



Getting Started with Availity[®]

MCO Provider Portal Webinar

June 13, 2018

Agenda

*my*BluePCP

- Assignment of Members to a PCP Slide 3
- PCP Payment Only for Assigned Members Slide 5
- Reimbursement for Covering Providers Slide 7
- Confirm/Check Covering PCP Information Slide 8
- Changing PCP Assignments for Members Slide 9
- Members Outside Traditional Clinic Settings Slide 10

Member PCP Assignment

- + Upon eligibility notification from the Division of TennCare members are assigned daily to a PCP, except for Dual Eligible Members
- + Auto assignment logic is used
 - Head of household
 - Zip code parameters
 - Previous member
- + Members can change their PCPs at any time, but they're encouraged to see the PCP listed on their identification card.

Member PCP Assignment

+ Provider Availability is Key to Assignment

- Acceptance criteria – new patients, established patients only, etc.
- Patient age & sex limitations
- Patient load: maximum member load: 2,500 or less for physician; 1,250 or less for physician extender

+ Member/provider relationship termination

- Mail a certified letter, providing 30 day notification from the date of the letter, with return receipt to the Member advising:
 - Their relationship is terminating
 - The reason relationship is terminating
 - The member's need to obtain new practitioner
- Fax a copy of the member's certified letter to BlueCare Tennessee PCP Change Team at 1-888-261-9025

PCP Payment for Assigned Members

+ Project:

Contract Risk Agreement requirement 2.13.1.3 introduced: “The CONTRACTOR shall not pay a PCP for services provided to members that have not been assigned to the PCP or the practice within which the PCP is affiliated. However, the CONTRACTOR shall allow members to call or fax a PCP change request that will facilitate an immediate change to the assigned PCP (see Section A.2.11.2.6)”.

+ Timeline:

- Soft implementation notifications began 1/01/15
- Hard implementation with claim denials to began 8/01/15

+ Our Goal:

Incorporate the requirements to be integrated with our BlueCare Quality and Population Health strategy.

PCP Payment Only for Assigned Members

+ General guidelines:

- Will apply when provider of service is PCP (specialists are exempt)
- Will apply to locations 11 (office) and 12 (home)

+ Exclusions:

- Retro-eligible members
- Dual-eligible members
- Newborns <= 90 days old
- CPTs 99420 and 96110
- When member sees a PCP within the same group or the covering PCP
- Health departments, federally-qualified health centers , rural health clinics



- Hard denials and provider liability with explanation code WW3 for dates of service 8/1/15

- All PCPs must be loaded with an on call (covering) provider

Reimbursement for Covering Providers

+ For PCPs with group affiliation:

- Participating PCPs within the same provider group will be systematically loaded as covering for each other. A program will run nightly to update the information.
- PCPs who are under the same tax ID but in different groups can be loaded as covering for each other based on information received from the provider.

+ For PCPs without group affiliation:

- All PCPs without group affiliation will be manually loaded with covering provider information based on provider request.

Confirm/Check Covering PCP Information

- ✚ You can easily confirm or check your practice's covering information:
 - Call the Provider Service line at 1-800-924-7141 (option 1)
 - Fax your covering provider listing on business letterhead to (423) 535-3066 and (423) 535-5808 Primary



Changing PCP Assignments for Members

- ✚ Members are auto assigned, but they can change their PCP assignment at any time by making a PCP change request. Here's how you can help:
 - Call customer service: BlueCare: 1-800-468-9698 or TennCare Select 1-800-263-5479
 - Fax the completed PCP Change form, available at bluecare.bcbst.com, to 1-888-261-9025
- ✚ Submit changes to your member rosters:
 - Fax the completed PCP Change form to 1-888-261-9025
 - Call the Customer Service line while members are in your office and let them speak to Customer Service to request the PCP Change
 - Email change requests to IO-BluecarePCP_GM@BCBST.comMember

Members Outside Traditional Clinic Settings

- + Our goal is to help members make informed health care choices by encouraging them to receive coordinated care, which starts with their assigned PCP. When members consistently visit locations like the ones listed without being assigned to the PCP, our goal isn't met.
- + We know not every PCP practices in a traditional clinic setting. To help address this scenario, when you provides services to unassigned members at any of the locations below, please file the appropriate location code on the claim to avoid claim denials.

Location Code	Location Description
03	School
15	Mobile Unit
17	Walk-In Retail Health Clinic
20	Urgent Care Center
50	Federally Qualified Health Center
71	Public Health Center
72	Rural Health Clinic

Availability

A doctor in a white coat and stethoscope is sitting at a table with a young girl wearing a blue superhero mask. They are looking at papers on the table. The background is a child's room with drawings on the wall.

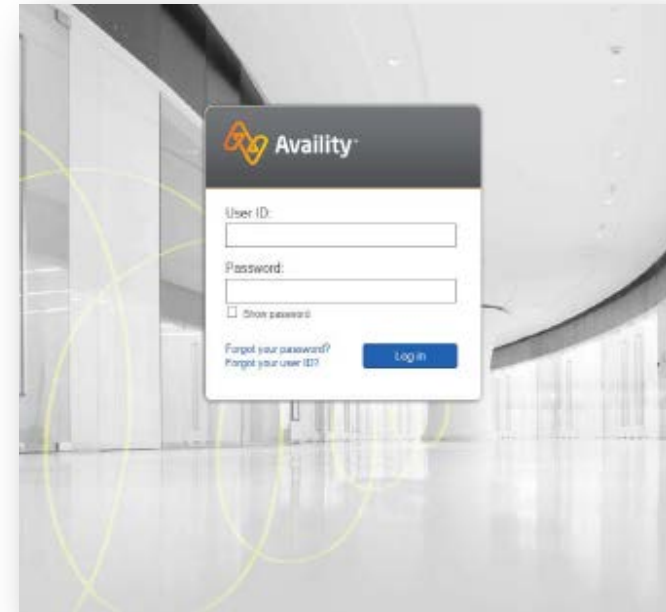
Availity

- + Multiple payers
- + One website
- + One login
- + Secure, compliant network



Logging In

- + Go to availity.com and select Log in
- + Self-service: Use self-service options- Help & Training, Keyword Search or contact the organization administrator for help with resetting a password or remembering a user ID
- + Security matters: Availity prompts you to change your password every 60-days
- + It's a HIPPA violation to share ID's (if the same ID is used, the system will kick you out)



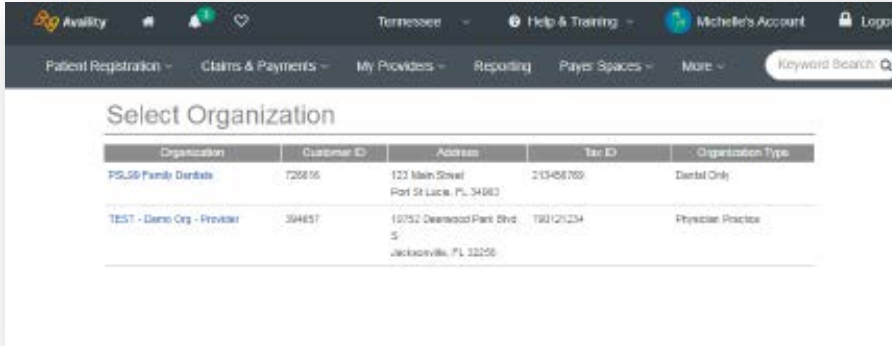
Check Your NPI

+ It's important to ensure your NPI matches the TIN on the organization with which it's associated.

- Click My Providers | Express Entry
- Click the drop-down arrow and select your organization
- Select a name on the left to view that provider's information on the right

The screenshot displays the 'Manage Express Entry' page in the Avality system. At the top, there is a navigation bar with the Avality logo, user information (Tennessee, Michelle's Account), and a search bar. Below the navigation bar, the page title 'Manage Express Entry' is visible. A dropdown menu is set to 'TEST - Demo Org - Provider'. A list of providers is shown on the left, including 'Alkagi, Betty', 'Dentist, Mary', 'Family, Robert', and 'Maternity, James'. The 'Dentist, Mary' provider is selected, and their details are displayed on the right. The details include: 'Mary Dentist' (DOB: [redacted]), 'Physical Address: 897 Smile Place, Jacksonville, FL 32256 - 1230, Phone: (904) 555 - 1235', 'Billing Address: 897 Smile Place, Jacksonville, FL 32256 - 1235, Phone: (904) 555 - 1235', 'Specialty | Taxonomy: Dentist - 122300000X', 'Provider Relationship: No Role Assigned', 'NPI: 3156870131', and 'Tax ID (EIN): 111111111'. There are buttons for 'Add Provider', 'Add Additional Identifier(s)', and 'Edit | Remove'.

Check Your Tax ID



The screenshot shows the Availity 'Select Organization' page. The table contains the following data:

Organization	Customer ID	Address	Tax ID	Organization Type
PSUS Family Dentals	720416	123 Main Street Port St Lucie, FL 34983	213456789	Dental Only
TEST - Demo Org - Provider	394857	10752 Deerwood Park Blvd S Jacksonville, FL 32256	789121234	Physician Practice

- + In My Account Dashboard, click Maintain Organization
- + View Tax ID column to ensure the correct tax ID displayed for your organization
- + Your organization's administrator can edit a tax ID
- + In Maintain Organization, select an organization by clicking on the name of the organization
- + Edit the number in the Tax ID field
- + Click Save

Availity Home Page

The screenshot shows the Availity Home Page interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (with a '2' badge), My Favorites, Help & Training, Faith's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search box. The main content area is divided into several sections:

- Notification Center:** Contains two notifications. The first is about quarterly directory verifications, dated 4/1/2018 10:36 pm, with a 'Take Action' button. The second is about intervention referral notifications, dated 3/5/2018 9:34 pm.
- My Account Dashboard:** Lists links for My Account, My Administrators, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center. It also shows the user's name, Faith Daniel, and email, Faith_Daniel@bcbst.com, next to a profile picture.
- My Top Applications:** A row of four application tiles: Eligibility and Benefits Inquiry (EB), Authorization Submission/Review (with BlueCare of Tennessee logo), Claim Status (New) (CS), and Real Time Claims Adjudication (with BlueCare of Tennessee logo).
- Advertisement:** An orange banner on the right side that reads: "Collect more, save more—optimize your revenue cycle with Availity and TSYS. Get a \$150 activation bonus".

Navigating Availity

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (with a '2' badge), My Favorites, Help & Training, Faith's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search box. The main content area is divided into several sections: a Notification Center with two messages (one about quarterly directory verifications and another about intervention referral notifications), a My Account Dashboard with links for My Account, My Administrators, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center, and a My Top Applications section with four tiles: Eligibility and Benefits Inquiry (EB), Authorization Submission/Review (with the BlueCross of Tennessee logo), Claim Status (New) (CS), and Real Time Claims Adjudication (with the BlueCross of Tennessee logo). On the right side, there is a large orange promotional banner for TSYS, stating 'Collect more, save more—optimize your revenue cycle with Availity and TSYS. Get a \$150 activation bonus'.

- ✚ Patient registration
- ✚ Claims & payments
- ✚ My providers
- ✚ Reporting
- ✚ Payer spaces
- ✚ More...and a great search option

Benefits & Eligibility



Avallity Home Notifications 4 My Favorites Help & Training Faye's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Search My Patients Only BlueCross BlueShield... New Request!

EB Eligibility and Benefits Inquiry

A&R Authorizations & Referrals

Note: You can add up to 10 Benefit / Service Types

New Request [Watch a quick demo](#)

*** Payer** [?](#)
BCBS TENNESSEE

Provider Information
Express Entry [?](#)

Patient Information
*** As of Date** [?](#)
06/05/2018

*** Benefit / Service Type** [?](#)
Please Select a Benefit/Service Type

*** Service Type is required.**

Patient Search Option (Includes Blue Card and FEP members) [?](#)
Patient ID

*** Patient ID** [?](#)

Search

Claims Status NEW

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with 'Availity' logo, 'Home', 'Notifications' (with a '4' badge), and 'My Favorites'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments' (selected), 'My Providers', 'Reporting', and 'Payer Spaces'. On the left, a 'Notification Center' sidebar is partially visible with three notification items. The main content area is divided into two columns: 'Claim Status & Payments' and 'Manage File Transfers'. The 'Claim Status & Payments' column features a red heart icon, a green 'CS' badge, and the text 'Claim Status (New)'. The 'Manage File Transfers' column lists three items: 'Send and Receive EDI Files' (with a green 'EDI' badge), 'File Restore' (with a green 'FR' badge), and 'EDI Reporting Preferences' (with a green 'EDI' badge). Below these columns is a 'Claim Status' section with a green 'CS' badge. It contains an information icon and the text 'Confirm which organization and payer you would like to manage claims from.' Below this are two dropdown menus: 'Organization' with 'Organization's Name' selected, and 'Payer' with 'BCBS TENNESSEE' selected. A blue 'Continue' button is at the bottom of this section.

Authorizations on Availity

The image shows a screenshot of the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), and My Favorites. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A notification panel is open on the left, showing a heart icon, an 'EB' icon for Eligibility and Benefits Inquiry, and an 'A&R' icon for Authorizations & Referrals. Below the notification panel is a feedback section titled 'Tell us what you think.' with three smiley face icons. The main content area displays a list of notifications, including 'Your provider directory verification is due.' (6/4/2018 12:14 am), 'Your provider directory information is up to date this quarter!' (6/1/2018 12:03 am), and 'New Results' (4/20/2018 4:23 pm). Each notification has a 'Take Action' button and a menu icon. At the bottom right, there is a 'Faye's Account' and 'Logout' link. The bottom section of the screenshot shows the 'Authorizations & Referrals' page with a search bar and a breadcrumb trail: Home > Authorizations & Referrals. The page title is 'Authorizations & Referrals'. Below the title, there are three main sections: 'Multi-Payer Authorizations & Referrals' with three sub-sections: 'Auth/Referral Inquiry', 'Referrals', and 'Authorizations'; 'Additional Authorizations & Referrals' with two sub-sections: 'Online Batch Management' and 'Prior Authorization - Medical Drug Online Request Form (CCStpa)'; and a footer section with a glasses icon and the text 'Looking for provider portals? Check under the "Payer Spaces" menu.'

Payer Spaces

Online Tools – BlueCross Payer Space

The screenshot displays the user interface of the BlueCross BlueShield of Tennessee Payer Space. At the top, a dark navigation bar includes the Avallity logo, Home, Notifications (with a '2' badge), My Favorites, Tennessee (location dropdown), Help & Training, Michelle's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, alongside a Keyword Search field. The main content area features a breadcrumb trail 'Home > BlueCross BlueShield of Tennessee', the BlueCross BlueShield of Tennessee logo, and the website URL 'www.bcbst.com'. A large banner image shows three healthcare professionals (two men in white coats and one woman in blue scrubs) looking at a tablet. A blue text box on the left of the banner reads: 'Welcome BlueCross BlueShield of Tennessee. Find the tools you need to get the most from your health plan.' Below the banner, there are tabs for 'Applications', 'Resources', and 'News and Announcements', and a 'Sort by A-Z' dropdown. Three featured tool cards are visible: 'Authorization Submission/Review' (Submit & review authorizations for BlueCross), 'BlueCare PCP Member Roster' (Review your assigned members for BlueCare), and 'CHOICES & Employment Community First Claim Submit'.

Authorizations – BlueCross Payer Space

Avallity Home Notifications My Favorites Help & Training Faith's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Home > BlueCross BlueShield of Tennessee > Authorization Submission/Review

Authorization Submission/Review

Select an Organization

Select a Provider

Submit

BlueCross BlueShield of Tennessee Help

Home

Authorization / Advance Determination Submission...

Inpatient Confinement

Inpatient Behavioral Health

Outpatient Surgical Procedure

Outpatient Behavioral Health

High Tech Imaging

Observation

OB Risk Assessment

Hospice

Durable Medical Equipment

Specialty Pharmacy

Provider Home

Announcements

Announcements may include education alerts or advance notification of maintenance to the Prior Authorization Tool.

Contact Information

Technical Questions or Issues: eBusiness Technical Support: 1-423-535-5717, Option 2
Commercial / Medicare Advantage Plans: Provider Service: 1-800-924-7141
BlueCare Plus: Provider Service: 1-866-789-6314
BlueCareSM / TennCare Select Plans:
Benefits are determined by the State Bureau of TennCare and are subject to change. If you have any questions, please call our Customer Service areas at:
BlueCareSM Members: 1-800-468-9698
BlueCareSM Providers: 1-800-468-9736
TennCare Select Members: 1-800-263-5479

Remittance Advice

The screenshot shows the user interface of the BlueCross BlueShield of Tennessee website. At the top, there is a navigation bar with links for 'Availity', 'Home', 'Notifications' (with a count of 4), 'My Favorites', 'Help & Training', and 'Faye's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of this bar.

The main content area features a breadcrumb trail: 'Home > BlueCross BlueShield of Tennessee'. Below this is the BlueCross BlueShield of Tennessee logo and the website URL 'www.bcbst.com'. A large banner image shows three healthcare professionals (two men and one woman) looking at a tablet. To the left of the image is a blue box with the text: 'Welcome BlueCross BlueShield of Tennessee. Find the tools you need to get the most from your health plan.' A 'Give Feedback' button is located to the right of the banner.

Below the banner, there are three tabs: 'Applications', 'Resources' (with a count of 1), and 'News and Announcements'. A 'Sort by' dropdown menu is set to 'A-Z'. The main content area displays six cards, each with a heart icon and a title:

- Authorization Submission/Review**: Submit & review authorizations for BlueCross BlueShield of Tennessee.
- BlueCare PCP Member Roster**: Review your assigned members.
- CHOICES & ECF Claim Submission**: Submit claims for CHOICES and ECF members.
- National Consumer Cost Tool Reports**: Review data submitted for member cost tools.
- Practitioner Pattern Analysis**: View Practitioner Practice Analysis data.
- Print/View Your Remittance Advice**: View your BlueCross BlueShield of Tennessee remittance advices.

A 'Next' button is located at the bottom right of the page.

Remittance Advice

[Home](#) > [BlueCross BlueShield of Tennessee](#) > [Print/View Your Remittance Advice](#)

Print/View Your Remittance Advice

Select an Organization

Select a Provider

Submit

Quality Care Rewards

The screenshot displays the Availity website interface. At the top, the navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Tennessee, Help & Training, Michelle's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area features a header image of healthcare professionals and a tabbed interface with Applications, Resources (1), and News and Announcements. The Resources tab is active, showing a grid of six resource cards: Provider Enrollment Form, Provider Ratings Review, Quality Care Rewards (QCR), Real Time Claims Adjudication, RxSafetyTN, and Send A Message. The QCR card is highlighted, indicating it is the current focus. At the bottom right, there are Previous and Next navigation buttons.

Availity Home Notifications 3 My Favorites Tennessee Help & Training Michelle's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Applications Resources 1 News and Announcements Sort by A-Z

- Provider Enrollment Form**
Are you a new provider? Enroll with BCBST today.
- Provider Ratings Review**
View your ratings and comments from BlueCross BlueShield Tennessee members.
- Quality Care Rewards (QCR)**
Review gaps and track incentives for providing quality care.
- Real Time Claims Adjudication**
Estimate liability and submit claims for BCBS Tennessee members.
- RxSafetyTN**
Review your opioid prescriber reports here.
- Send A Message**
Send a message to BlueCross BlueShield of Tennessee.

Previous Next

Quality Care Rewards

Patient Registration ▾ Claims & Payments ▾ My Providers ▾ Reporting Payer Spaces ▾ More ▾

Home > BlueCross BlueShield of Tennessee > Quality Care Rewards (QCR)

Quality Care Rewards (QCR)

Select an Organization

Select a Provider

Submit

QUALITY CARE REWARDS

All Programs ▾

Medicare Advantage
BlueCare P4G
BlueCare Plus VBC
All Gaps

All Programs

Members with Attributed Measures: 8,071

Non-Compliant Gap List

Export

Active program page.

Total Gaps

MA PAF

BCP PACF

Number of Gaps by Program

Member Roster

Member	Provider	Date of Birth	Current Programs	Compliant %
Jones, John	Smith, Ron	11/9/1941	Medicare Advantage	100%
Brown, Charlie	Webber, Sam		BlueCare P4G	0%

PCP Member Roster

Home > BlueCross BlueShield of Tennessee

www.bcbst.com

Welcome BlueCross BlueShield of Tennessee
Find the tools you need to get the most from your health plan.

Applications Resources News and Announcements Sort by A-Z

Authorization Submission/Review
Submit & review authorizations for BlueCross

BlueCare PCP Member Roster
Review your assigned members for BlueCare.

CHOICES & Employment
Community First Claim Submits

Home > BlueCross BlueShield of Tennessee > BlueCare PCP Member Roster

BlueCare PCP Member Roster

Select an Organization

Select a Provider

Submit

Resources

eBusiness Tech Support	Email: eBusiness_Service@bcbst.com Phone: (423) 535-5717, option 2
Availity Support	Phone: (800) 282-4548
eBusiness Consultant East Tennessee	Faith Daniel Email: Faith_Daniel@bcbst.com
eBusiness Consultant Middle Tennessee	Faye Mangold, BS, RN, CCM Email: Faye_Mangold@bcbst.com
eBusiness Consultant West Tennessee	Debbie Angner Email: Debbie_Angner@bcbst.com

Authorization Resources:

High Tech Imaging Resources: <https://www.bcbst.com/providers/hti/index.page>

Musculoskeletal Program Resources: <https://www.bcbst.com/providers/Musculoskeletal-Program/index.page?>

Care Management Resources:

[https://www.bcbst.com/docs/providers/Provider BlueCare Transition of Care Contacts web.pdf](https://www.bcbst.com/docs/providers/Provider%20BlueCare%20Transition%20of%20Care%20Contacts%20web.pdf)

Specialty Pharmacy Program Resources: [https://www.bcbst.com/docs/providers/RX-2018-Preferred Formulary and Prescription Drug List Web.pdf](https://www.bcbst.com/docs/providers/RX-2018-Preferred%20Formulary%20and%20Prescription%20Drug%20List%20Web.pdf)

Provider Administered Specialty Pharmacy Products: <https://www.bcbst.com/docs/pharmacy/provider-administered-specialty-pharmacy-list.pdf>

Quality Care Rewards Resources

QCR: <https://www.bcbst.com/providers/quality-initiatives.page>

BlueCross to Availity Crosswalk

1 Find the tool or function you need	2 Find what you did on BlueAccess...	3 Match it to the Availity tool...	4 Identify the Availity role you need...
Benefits and Eligibility	Service Center	Patient Registration > Eligibility and Benefits Inquiry	Eligibility & Benefits
Claims Status	Service Center	Claims & Payments > Claim Status (New)	Claim Status
Prior Authorization - Submission	Service Center	Payer Spaces > BCBSTN > Applications (Tab) > Authorization Submission / Review	Base Role
Prior Authorization - Status	Service Center	Payer Spaces > BCBSTN > Applications (Tab) > Authorization Submission / Review	Base Role
Prior Authorization - Clinical Update	Service Center	Payer Spaces > BCBSTN > Applications (Tab) > Authorization Submission / Review	Base Role
Bluecard/FEP Benefits and Eligibility	BlueCard / FEP	Patient Registration > Eligibility and Benefits Inquiry	Eligibility & Benefits
Bluecard/FEP Claims Status	BlueCard / FEP	Claims & Payments > Claim Status (New)	Claim Status
Real Time Claim Submission	Real Time Claim Estimation / Adjudication	Payer Spaces > BCBSTN > Applications (Tab) > Real Time Claims Adjudication	Claims
CHOICES / ECF Web Claim Entry	CHOICES / ECF Web Portal	Payer Spaces > BCBSTN > Applications (Tab) > CHOICES & ECF Claim Submission	Claims
THCII Reports	Tennessee Healthcare Innovation Initiative	Payer Spaces > BCBSTN > Applications (Tab) > THCII Reporting	Medical Staff/Office Staff
Provider Ratings Review	Provider Ratings Review	Payer Spaces > BCBSTN > Applications (Tab) > Provider Ratings Review	Medical Staff
Remittance Advice	View/print Your Remittance Advice	835: Claims & Payments > Remittance Viewer OR Proprietary: Payer Spaces > BCBSTN > Applications (Tab) > Print/View Your Remittance Advice	Claim Status/Claims
Rejected Claim Reports	EDI TRANSACTION TOOLS AND SERVICES	Claims & Payments > Claim Status (New)	Claim Status
PCP member roster	PCP member roster	Payer Spaces > BCBSTN > Applications (Tab) > BlueCare PCP Member Roster	Eligibility & Benefits
Practitioner Practice Pattern Analysis	Practitioner Practice Pattern Analysis	Payer Spaces > BCBSTN > Applications (Tab) > Practitioner Practice Pattern Analysis	Medical Staff/Office Staff
Quality Reporting and Attestations (QCR)	Quality Care Rewards	Payer Spaces > BCBSTN > Applications (Tab) > Quality Care Rewards (QCR)	Medical Staff/Office Staff
Message Center - Send a message	Compose	Payer Spaces > BCBSTN > Applications (Tab) > Send a Message	Base Role
Message Center - View Messages	My Messages	Payer Spaces > BCBSTN > Applications (Tab) > View Messages	Base Role
Message Center - Remit Question	View/print Your Remittance Advice > Envelope	Proprietary: Payer Spaces > BCBSTN > Applications (Tab) > View/Print Your Remittance Advice	Base Role
Dental Fee Schedule	Dental Fee Schedule	Payer Spaces > BCBSTN > Resources (Tab) > Dental Fee Schedule	Base Role
BlueAlert	BlueAlert Newsletter	Payer Spaces > BCBSTN > News and Announcements (Tab)	Base Role

Questions?



BlueCare Tennessee and BlueCare, an Independent Licensee of BlueCross BlueShield Association