

Electronic Provider Tools

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	Availity	RealMed	eCare/NDAS/ Nebo	Other Vendors	IVR Interactive Voice Response 1-800-451-0287	iEXCHANGE Inpatient Precertification & Referral Authorization System
CRT – <i>Claim Research Tool</i>	✓					
Claim Status (276/277)	✓	✓	✓	✓	✓	
Claim Status Enhanced – (276/277)	✓	✓	✓			
EDI Claims Submission <i>Electronic Data Interchange</i>	✓	✓	✓	✓		
EFT – <i>Electronic Funds Transfer</i>	✓	✓	✓	✓		
EPS – <i>Electronic Payment Summary</i>	✓	✓	✓	✓		
ERM – <i>Electronic Refund Management</i>	✓	✓				
ERA (835) – <i>Electronic Remittance Advice</i>	✓	✓	✓	✓		
E & B (270/271) - <i>Eligibility & Benefits</i>	✓	✓	✓	✓	✓	
Inpatient Precertification & Referral Authorization	✓ (separate sign-on required)	✓ (separate sign-on required)				✓
PCS – <i>Patient Clinical Summary</i>						✓

additional information on reverse side

Additional Information:

Claim Research Tool (CRT): Availity's new online Claim Research Tool gives your staff fast, real-time access to enhanced Blue Cross and Blue Shield claim status information, with features that include:

- Status of multiple claims in one view
- Member ID and claim (DCN) number look-ups
- Patient account and group number information
- Detailed line-level information including reason codes and descriptions
- Related copay, deductible, and coinsurance amounts

Claim Status: BCBSTX offers a variety of multi-payer solutions to check claim status on BCBSTX and other commercial and government claims.

Services Offered:

- Electronic Explanation of Benefits
- On-line Claim Status

Claim Status – Enhanced: Supplemental data to support claim status transactions (276/277) that includes related patient responsibility (copay, deductible and coinsurance) amounts and detailed line-level information including reason codes and descriptions.

EDI Claims Submission: EDI Claims Submission allows providers to access timely information in today's health care environment. EDI Claims Submission shortens the time to send and receive health care claims information. It allows you to view, track, and monitor claim status reports electronically.

Electronic Funds Transfer (EFT): EFT is a system of transferring funds directly to your bank account without any paper money changing hands.

Electronic Payment Summary (EPS): EPS is an electronic print image of the Provider Claim Summary (PCS). The benefit of the EPS is that payment information is received in your office the day after the claim was finalized.

Electronic Refund Management (ERM): This online refund management tool will help simplify overpayment reconciliation and related processes.

Electronic Remittance Advice (ERA): ERA is an electronic file that contains claim payment and remittance information, such as which claims were paid, the amount of each payment and the status of the claims that were processed.

Eligibility & Benefits (E&B): Electronic access through vendors & BCBSTX's Interactive Voice Response (IVR) System that provides member eligibility & benefits.

Inpatient Precertification & Referral Authorization: iEXCHANGE offers both interactive voice response phone application as well as a Web-based application. iEXCHANGE supports direct submission and processing of referrals and inpatient precertifications by network physicians, professional providers and facilities within Texas.

Interactive Voice Response (IVR): A phone application that provides automated responses to provider inquiries using speech recognition.

Patient Clinical Summary (PCS): Patient profile information based on claims history and is available to providers through iEXCHANGE.

Vendors: Electronic vendors that offer electronic connectivity to providers for Blue Cross and Blue Shield that could include claims, eligibility and benefits, claims status, inpatient precertifications/referral authorizations, electronic funds transfer, electronic payment summaries and/or electronic refund management.

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