

Provider Correspondence Viewer (PCV) is an online application accessible through Availity® Essentials that allows participating providers with Blue Cross and Blue Shield of Texas (BCBSTX) to view, download and/or save specific documents related to the NPI and Tax ID associated with your Availity registration.

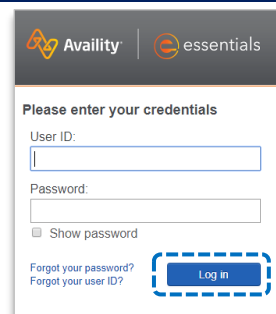
All correspondence related to Prior Authorization (PA) Exemption are now available to providers via the PCV application, including notices of issued PA exempted services as well as renewals of PA Exemption(s).

Stay informed... View the [News and Updates](#) and [Provider Tools](#) sections on our BCBSTX provider website to learn about other documents and/or reports as they become available through this application.

1) Getting Started

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

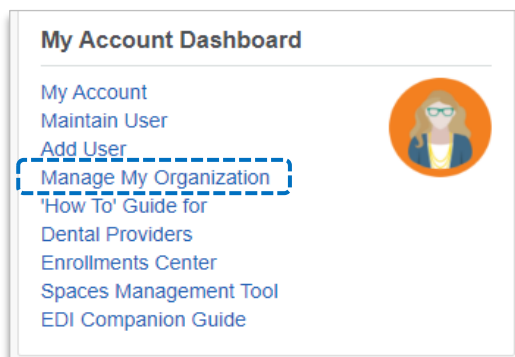
Not registered with Availity Essentials? Complete the online guided registration process today via [Availity](#), at no cost.

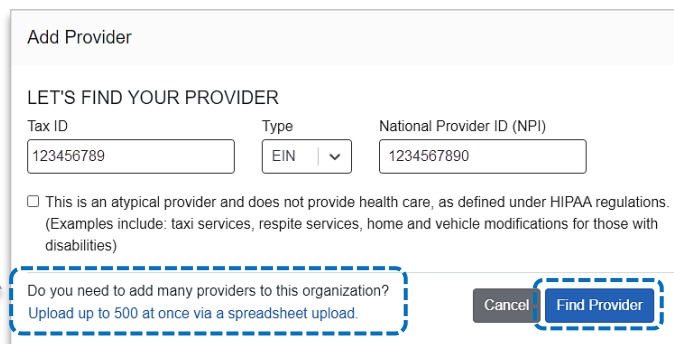


2) Manage My Organization (Administrator Setup)

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
- ▶ Within **Manage My Organization**, select **Add Provider**
- ▶ Enter the Provider **Tax ID** and **NPI numbers** and select **Find Provider**





Quick Tips:

- If you have multiple providers to add to your organization, select **"Upload up to 500 at once via spreadsheet upload."**
- For more details, refer to the [Manage My Organization User Guide](#) published in the *Provider Tools* section of our website.

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...

Back Next

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

Back Next

- ▶ **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

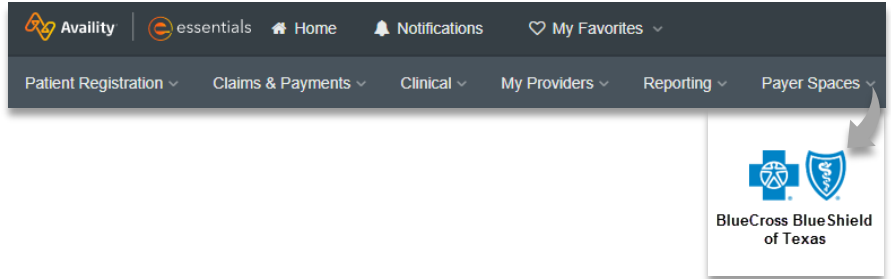
This is a third-party not directly affiliated with my organization (example: referred-to provider)

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

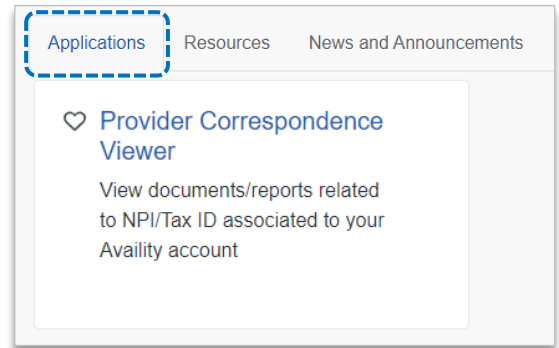
Back Submit

3) Accessing Plan Correspondence 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
- ▶ Select **Provider Correspondence Viewer**



4) Search Criteria

- ▶ Expand and choose the following **Prior Authorization (PA) Exemption Content Categories**:
 - ▶ *Initial Determination Notification*
 - ▶ *IRO Ineligible notification*
 - ▶ *IRO Overturned Notification*
 - ▶ *IRO Upheld Notification*
 - ▶ *Maintain Notification*
 - ▶ *Rescission Notification*
- ▶ Select the **Organization, Tax ID** and **NPI** from the drop-down lists
- ▶ Select the **Correspondence Effective Date Range** to include all quarters selected
- ▶ Click **Submit**

The screenshot shows the 'Provider Correspondence Viewer' search form. It includes the following fields:

- *Content Category**: A multi-select dropdown containing 'Initial Determination Notification 2023' and 'IRO Ineligible Notification 2023'.
- *Organization**: A dropdown menu with 'ABC Organization' selected.
- *Tax ID**: A text input field containing '999999999'.
- *NPI**: A text input field containing '1234567890'.
- Correspondence Effective Date Range**: Two date input fields. The first is labeled '*Search Start Date' and contains '04/01/2023'. The second is labeled '*Search End Date' and contains '06/30/2023'. Both fields have calendar icons.
- Buttons for 'Reset' and 'Submit' are at the bottom right.

5) Search Results

- ▶ Search results include the following details for the **Prior Authorization (PA) Exemption** **Content Category** selected:
 - ▶ **Correspondence Type**
 - ▶ **Plan**
 - ▶ **Correspondence Subtype**
 - ▶ **Effective Date range**
- ▶ Select the **Hyperlink** to view, download and/or save the document(s)

Quick Tip:

→ Sort the Document Correspondence Type, Correspondence Subtype, Plan, and Effective Date columns in ascending and/or descending order.

Provider Correspondence Viewer

Filter by Keyword or Date 🔍

Correspondence Type	Correspondence Subtype	Plan	Effective Date	Hyperlink
Prior Authorization (PA) Exemption	IRO Upheld Notification 2023	TX	04/01/2023 - 06/30/2023	IRO Upheld Notification 2023
Prior Authorization (PA) Exemption	Rescission Notification 2023	TX	01/01/2023 - 03/31/2023	Rescission Notification 2023
Prior Authorization (PA) Exemption	IRO Ineligible Notification 2023	TX	01/01/2023 - 06/30/2023	IRO Ineligible Notification 2023

Previous

Filter by Keyword or Date:

- ▶ Use **Filter by Keyword** to refine results in the *Correspondence Type, Correspondence Subtype, and Plan* columns
- ▶ Use **Filter by Date** to refine results in the *Effective Date* column by using the below date formats and examples

Filter by Date Formats and Examples		
MM/YYYY <small>(e.g., 01/2023)</small>	MM-YYYY <small>(e.g., 01-2023)</small>	MMM DD YYYY <small>(e.g., January 01 2023)</small>
MM-DD-YYYY <small>(e.g., 01-01-2023)</small>	MM YYYY <small>(e.g., 01 2023)</small>	DDMMYYYY – <i>Note: The month can be abbreviated or written fully.</i> <small>(e.g., 01Jan2023 or 01January2023)</small>
YYYY <small>(e.g., 2023)</small>	MM/DD/YYYY <small>(e.g., 01/01/2023)</small>	MMYYYY – <i>Note: The month can be abbreviated or written fully.</i> <small>(e.g., Jan2023 or January2023)</small>

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.