

♡ My Favorites

Altruista Health *GuidingCare* is a web-based health care management tool for assigned providers to monitor rendered services, activities, quality measures and care plans for Blue Cross and Blue Shield of Illinois (BCBSIL) Blue Cross Community Health PlanSM and Blue Cross Community MMAI (Medicare-Medicaid Plan)SM members. *GuidingCare* is accessible to existing Availity administrators and assigned users in the BCBSIL-branded Payer Spaces section in the Availity Portal.

The following information instructs how Availity administrators assign users access to *GuidingCare* and how assigned Availity users' access *GuidingCare*.

🕢 Availity

Patient Registration

🕋 Home

Notifications

Claims & Payments

Not yet registered with Availity? Visit Availity 🖾 and complete the online registration today at no cost.

General User – Single Sign-On Entry Point

Assigned users may access the reporting tool by following the instructions below:

- Log in to <u>Availity</u>
- Select Payer Spaces from the navigation menu
- Select Blue Cross and Blue Shield of Illinois
- On the BCBSIL Payer Spaces page, select the Applications tab
- Choose Medicaid Care Management Information and Reporting
- Users will be redirected to the GuidingCare portal



Reporting

Paver Spaces

eCross Blue Shield

More

Note: Contact your Availity administrator if **Medicaid Care Management Information and Reporting** is not listed under the Applications tab in BCBSIL Payer Spaces.

Administrator Functionality – Granting User Access

Availity administrators will be required to complete a secondary enrollment process for users to gain access to Altruista Health's *GuidingCare* portal. This process allows administrators to assign access to users for specific provider NPIs.

Adding new Availity users:

- Select Add User from My Account Dashboard in Availity
- Complete the required fields:
 - User ID
 - First Name
 - Last Name
- Assign the BCBS Clinical Reporting (HCSC) role to the select user(s)

My Account Dashboard		
My Account My Administrators Maintain User Add User Maintain Organization Enrollments Center	1	

Administrator – Granting User Access (continued)

Administrators must first assign the BCBS Clinical Reporting (HCSC) role to users.

Updating existing Availity users:

- Select Maintain User from My Account Dashboard
- View/Edit user roles
- Assign the BCBS Clinical Reporting (HCSC) role to the select user(s)

My Account Dashboar	rd
My Account My Administrators Maintain User Add User Maintain Organization Enrollments Center	

Administrator – Managing User Access

- On the BCBSIL Payer Spaces page, select the Applications tab
- Select Manage Performance Analytics and Reporting Access



Manage Provider Performance Analytics and Reporting Access

- Select Medicaid Care Management Information and Reporting from the drop-down list
- Select Continue

Administrator – Adding NPI Number(s)

- Select add them now to add NPI numbers users will access for the provider's organization
- Enter the organization and/or individual NPI numbers
- Select Continue

Quick Tip:

→ Administrators may add up to 200 NPI numbers in this section.

> Medicaid Care Management Information and Reporting

Manage Provider Performance Analytics and Reporting Access

Select a Report

Cancel

Grant Access for (Business Name)

Provider NPIs

Copy and paste or type in your providers' NPIs below. You can enter several at a time by placing each NPI on a separate line.

 Items in red need your attention. Make sure your NPI is in the correct 10 digit format and has been registered with NPPES.

Medicaid Care Management Information and Reporting

1234567890 1234567890 1234567890



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Access Altruista Health GuidingCare via Availity Provider Portal

Administrator – Assigning User Access			
 Select an NPI from the Business's Provider drop-down listing to view 	Manage Provider Performance Analytics and Reporting Access		
or update users assigned to that NPI number	User Access Levels		
Select View User Access	Business Name: Southside Primary Care		
	Business's Provider (Restriction Levet: High) NPI: 1234567890 (HAROLD F PARKS) View User Access		

- Select the checkbox by the user(s) who will be assigned access to the providers listed and click Save
- Select Update to switch the listing to the users assigned to the selected provider

da Busir	ness's Provider (R	estriction Level: High) 📀		
NPI: 12	34567890 (HAF	RRY B SPENCER)		-
Hide Lev	ve(IUpdate			
	Aing users with	access to:		
	• NFI. 123430	TOSO (MARKED SPENCER)		
Manage L	Jsers		Remove Pro	viders Back Add More Providers Save
Search		× Search		
				Quick Tips:
Select	Name	Email Address	O How do I give a user permissions?	
	Scott Harris	Scott.Harris@mail.com		→ Administrators will be assigned access to all providers in the
2	Fran Brooks	Fran.Brooks@mail.com	Administrators have access to all providers	organization by default.
V	Don Dare	Don.Dare@mail.com	Administrators have access to all providers	→ Use the Manage Access
				Separately option to assign certain users to specific NPI(s).

Administrator – Successful Confirmation

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After updates are saved, administrators will receive confirmation that changes were successfully applied

Success! We've updated access to provider's reports

Select Manage Access to update access for other users

Restriction Level: High Access for Southside Primary Care has been modified for the following Provider: HARRY B SPENCER (NPI: 1234567890)

Manage Access

Need education on the GuidingCare portal? Email BCBSIL Government Programs or call 855-653-8126. Be sure to include your name, direct contact information & Tax ID or billing NPI.

For technical Availity support, contact Availity Client Services at 800-282-4548.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. GuidingCare is a trademark of Altruista Health., a separate company that offers collaborative health care management solutions for payers and providers. BCBSIL makes no endorsement, representations or warranties regarding any products or services provided by third-party vendors such as Availity and GuidingCare. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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