



## Government Programs: Verifying Claim Status in the Availity® Provider Portal

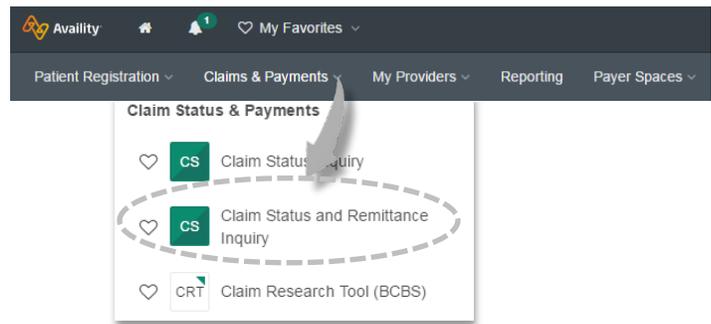
This notice applies to providers rendering services for the following Blue Cross and Blue Shield of Texas (BCBSTX) government programs members:

- Texas Medicaid STAR, STAR Kids and CHIP
- Blue Cross Medicare Advantage HMO<sup>SM</sup> and Blue Cross Medicare Advantage PPO<sup>SM</sup>

A new claim status offering within the Availity Portal has been implemented to better assist providers with obtaining claim details online. Instead of using the Claim Status Inquiry tool, government programs providers can now obtain claim processing details by using the new Claim Status tool.

### How to access and use the new Claim Status tool via Availity Portal:

- Log into [availity.com](https://www.availity.com)
- Select the "Claims & Payment" tab from the main menu and select "Claim Status and Remittance Inquiry"
- Next select "Claim Status"
- Choose the applicable government programs payer from the drop-down list
- Enter the essential provider, patient and claim data



Important claim status information is available within a few clicks, lessening the need to speak with a Customer Advocate. As a reminder, you must be registered with Availity to utilize the Claim Status tool. For registration information, visit [availity.com](https://www.availity.com), or contact Availity Client Services at 800-282-4548.

### Additional Support

Learn how to use this new Availity offering by attending an Availity 101 training webinar hosted weekly by BCBSTX. To register for an upcoming session, refer to the [Educational Webinar/Workshop Sessions page](#) on our provider website. If you need further assistance or customized training, email our Provider Education Consultant team at [PECS@bcbstx.com](mailto:PECS@bcbstx.com).

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