

Crosswalk from BlueAccess to Availity Portal

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 > Applications > Authorization Submission/Review	Base Role
Prior Authorization - Status	Service Center	Payer Spaces > Applications > Authorization Submission/Review	Base Role
Prior Authorization - Clinical Update	Service Center	Payer Spaces > Applications > 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 > Applications > Real Time Claims Adjudication	Claims
CHOICES / ECF Web Claim Entry	CHOICES / ECF Web Portal	Payer Spaces > Applications > CHOICES & ECF Claim Submission	Claims
THCII Reports	Tennessee Healthcare Innovation Initiative	Payer Spaces > Applications > THCII Reporting	Medical Staff / Office Staff
THCII TN HealthLink Enrollment	THL Enrollment Application	Payer Spaces > Applications > THCII TN Health Link Enrollment	Medical Staff / Office Staff
Specialty Rx Auth Inquiry	BCBST Provider - Administered Specialty Medication Program	Payer Spaces > Applications > Authorization Submission / Review	Base Role
BlueCare Opioid Prescriber Reporting	RxSafetyTN	Payer Spaces > Applications > Rx SafetyTN	Medical Staff
HiTech Imaging Auth Inquiry (Commercial & BlueCare)	BCBST High Tech Imaging Program	Payer Spaces > Applications > Authorization Submission / Review	Medical Staff
HiTech Imaging Auth Submission & Inquiry (Medicare Advantage)	For MedAdvantage or BlueCare Plus (DSNP), Submission/ Inquiry	Payer Spaces > Applications > Authorization Submission / Review	Base Role
BCBS Medical Policy Lookup	www.bcbst.com/providers	Payer Spaces > Resources > Medical Policy Manual	Base Role
BCBST Musculoskeletal Program	BCBST Musculoskeletal Program	Payer Spaces > Applications > Authorization Submission / Review	Base Role
National Consumer Cost Tool	National Consumer Cost Tool	Payer Spaces > Applications > National Consumer Cost Tool Reports	Medical Staff / Office Staff
Provider Ratings Review	Provider Ratings Review	Payer Spaces > Applications > Provider Ratings Review	Medical Staff
Remittance Advice	View/Print Your Remittance Advice	835: Claims & Payments > Remittance Viewer OR Proprietary: Payer Spaces > Applications > 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 > Applications > BlueCare PCP Member Roster	Eligibility & Benefits
Practitioner Practice Pattern Analysis	Practitioner Practice Pattern Analysis	Payer Spaces > Applications > Practitioner Practice Pattern Analysis	Medical Staff / Office Staff
Quality Reporting and Attestations (QCR)	Quality Care Rewards	Payer Spaces > Applications > Quality Care Rewards (QCR)	Medical Staff / Office Staff
Message Center - Send a Message	Compose	Payer Spaces > Applications > Send a Message	Base Role
Message Center - View Messages	My Messages	Payer Spaces > Applications > View Messages	Base Role
Message Center - Remit Question	View/Print your Remittance Advice > Envelope	Proprietary: Payer Spaces . Applications > Print / View Your Remittance Advice	Base Role
Dental Fee Schedule	Dental Fee Schedule	Payer Spaces > Resources > Dental Fee Schedule	Base Role
BlueAlert	BlueAlert Newsletter	Payer Spaces > News and Announcements	Base Role

Column 4 of the table specifies the role that you need in order to perform the function. For example, in order to submit an inquiry about eligibility and benefits, you need the Eligibility & Benefits role. Roles are assigned by the administrator for your organization.