

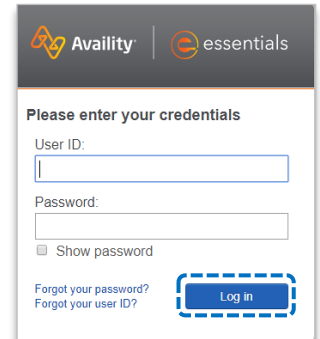
**Medical Record Status Viewer** is an online application that allows providers to confirm receipt of the most recent medical records (up to four) submitted by mail or fax to Blue Cross and Blue Shield of Texas (BCBSTX) for claim processing and prior authorization requests. You must be registered Availity® Essentials user to access and use this application.

**Not registered with Availity?** Complete the online guided registration process today via [Availity](#), at no cost.

*Information in this user guide is NOT applicable to Medicare Advantage or Texas Medicaid claims or prior authorizations.*

## 1) Getting Started

- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)



Availity | essentials

Please enter your credentials

User ID:

Password:

Show password

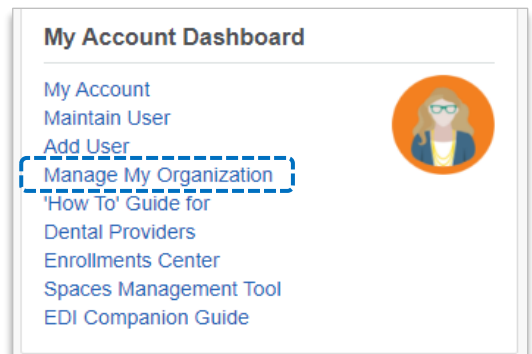
[Forgot your password?](#)  
[Forgot your user ID?](#)

[Log in](#)

## 2) Manage My Organization (Administrator Setup)

To utilize this application, the Availity Administrators must first add the billing and/or rendering provider NPI and Tax ID numbers to **Manage My Organization**.

- ▶ Select **Manage My Organization** from *My Account Dashboard* on the Availity homepage



**My Account Dashboard**

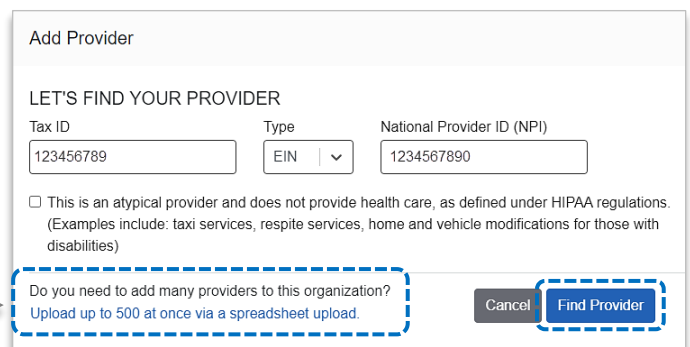
My Account  
Maintain User  
Add User  
**Manage My Organization**  
"How To" Guide for  
Dental Providers  
Enrollments Center  
Spaces Management Tool  
EDI Companion Guide

- ▶ Within **Manage My Organization**, select **Add Provider**



Providers [Add Provider\(s\)](#)

- ▶ Enter the Provider **Tax ID** and **NPI numbers** and select **Find Provider**



Add Provider

LET'S FIND YOUR PROVIDER

Tax ID  Type  National Provider ID (NPI)

This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization?  
[Upload up to 500 at once via a spreadsheet upload.](#)

[Cancel](#) [Find Provider](#)

### Quick Tip:

→ If you have multiple providers to add to your organization, select **"Upload up to 500 at once via spreadsheet upload."**

2) Manage My Organization (Administrator Setup) continued

Associated provider information will return based on the NPI number entered. Review and/or update the following information:

- ▶ **Step 1:** Review and/or update the provider **Name** and **Primary Specialty/Taxonomy** and select **Next**
- ▶ **Step 2:** Review and/or update the provider **Identifiers** and select **Next**

**1** Provider Information Identifiers Addresses Review

Looks like there's a match!

Please review and/or update all of this provider's information.

**PROVIDER SEARCH RESULTS:**

Village ABC Clinic

**Provider Type**  
Group/Facility

**Group Name/Facility Name**  
Village ABC Clinic

**NPI**  
1234567890

**Primary Specialty/Taxonomy**  
363L00000X Physician Assistants & Advanced Pr...

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**2** Provider Information Identifiers Addresses Review

Looks like there's a match!

Please review and/or update all of this provider's identifiers.

**PROVIDER SEARCH RESULTS:**

Village ABC Clinic

**Primary Tax ID**  
Tax ID  
123456789

**Type**  
EIN

+ Add additional Tax ID

**Identifiers**  
+ Add identifier

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- ▶ **Step 3:** Review and/or update the provider **Address** and select **Next**
- ▶ **Step 4:** Review all information, choose the **provider's relationship to your organization**, then click **"I certify that this provider's information and relationship to my organization information is correct"**
- ▶ Select **Submit**

**3** Provider Information Identifiers Addresses Review

Looks like there's a match!

Please add all of the address and service location information for this provider.

Village ABC Clinic

Physical/Billing

123 Anywhere Drive  
Suite 000  
City, State 12345

+ Add an address

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**4** Provider Information Identifiers Addresses Review

What is the provider's relationship to your organization? (Select one)

This provider is a part of my organization

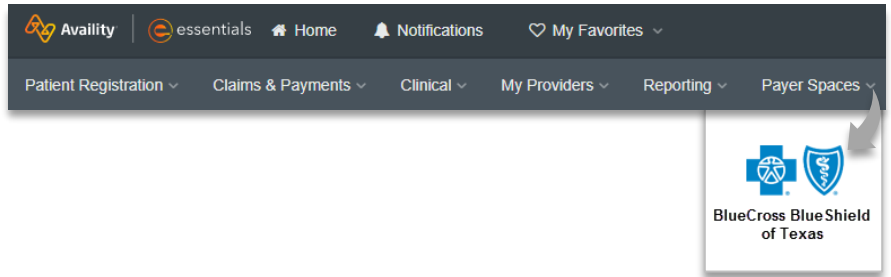
This is a third-party not directly affiliated with my organization (example: referred-to provider)

I certify that this provider's information and relationship to my organization information is correct

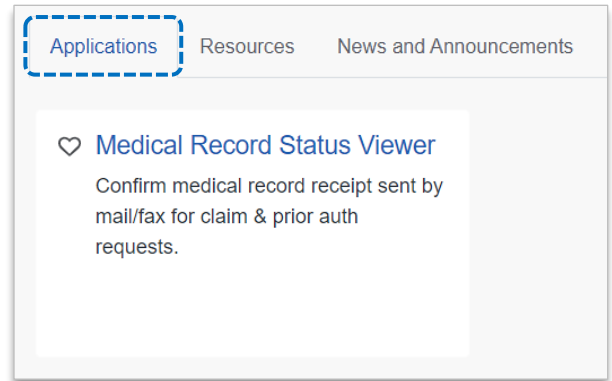
Back Submit

### 3) Accessing Medical Record Status Viewer

- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Texas**



- ▶ In the BCBSTX Payer Spaces section, select the **Applications** tab
- ▶ Click **Medical Record Status Viewer**



### 4) Search Criteria

#### Search Criteria for Claims:

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Claim**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 13-, 15-, or 17-digit BCBSTX **Claim Number**  
(e.g., 999999999990X, 0209999999990X, or 020209999999990X)
- ▶ Select **View Medical Record Status**

#### Medical Record Status Viewer

\* Organization

\* NPI

\* Record Type

\* Member ID

\* Claim #

4) Search Criteria (continued)

**Search Criteria for Prior Authorizations:**

- ▶ Select the **Organization** and **NPI** number from the drop-down lists
- ▶ Select **Record Type** of **Prior Authorization**
- ▶ Enter the **Member ID**, excluding the 3-character prefix
- ▶ Enter the 10-digit BCBSTX **Certification Number** (e.g., U12345ZZAA)
- ▶ Select **View Medical Record Status**

**Quick Tip:**

→ You can use the [Availity Auth Inquiry](#) to obtain the **Certification Number** for the prior authorization request. For instructions and more information, refer to page 11 and 12 of the BCBSTX [Authorizations User Guide](#).

5) Search Results

Search results confirm if the mailed or faxed medical records have been received by BCBSTX for the selected Record Type of **Claim** or **Prior Authorization**.

- ▶ **Medical Records Found?** = **Yes** or **No**
- ▶ If **Yes**, then the following information will display for up to four of the most recent medical records on file:
  - ▶ **Date Received**
  - ▶ **Number of Pages**
  - ▶ **Submission Type**

**Quick Tip:**

→ When searching for Medical Record Type of **Prior Authorization**, the results will be associated to **Certification number** displayed.

Medical Records Found? Yes		For Claim: 0202299999999999X		NPI 1234567890	Member ID 999999999	Group # 999999	
Date Received	2022-12-01	Date Received	2022-12-02	Date Received	2022-12-05	Date Received	2022-12-07
# of Pages	10	# of Pages	20	# of Pages	5	# of Pages	2
Submission Type	Mail	Submission Type	Mail	Submission Type	Fax	Submission Type	Fax

**Have questions or need additional education?** Email the BCBSTX [Provider Education Consultants](#).

*Be sure to include your name, direct contact information & Tax ID or billing NPI.*