

BCBSAZ is partnering with Availity for provider portal services

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Welcome to our new “Tech Talk” series, highlighting Blue Cross® Blue Shield® of Arizona (BCBSAZ) technology infrastructure enhancements. We’re updating multiple systems, with the goal of creating greater transparency and operational efficiency. Below are two ways we are responding to the need for more robust online resources for providers.

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Partnership with Availity

Good news! We have begun partnering with Availity to participate in their Essentials one-stop portal for real-time access to multiple payers. Many of you have shared that you’re already connected and successfully using the Availity Essentials features and integrated workflows. If you haven’t checked it out yet, Availity’s [Essentials Overview page](#) is a great place to start.

We are in the early stages of discovery and planning with Availity, learning what it will take to leverage their best-practice capabilities for our network providers. Although it will take some time to prepare for implementation and delivery, we want you to know that we have made this commitment as part of our overall technology improvement plan.

Our Availity rollout will happen in several phases. This approach will allow you to benefit from the features as soon as we can make them available. We will keep you informed as our implementation plans unfold.

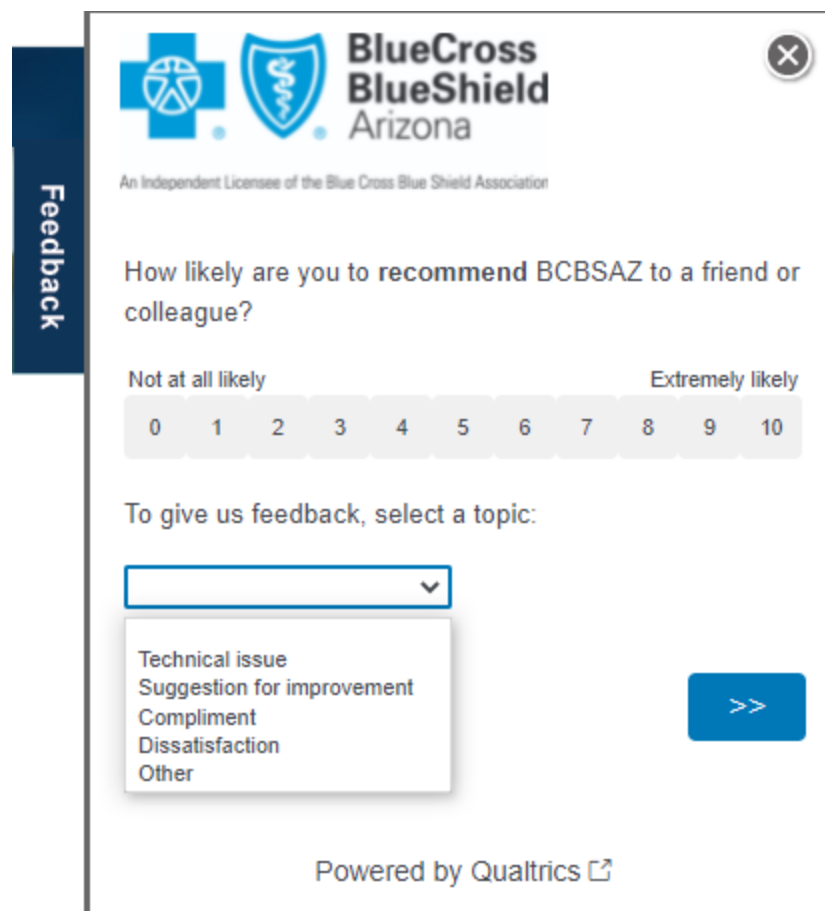
Stabilization strategy

While we are looking forward to the expanded capacities that Availity offers, we are committed to improving our current resources to serve you better. Our IT team is actively working on stability projects to address unplanned outages and timeout issues. We understand the impact of this type of workflow disruption and are working on near-term solutions to resolve these challenges. Here are a few examples of what we're doing:

- To improve overall portal stability, we are upgrading several back-end systems, including our electronic data interchange (EDI), database, and workflow systems.
- To proactively identify potential issues before they cause functional problems, we are increasing specific types of performance testing and monitoring.
- To ensure all remit statements are available via the portal, we have analyzed the issues and uncovered multiple causes. We are currently implementing several solutions to facilitate better data flow.

Some of these efforts have already yielded positive results, allowing providers to use the electronic transaction tools on the portal with far less disruption. We expect continued success as we move forward with our plan.

We appreciate your user experience information—you'll find the feedback tab to the right of your screen when you're logged in to azblue.com/providers. Please continue to let us know what's working and what needs improvement.



The image shows a feedback form for BlueCross BlueShield of Arizona. On the left, a dark blue vertical bar contains the word "Feedback" in white. The form itself has a white background with a blue border. At the top left of the form is the BlueCross BlueShield of Arizona logo, which includes a blue cross and shield icon and the text "BlueCross BlueShield Arizona". Below the logo is the text "An Independent Licensee of the Blue Cross Blue Shield Association". The main question is "How likely are you to recommend BCBSAZ to a friend or colleague?". Below this is a horizontal scale from 0 to 10. The scale is labeled "Not at all likely" at the left end and "Extremely likely" at the right end. The numbers 0 through 10 are displayed in a light blue box. Below the scale is the text "To give us feedback, select a topic:". This is followed by a dropdown menu with a blue border and a downward arrow. The dropdown menu is open, showing five options: "Technical issue", "Suggestion for improvement", "Compliment", "Dissatisfaction", and "Other". To the right of the dropdown menu is a blue button with the text ">>". At the bottom of the form, it says "Powered by Qualtrics" with a small icon.

Feedback

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association

How likely are you to recommend BCBSAZ to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10

To give us feedback, select a topic:

Technical issue
Suggestion for improvement
Compliment
Dissatisfaction
Other

>>

Powered by Qualtrics

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Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

