

ProviderAccess

www.bcbsal.com

Individual User ID User Manual

For
Professional, Dental and Institutional Providers

NPI Registration



**BlueCross BlueShield
of Alabama**

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CONTACT NAMES AND NUMBERS

1. For **connectivity** or **communication** problems, call or e-mail the **Corporate Support Center** at 205 220-6134 (6:00 a.m. – 5:30 p.m.) SupportCenter@bcbsal.org
2. For other questions or problems
 - System Status is available as a streamer on the website. (www.bcbsal.com)
 - Contact your Electronic Data Interchange (EDI) Services Representative at 205 220-6899.

HARDWARE REQUIREMENTS

Minimum Browser Requirements

Netscape or Internet Explorer 4.0 or higher

Minimum Hardware Requirements (*for best results*)

Screen Resolution: 640 x 480

Internet connection with at least 28,800 bps

HELPFUL HINTS

1. If your PC is inactive for more than 15 minutes, the application will “time out”. You will need to close and restart your browser or if you have previously “bookmarked” your ProviderAccess sign in page, you may use your “Favorites” or “Bookmark” to access the Sign In page directly. If you were keying a claim, any information not previously saved will be lost.
2. Use the “tab” key (not the “Enter” key) when navigating through a screen, however, don’t forget to select the “Next” button to save your data prior to leaving the screen.
3. Do not use the “back” button on your PC while accessing ProviderAccess
4. To select a field using a mouse:
 - Move the mouse pointer to the information to be selected
 - Depress or “click” the left mouse button once
 - The item is selected if the information you choose is highlighted by color/shading
5. To select a field without using a mouse:
 - Use the “Tab” key to move the cursor to the item you would like to select
 - The item is selected if the information you choose is highlighted by color/shading
6. To select a button, choose one of the following:
 - Move the mouse pointer to the button and depress the left mouse button once **or**
 - Press the “Tab” key until the dotted line appears around the word and then press the “Enter” button

Easy Steps to Individual User ID for accessing ProviderAccess

www.bcbsal.com

Click on ***"I am a Provider"*** on the Blue Cross and Blue Shield of Alabama home page.

The screenshot shows the Blue Cross Blue Shield of Alabama website. At the top left is the logo and name. To the right are links for 'About Us', 'Careers', 'Contact Us', and 'Help', along with a search bar. A navigation menu includes 'Home', 'CustomerAccess', 'Plans & Services', 'Health & Wellness', 'Pharmacy', and 'Find a Doctor'. The main content area features a testimonial from Ed Poole, a 'Looking for Insurance?' section with links for 'Individual & Family Plans', 'Medicare Beneficiary Plans', and 'Group Health Plans', an 'Employers & Providers' section with links for 'I am an Employer' and 'I am a Provider', and a 'Find a Health Provider' section with links for 'Health Care Provider or Facility' and 'Pharmacy'. On the right side, there is a 'CustomerAccess' login form with fields for 'CustomerAccess ID' and 'Password', and a 'REGISTER NOW' button. Below the register button is a list of services: 'View claims status', 'Check benefits summary', 'Order new ID cards', 'Order forms and materials', and 'Research health and wellness topics'. At the bottom right is a 'BE HEALTHY WEB SITE' section with a link to 'Go to BeHealthy.com'.

Then, click “Register for online access for an Individual User ID”

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Search

Find a doctor, dentist or hospital Find a pharmacy

ProviderAccess

Home > Providers

Providers

Essential resources for those who provide health care to patients. For the most current provider information, be sure to check **Hot Topics** (last updated: 12/28/2004).

Software Vendors: Obtain helpful resources and information regarding our electronic information network.

ProviderAccess Services

- ▶ Physician Profile Reports
- ▶ Check Patient Eligibility and Benefits
- ▶ Check Claims Status
- ▶ File Claims Online (eClaims)
- ▶ View Physician Remittances
- ▶ View Fee Schedules
- ▶ View Hospital Remittances
- ▶ View Pharmacy Remittances
- ▶ Review Payment History
- ▶ Patient Medical Information
- ▶ Top 100 Procedure Codes
- ▶ More services »

Pharmacy Resources

- ▶ Prescription Drug Guide
- ▶ Pharmacy Prior Authorization Forms
- ▶ View Drug Coverage Guidelines
- ▶ View Pharmacy Policies
- ▶ View Drug Information on your PDA
- ▶ Medicare Part D Participating Pharmacy Manual

Guidelines and Policies

- ▶ Medical policies
- ▶ Blue Advantage Terms and Conditions
- ▶ Blue Advantage medical policies
- ▶ Formatted coding edit

Provider Resources

ProviderAccess

Register to access essential resources for those who provide health care to patients.

REGISTER NOW »

Already registered?

User ID:

Password:

Sign In

Forgot your password? »

Security at Sign In
Your login is secured using Secure Sockets Layer (SSL) technology.

- ① HIPAA Information
- ① Fraud and Abuse
- ① Uniform Provider Application
- ① Dental Provider Application
-
- ① For Software Vendors

Choose the Registration Type; either Health Care Provider/Supplier or Pharmacy.

The screenshot shows the BlueCross BlueShield of Alabama website. At the top left is the logo. To the right are links for "About Us", "Contact Us", "Careers", and "Help". Below the logo is a search bar. The breadcrumb trail reads "Home > Providers > Provider Access Registration". The main heading is "Choose Registration Type". Below it is the question "What type of provider are you?". There are two radio button options: "Health Care Provider/Supplier (Professional, Institutional, or Dental)" which is selected, and "Pharmacy". At the bottom of the form is a "Save and Continue >>" button. Below the form is a footer with links for "About Us", "Careers", "Contact Us", "Fraud & Abuse", "HIPAA Privacy Notice", "Privacy Statement", and "Legal Disclaimer". A copyright notice states: "This site and all contents are Copyright 2008 Blue Cross and Blue Shield of Alabama, an Independent Licensee of the Blue Cross and Blue Shield Association."

Step 1 of 5: Enter the Payee NPI and Tax ID and click “Find Locations.” You can also enter the Individual NPI if you would like to narrow the search.

The Provider Data department at Blue Cross must have your NPI numbers on record before this sign-in option can be used.

The screenshot shows the "Add Provider Numbers: Step 1 of 5" screen. It includes the same header and footer as the previous screenshot. The main heading is "Add Provider Numbers: Step 1 of 5". Below it is a paragraph of instructions: "Enter the Payee NPI and Tax ID, we will search for locations associated with that combination, and you can choose from those locations. If you would like to narrow your search to one provider, then enter the Individual NPI also. Select the locations and click the Add Location(s) button. This process should be repeated for other Payee NPIs and Tax ID's for their respective locations. When you have finished adding all of your NPIs and locations, click Continue." Below the instructions are three input fields: "Payee NPI", "Tax ID", and "Individual NPI (optional)". A black arrow points to the "Payee NPI" field. Below the input fields is a "Find Locations>>" button. At the bottom of the form are two sections: "My Locations" with "No locations selected" and "My Payees" with "No Payees selected". At the very bottom is a "Continue >>" button.

On the right side of the screen the locations registered to that NPI number will be displayed. These locations and payees are based on what information Blue Cross and Blue Shield of Alabama has in the system. Press “Add Locations” to continue.

Note: If you have multiple providers in the practice, and the Payee NPI and Individual NPI are the same you will need to enter each NPI number and Tax ID and click “Find Locations”. Once the location(s) is found, click “Add Locations” again to continue to add all of the providers to your Individual User ID.

Please note that the location(s) will be defaulted with a check mark to the left of the NPI. If you do not want to select a specific location click in the box to erase the check mark before selecting "Add Locations."

Add Provider Numbers: Step 1 of 5

Enter each NPI for which you are requesting access. We will search for locations associated with the NPI, and you can choose from those locations. Select the locations and click the Add Location(s) button. This process should be repeated for other NPIs and their respective locations. When you have finished adding all of your NPIs and locations, click Continue.

Payee NPI

Tax ID

Individual NPI (optional)

These are the locations that are associated with NPI: 1234567890 . If you want to register for one or more of the following locations, check all that apply and click "Add Location".

- NPI: 1234567890
Location ID: 51098765
Doctor A
100 Vaccine Street
Montgomery, AL 35244
(Payee NPI: 1234567890 Tax ID 123456789)
- NPI: 1234567890
Location ID: 51012345
Doctor A
22 Sick Way
Birmingham, AL 35244
(Payee NPI: 1234567890 Tax ID 123456789)
- NPI: 1234567890 (**location already registered**)
Location ID: 51054321
Doctor A
90 Get Better Street
Birmingham, AL 35244
(Payee NPI: 1234567890 Tax ID 123456789)

Locations that are already registered will show up on the list but will say "location already registered". If you need access to a location that is already registered please call EDI Services at 205 220-6899.

Your location and payee information will be displayed at the bottom of the screen. Press “Continue” to go to **Step 2 of 5**.

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[Home](#) > [Providers](#) > [Provider Access Registration](#)

Add Provider Numbers: Step 1 of 5

Enter the Payee NPI and Tax ID, we will search for locations associated with that combination, and you can choose from those locations. If you would like to narrow your search to one provider, then enter the Individual NPI also. Select the locations and click the Add Location(s) button. This process should be repeated for other Payee NPIs and Tax ID's for their respective locations. When you have finished adding all of your NPIs and locations, click Continue.

Payee NPI

Tax ID

Individual NPI (optional)

My Locations

NPI: 1234567890 Location ID: 51054321 Doctor A 90 Get Better Street Birmingham, AL 35244 (Payee NPI: 1234567890 Tax ID 123456789)	<input type="button" value="Remove Location"/>
NPI: 1234567890 Location ID: 51012345 Doctor A 30 Sick Street Birmingham, AL 35244 (Payee NPI: 1234567890 Tax ID 123456789)	<input type="button" value="Remove Location"/>

My Payees

Payee: 1234567890 Tax: 987654321 Type: Professional	<input type="button" value="Remove Payee"/>
-----------------------------------------------------	---------------------------------------------

You may remove access to specific location(s) or payee(s), however, please be aware that this will remove access to all information available for those entities.

Step 2 of 5: Enter your contact information. All fields with an asterisk (*) are required. Press “Save and Continue” when finished.

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Home > Providers > Provider Access Registration

Enter Contact Information: Step 2 of 5

Enter all of the information below for the person requesting access. Required fields are denoted with an asterisk (*).

Contact First Name:*	<input type="text" value="First Name"/>
Contact Last Name:*	<input type="text" value="Last Name"/>
Address 1:*	<input type="text" value="123 Any Street"/>
Address 2:	<input type="text"/>
City:*	<input type="text" value="Birmingham"/>
State:*	<input type="text" value="AL"/>
Zip Code + 4:*	<input type="text" value="35244"/> - <input type="text"/>
Contact Telephone Number:*	<input type="text" value="205"/> <input type="text" value="220-6895"/> Ext: <input type="text"/>
Contact E-mail Address:*	<input type="text" value="emc@bcbsal.org"/>
Confirm E-mail Address:*	<input type="text" value="emc@bcbsal.org"/>

Note! It is extremely important for you to carefully type a valid e-mail address. An e-mail will be generated back to this address to notify you of the User ID status once it has been validated and changed to active.

Step 3 of 5: The box is auto checked for your convenience and allows you to file claims through our web site via eClaims. Press “Save and Continue.”

The screenshot shows the BlueCross BlueShield of Alabama website. At the top left is the logo with the text "BlueCross BlueShield of Alabama". To the right are links for "About Us", "Contact Us", "Careers", and "Help". Below the logo is a search bar with a "Search" button. A blue navigation bar contains the text "Home > Providers > Provider Access Registration". Below this, the heading "Optional Selections: Step 3 of 5" is displayed. A blue bar labeled "Optional Selections" contains a checked checkbox with the text "Check here if you want the option of submitting electronic claims via ProviderAccess." Below this is a note: "NOTE: This option can be selected even if you already submit electronic claims through a practice management software vendor or clearinghouse. This can be an alternate or backup means of submitting primary, secondary, and corrected claims." At the bottom are two buttons: "<< Previous" and "Save and Continue >>".

Note: Even if you utilize the services of a software vendor, you may want to consider using eClaims to key in your secondary and corrected claims if your current software does not offer that ability.

Step 4 of 5: Create your Individual User ID and Password along with a reminder phrase and press “Save and Continue”.

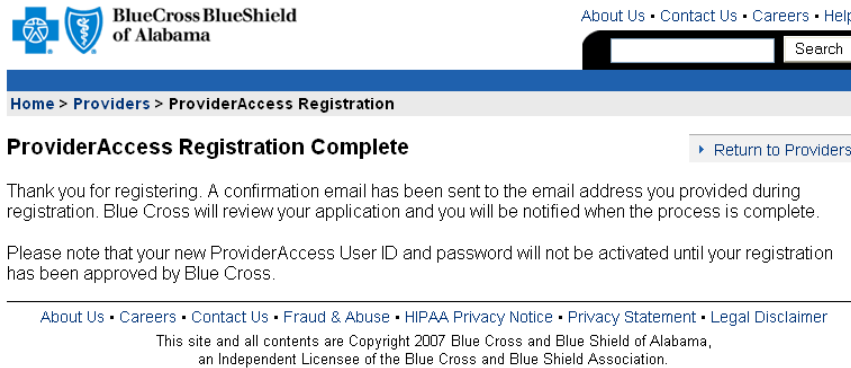
The screenshot shows the BlueCross BlueShield of Alabama website. At the top left is the logo. At the top right are links for 'About Us', 'Contact Us', 'Careers', and 'Help'. Below these is a search bar. A navigation bar contains 'Home > Providers > ProviderAccess Registration'. The main heading is 'Create User ID: Step 4 of 5'. Below this is the instruction: 'Create a unique User ID and Password to sign in to ProviderAccess.' There are four input fields: 'Create User ID:', 'Create Password:', 'Confirm Password:', and 'Reminder Phrase:'. Each field has a text box and a note: '(Must be between 8 and 20 characters. Both numbers and letters are valid.)'. Below the fields is a text box explaining the reminder phrase: 'A reminder phrase is a short phrase related to your password that will aide you in remembering it should you forget. For example, if your password is your best friend's last name, you might enter "Last name of my best friend". For maximum security, your phrase should be difficult to guess and cannot contain your actual password.' At the bottom are two buttons: '<< Previous' and 'Save and Continue >>'.

Note: The reminder phrase should be a hint to help you remember your password and is required.

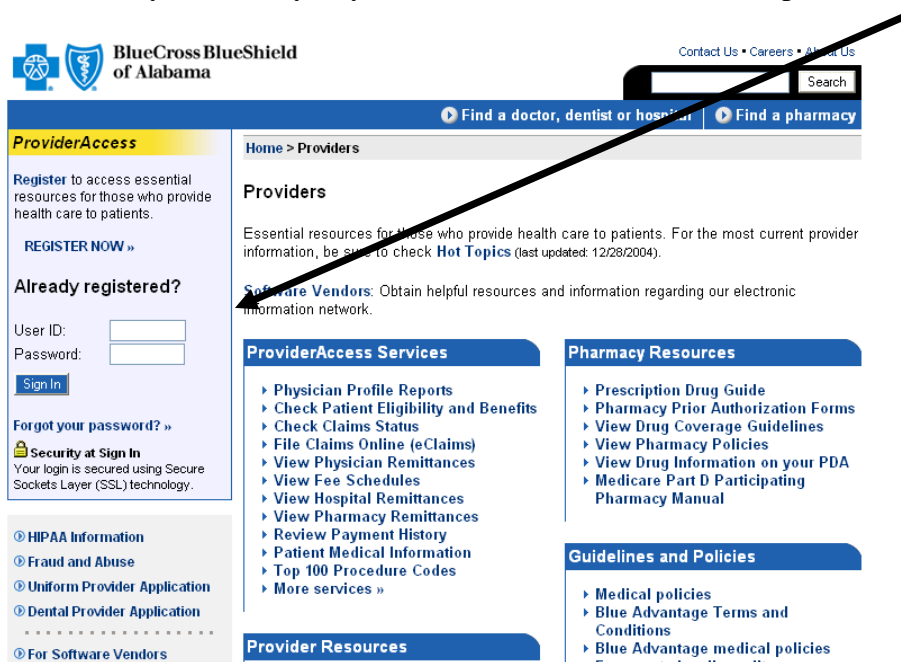
Step 5 of 5: Review the data you entered carefully. If you realize corrections or additions need to be made, click the “Previous” button to go to the page that needs the update. If no changes are needed click “Submit Application”.

The screenshot shows the BlueCross BlueShield of Alabama website. At the top left is the logo. At the top right are links for 'About Us', 'Contact Us', 'Careers', and 'Help'. Below these is a search bar. A navigation bar contains 'Home > Providers > ProviderAccess Registration'. The main heading is 'Submit Registration Request: Step 5 of 5'. Below this is the instruction: 'If you need to make changes, click the Previous button until you have accessed the appropriate page. After you have finalized the application, you may submit it by clicking the **Submit Application** button. By clicking the **Submit Application** button, I agree that I am authorized to request access to *ProviderAccess* for the following NPIs and provider numbers:'. There is a list of provider information: 'NPI: 1234567890', 'MAIN STREET DOCTORS', '100 MAIN STREET', 'MOBILE, AL 36049'. Below this is the label 'Payees:' followed by 'Payee NPI: 1234567890 Tax ID: 123456789 Type: Professional'. At the bottom is a text box: 'I understand that I am submitting this application electronically, and the act of doing so serves as my legal mark/signature and is enforceable by law.' At the bottom are two buttons: '<< Previous' and 'Submit Application >>'.

Once you submit your application, an automatic e-mail confirming your registration request will be sent to your e-mail address. Blue Cross will then review the application and authenticate the data before activating your user ID. Once that has been completed another notification will be sent to your e-mail address and the link for logging into ProviderAccess will be included.



Along with using the link you receive through the e-mail confirmation, you may also select the “I am a Provider” link from our home page and then select “Sign In as an Individual User” just as you did in steps 2 and 3 but instead of clicking the “Register for On Line Access” you will key in your new Individual User ID and password.



Once you have logged in you will see the three following functions:
Provider Functions, Payee Functions, and User Administration. User Administration is the function you will use to add employee user accounts and customize what functions each employee will have.



ProviderAccess

Please select the e-Practice Management application you would like to perform from the list below. To perform additional transactions, under another grouping, please return to this page to select your next function.

▸ Provider Functions

Functions that require the need to identify a specific provider number or NPI must be accessed through **Provider Functions**. This section is referred to as the Location Based application and allows a provider to request eligibility and benefits information, retrieve audit reports and error descriptions, and enter claims via eClaims (previously known as WebClaims). You can also view guidelines, policies, and use the UPIN search to find UPINs for the PCN network.

▸ Payee Functions

Functions that are related to a group or provider's payment information must be accessed through **Payee Functions**. This section is referred to as the Payee Based application and allows a user to view payment history, refund billing invoices along with remittance, refund balance activity, and claim refilling information reports.

▸ User Administration

Once you access “User Administration”, you can add new users. Click on add new user.

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Search

User Profile Sign Out

Home > Providers > Provider Access > User Administration

You are signed in as: adminuser

Manage User Profiles: Your User List

Manage Unassigned Locations

Manage Unassigned Payees

- ▶ ProviderAccess Menu
- ▶ Add New User
- ▶ Request More NPIs or Add Additional Locations


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Create a unique user ID and password for each of your staff that needs access to this information. After creating a User ID and password click on “Create User.”

Note: The reminder phrase should be a hint to help you remember your password and is required.

Once you click on “Create User” you will be able to add the name, telephone and e-mail address for that user. The address, city, state, zip and “Active” Status are defaulted to your information but can be changed if the employee is located elsewhere. Save the information you have entered by selecting “Update User Information.”

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[Home](#) > [Providers](#) > [ProviderAccess](#) > **User Administration**

You are signed in as: adminuser

Add User

- [▶ ProviderAccess Menu](#)
- [▶ Return to User List](#)
- [▶ ePrescribe](#)

Enter the information below for the user being added. After adding the user, you will add provider numbers and permissions. All fields are required.

User ID: (Must be between 8 and 20 characters. Both numbers and letters are valid.)

Password: (Must be between 8 and 20 characters. Both numbers and letters are valid.)

Confirm Password:

Reminder Phrase:

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Click “Add New User” if you need to add another user or select “Return to User List” to customize that users access.

Manage User Profiles: User Profile

User: ikea2008

- ▶ ProviderAccess Menu
- ▶ Add New User
- ▶ Return to User List
- ▶ ePrescribe

Edits For User

[Reset User's Password](#) | [Edit User's Locations](#) | [Edit User's Payees](#)

Profile Information

* Indicates required fields.

First Name:*

Last Name:*

Address 1:*

Address 2:

City:*

State:*

Zip Code + 4:*

Telephone:*

Telephone Ext:

Email Address:


Status:

[Update User's Profile](#)

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After clicking on “Return to User List”, click on “Edit Locations”. Changing User Access: From the “User List” click on “Edit Locations” to give permissions for menu items in ProviderAccess and what locations the user will access. Location based menu items are Eligibility and Benefits, Summary Plan Description, Claims Entry, Audit Reports, Claim Status, Fee Schedules, etc.

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User Profile Sign Out

Home > Providers > ProviderAccess > User Administration You are signed in as: adminuser

Manage User Profiles: Update Confirmation

User officemgmr successfully updated.

You can [Edit Locations](#) or [Edit Payees](#) for this user.

[Return to Your User List](#)

- ▶ ProviderAccess Menu
- ▶ Add New User
- ▶ Return to User List
- ▶ ePrescribe

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The User will have access to only one location. The administrator will have to click “ADD” to add any additional locations or go to page 20 and follow the instructions on how to “Manage Unassigned Locations”.

Once all locations have been granted, the administrator can add or remove specific functionality for that User ID. To give access to a location click “Add” and to not give access to a location click “Delete”. Use the drop down box to give or take away from the user the same permissions for all locations. For example, if the user is also an administrator choose “Administration (Location)” from the drop down box and click “Add to All”. If you need to give access for a specific location you can click the check box for the functionality the user needs.

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Home > Providers > ProviderAccess > User Administration | You are signed in as: administrator

Manage User Profiles: Locations

User: annfront

Permission: Administration (Location) | Add to All | Remove from All

Location	Refer	ERx	Admin	Info	Fee Sch	Claims	Clinic Review	Add Delete
Adams, Amy NPI: 123456789 1330 Sick Road Birmingham, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Adams, Ann NPI: 123456789 Location ID: 51012345 1330 Sick Road Birmingham, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Clark, Bruce NPI: 123456701 Location ID: 51054321 100 Well Road Birmingham, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Edwards, Bruce NPI: 123456789 Location ID: 51012345 100 Well Road Birmingham, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Groves, Emily NPI: 123456789 Location ID: 51012345 75 Get Well Street Montgomery, AL 35244								Add
Hall, Jack NPI: 123456789 Location ID: 51012345 75 Get Well Street Montgomery, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Jones, Faith NPI: 123456789 Location ID: 51012345 75 Get Well Street Montgomery, AL 35244								Add
Kelly, Judy NPI: 123456789 Location ID: 51012345 75 Get Well Street Montgomery, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

To edit Payee access from this screen click on to “Edit Payees” selection at top right.

The “Edit Payee” screen is used to give users access to payee information, such as remits, refund billing and to set up users as an administrators. To not give access to a payee, click “Delete” or to give access to a payee click “Add”. Use the drop down box to give or take away from the user the same permissions for all payees. For example, if the user is also an administrator choose “Administration (Payee)” from the drop down box and click “Add to All”. If you need to give access for a specific payee you can click the check box for the functionality the user needs.

Home > Providers > ProviderAccess > User Administration You are signed in as: administrator

Manage User Profiles: Payees

User: ikea2008

Permission: Administration (Payee) ▾ [Add to All](#) | [Remove from All](#)

- ▶ ProviderAccess Menu
- ▶ Return to User List
- ▶ Edit Locations
- ▶ Edit User

Payee	Refund Billing	Remits	Administration (Payee)	Add Delete
NPI: 0987654321 <small>Tax ID: 123321123 Type: Institutional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 0987654321 <small>Tax ID: 123321123 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 9876543210 <small>Tax ID: 123321123 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 9999999999 <small>Tax ID: 123321123 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 8888888888 <small>Tax ID: 111111111 Type: Professional</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add
NPI: 7777777777 <small>Tax ID: 111111111 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 4444444444 <small>Tax ID: 111111111 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
NPI: 3333333333 <small>Tax ID: 111111111 Type: Professional</small>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete

To edit the users information or reset the password click “Edit User”.

Changing User Status: The “Edit User” option lets you edit information about the user and to change the user status from active to inactive if needed.

Manage User Profiles: User Profile

User: ikea2008

Edits For User

[Reset User's Password](#) | [Edit User's Locations](#) | [Edit User's Payees](#)

- ▶ ProviderAccess Menu
- ▶ Add New User
- ▶ Return to User List
- ▶ ePrescribe

To return to the user list click “Return to User List”.

Profile Information

* Indicates required fields.

First Name:*

Last Name:*

Address 1:*

Address 2:

City:*

State:*

Zip Code + 4:*

Telephone:*

Telephone Ext:

Email Address:

Status: ▼

[Update User's Profile](#)

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User List: From the user list you can manage each users locations and payees. In the gray box in the top right hand corner, you can go to the ProviderAccess main menu, add a new user or Request more NPI's or add additional locations.

To edit one user's profile, click the User ID link. To edit one user's locations click the "Location" link or to edit one user's payee's click the "Payee" link.

To edit unassigned locations: check all the user ID's you'd like to give permissions to then click "Manage Unassigned Locations". If you need to give all users unassigned locations then click the box in the blue bar beside User ID.

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Search

User Profile Sign Out

Home > Providers > ProviderAccess > User Administration You are signed in as: administrator

Manage User Profiles: Your User List

You are an administrator for one or more of the following users.

To edit unassigned locations: Check all desired user records. Then, click 'Manage Unassigned Locations' or 'Manage Unassigned Payees'.

To edit one user's profile: Click the appropriate user id link.

* Indicates users with the administrative permission.

Manage Unassigned Locations **Manage Unassigned Payees**

<input type="checkbox"/>	User ID	User Name	Status	Permissions
<input type="checkbox"/>	annfront	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	annmarie1 *	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	annremit *	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	frontdesk *	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	ikea2007	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	ikea2008	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	backoffice *	Susie Jones	ACTIVE	Locations Payees

To “Manage Unassigned Locations” choose the User ID (s) then click “Manage Unassigned Locations”

Note: The number of User ID’s that were chosen is highlighted in blue.

Select which location(s) to give to the User ID(s) selected or to choose all click the “Select All Locations” button in the blue bar and then click the “Submit Locations” button. To give the selected User ID(s) Administrative permissions then click the check box in the blue bar labeled “Admin”.

1 user(s) currently selected.

The selected users do not currently have permissions assigned for the following locations. Submitting locations will assign checked permissions for these users.

Submit Locations

Location	E&B	Refer	ERx	Admin	Info	Fee Sch	Claims	Clinic Review	Select All Locations
Adams, Army NPI: 9876543210 Location ID: 51012345 1330 Sick Road Birmingham, AL 35244	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adams, Ann NPI: 1234567890 Location ID: 51054321 1330 Sick Road Birmingham, AL 35244			n/a		n/a				<input checked="" type="checkbox"/>
Clark, Bruce NPI: 9988776655 Location ID: 51055555 100 Well Road Birmingham, AL 35244			n/a		n/a				<input checked="" type="checkbox"/>
Edwards, Bruce NPI: 8877665544 Location ID: 51044444 100 Well Road Birmingham, AL 35244			n/a		n/a				<input checked="" type="checkbox"/>
Groves, Emily NPI: 7766554433 Location ID: 51033333 75 Get Well Street Montgomery, AL 35244			n/a		n/a				<input checked="" type="checkbox"/>

Once the unassigned locations has been updated the following screen returns to let you know no unassigned locations have been found, or that the update is complete.

The screenshot shows the BlueCross BlueShield of Alabama website interface. At the top left is the logo and name. To the right are navigation links: About Us, Contact Us, Careers, and Help. Below these is a search bar and buttons for User Profile and Sign Out. A breadcrumb trail reads: Home > Providers > ProviderAccess > User Administration. On the right, it says 'You are signed in as: administrator'. The main content area is titled 'Manage User Profiles: Unassigned Locations' and indicates '1 user(s) currently selected.' Below this, a message states: 'The selected users do not currently have permissions assigned for the following locations. Submitting locations will assign checked permissions for these users.' A red message below that says 'No unassigned locations found.' In the top right corner, there is a gray box with three links: 'ProviderAccess Menu', 'Return to User List', and 'ePrescribe'. At the bottom of the page, there is a footer with links for About Us, Careers, Contact Us, Fraud & Abuse, HIPAA Privacy Notice, Privacy Statement, and Legal Disclaimer, followed by a copyright notice for 2008.

To Manage Unassigned Payees, click on the link found in the gray box in the top right corner “Return to User List”.

To edit unassigned payees: check all the user ID's you'd like to give permissions then click "Manage Unassigned Payees". If you need to give all users unassigned payees then click the box in the blue bar beside User ID.

BlueCross BlueShield of Alabama

About Us • Contact Us • Careers • Help

Search

User Profile Sign Out

Home > Providers > ProviderAccess > User Administration You are signed in as: adminuser

Manage User Profiles: Your User List

You are an administrator for one or more of the following users.

To edit unassigned locations: Check all desired user records. Then, click 'Manage Unassigned Locations' or 'Manage Unassigned Payees'.

To edit one user's profile: Click the appropriate user id link.

* Indicates users with the administrative permission.

Manage Unassigned Locations Manage Unassigned Payees

<input type="checkbox"/>	User ID	User Name	Status	Permissions
<input type="checkbox"/>	annfront	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	annmarie1*	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	annremit*	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	frontdesk*	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	ikea2007	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	ikea2008	Ann Lusco	ACTIVE	Locations Payees
<input type="checkbox"/>	backoffice*	Susie Jones	ACTIVE	Locations Payees

Once the unassigned payees have been updated, the following screen returns to let you know no unassigned payees have been found, or that the update is complete.

BlueCross BlueShield of Alabama

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Search

User Profile Sign Out

Home > Providers > ProviderAccess > User Administration You are signed in as: adminuser

Manage User Profiles: Unassigned Payees

7 user(s) currently selected.

The selected users do not currently have permissions assigned for the following payees. Submitting payees will assign checked permissions for these users.

No unassigned payees found.