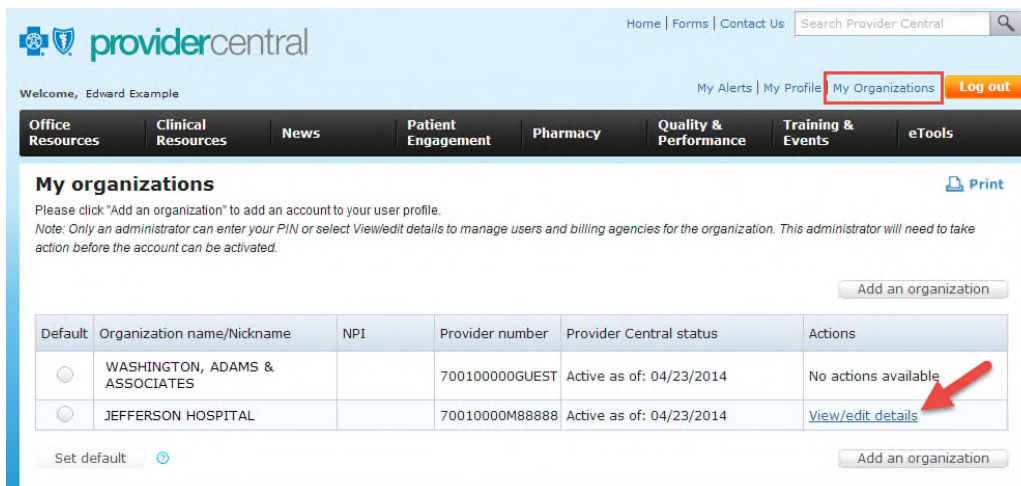
Depending on the needs of their organization, a Provider Central administrator may:

- [Invite users](#) (office staff and providers in your practice) to register
 - Before you can add them to your practice's Provider Central account, your colleagues will need to create a username and password. They can click the **Register** button and follow the prompts, or you can send them an invitation through Provider Central (see page 2).
- [Review requests from new users](#) who would like to link their Provider Central profile to your practice's account
- [Delete users](#) when they leave the organization
- [Manage users' access to eTools](#) such as Online Services, AIM Specialty Health (for requesting authorization for certain genetic tests, high-technology radiology, and sleep management services), the chiropractic authorization tool (for chiropractic offices only), and Clear Coverage (for behavioral health authorization requests)
- [Invite billing agencies](#) to use Provider Central on the organization's behalf

This Quick Tip describes the steps to follow to complete these common tasks.

How do I know if I'm a Provider Central administrator?

Log on to Provider Central at bluecrossma.com/provider and click the **My Organizations** link in the top right-hand corner. If you see a **View/edit details** link in the **Actions** column for an organization, you are an administrator for that organization.



Home | Forms | Contact Us | Search Provider Central

Welcome, Edward Example | My Alerts | My Profile | **My Organizations** | Log out

Office Resources | Clinical Resources | News | Patient Engagement | Pharmacy | Quality & Performance | Training & Events | eTools

My organizations

Please click "Add an organization" to add an account to your user profile.
Note: Only an administrator can enter your PIN or select View/edit details to manage users and billing agencies for the organization. This administrator will need to take action before the account can be activated.

Print

Default	Organization name/Nickname	NPI	Provider number	Provider Central status	Actions
<input type="radio"/>	WASHINGTON, ADAMS & ASSOCIATES		700100000GUEST	Active as of: 04/23/2014	No actions available
<input type="radio"/>	JEFFERSON HOSPITAL		70010000M88888	Active as of: 04/23/2014	View/edit details

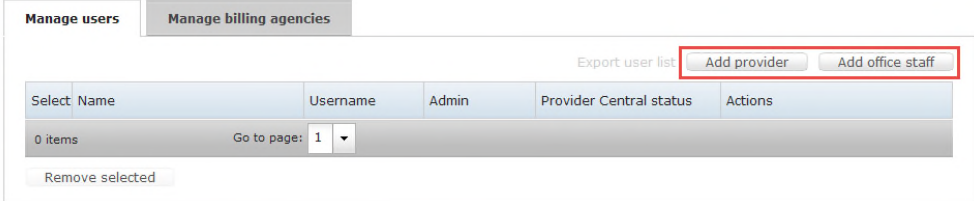
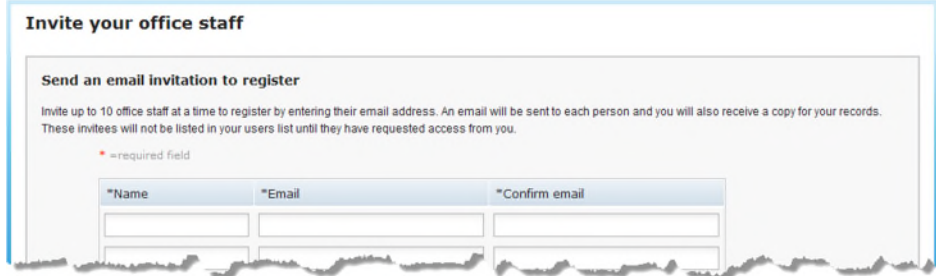
Set default | Add an organization

Before you begin

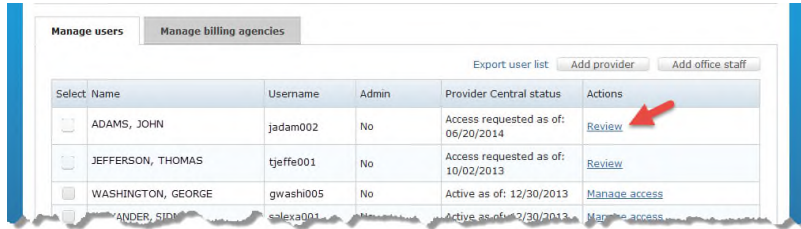
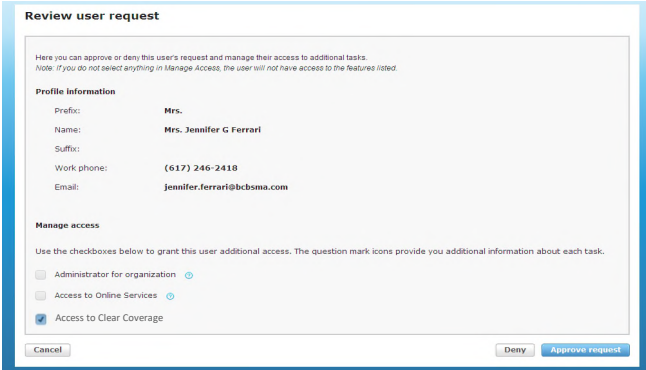
1. Log on to Provider Central and click the **My Organizations** link.
2. Click the **View/edit details** link in the Actions column for an organization.

Invite colleagues to register

This option allows you to send invitations to office staff and providers to register for the site so they have their own username and password. (Users can also register without an invitation.)

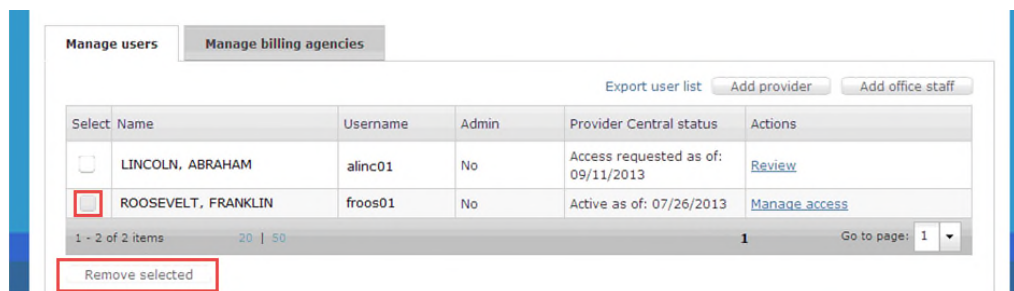
Step:	Action:
1	<p>On the Organization details page, click either Add provider or Add office staff. (If you click Add provider, Provider Central will list providers we have on file that are associated with this organization.)</p> 
2	<p>Complete the online form with your colleagues' names and email addresses, and then retype their email addresses to confirm them.</p> 
3	<p>Click Continue.</p> <p>The people you invited receive an email directing them to Provider Central. They'll click Register, complete the fields, and follow the prompts for registration. This will include creating a username and password that they'll use to log in.</p> <p>After creating their profile, they're asked to log in and add your practice or organization to their account by entering the same provider identifier number and tax identification number (TIN) or social security number you used to register. You may need to provide this information to them separately, if they don't have it. You will receive a copy of each email.</p>

Add new users When your colleagues register for Provider Central, they'll request access to the organization's account. As an administrator, you must review their request and approve or deny it, or set up access rights to our eTools.

Step:	Action:
1	<p>On the Organization details page, click the Review link for users with a status of “Access requested.”</p> 
2	<p>From the Review user request page, verify the user’s information and grant them any additional access rights their job requires. This includes access to our eTools or assigning them as a secondary administrator of your Provider Central account.</p> 
3	Click Approve request .

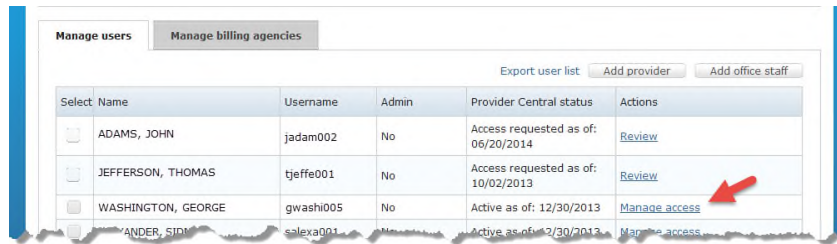
Delete a user

To delete a user, select the user in the **Manage users** tab. Click the **Remove selected** button at the bottom of the page.



Change a user’s rights

On the Organization details page, click the **Manage access** link for any user with an Active status.



Options on the User information page allow you to give the user administrative rights or access to:

- Coverage and claims information via our Online Services eTool.
- Chiropractic authorization tool.
- Authorization tool (AIM Specialty Health) for requesting for certain genetic tests, high-technology radiology, and sleep management services.

Invite a billing agency

You can grant billing agencies you work with access to your organization's Provider Central account.

Step:	Action:
1	On the Organization details page, click the Manage billing agencies tab, and then click Add billing agency .
2	The Add a billing agency page appears, pre-populated with a list of all agencies registered for Provider Central. Select a billing agency. (If you do not see your desired billing agency listed, contact them and request that they register for Provider Central.)
3	Click the Submit button. A message is sent to the Provider Central administrator at the agency to review your request. Once your request is approved, you will be associated with that agency.

Delete a billing agency

Step:	Action:
1	On the Organization details page, click the Manage billing agencies tab.
2	Click the Deny access link for the billing agency you would like to remove from your organization's account.

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