

THE NO SURPRISES ACT (NSA) AND DIRECTORY VALIDATION PROCESS

Overview

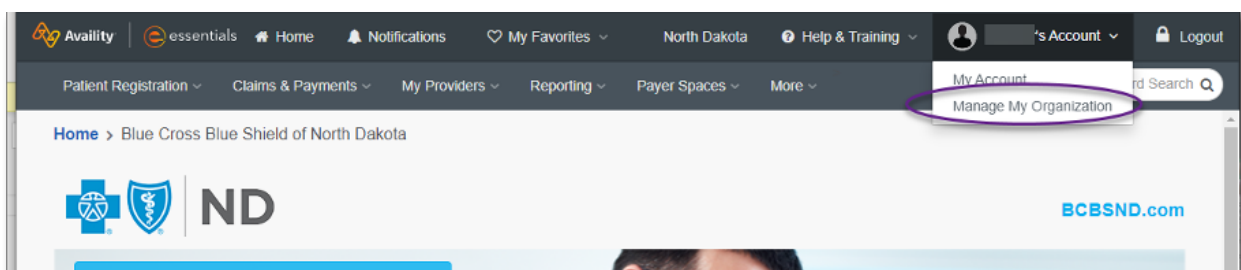
Blue Cross Blue Shield of North Dakota (BCBSND) has enhanced the provider demographic validation process. Providers are asked to continue to review their provider directory information and validate or submit changes as they occur using the Directory Validation process in Availity Essentials. Our members use the provider directory to help them find and choose the best provider for their health care needs. Making these timely changes and validating in a cadence of every 90-days allows for the directory to be the most accurate for our members – your future patients. This 90-day validation assists BCBSND in meeting the No Surprises Act (NSA) Federal Mandate and the Utilization Review Accreditation Commission (URAC) requirements.

To Get Started

If you have not done so already, [register for Availity Essentials](#). For the best experience, set Google Chrome as your default browser.

You must have access to all of your organization's NPI and Tax ID combinations to complete the Directory Validation process. If you do not have access, no organization information will display. You will need to contact your Availity Essentials administrator to give you the Provider Data Management role to access applicable combinations of Group NPIs/Tax IDs. You can find the appropriate contact information on the last page of this guide. The administrator can grant access when applicable through the Maintain User Application on the Availity Essentials account dashboard.

Once you have access, you or your administrator can access your Availity Essentials account under **Manage My Organization**.





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1. Under **Providers**, ensure your Group NPI/Tax ID combination are available.
2. If the combination is missing, click **Add Provider(s)** to add the information.

The screenshot shows the 'Manage My Organization' interface. On the left, there's a sidebar with 'Organizations' and a 'Register an Organization' button. The main area shows 'BCBS North Dakota' with a 'Customer ID' field. Below that is a table with columns: Tax ID, NPI, Regions, Primary Taxonomy, and Primary Service Address. The 'Providers' section is visible, featuring a search bar and a blue 'Add Provider(s)' button with a mouse cursor pointing to it.

3. When selecting **Find Provider**, your information will populate if it is available in BCBSND's provider database.

The screenshot shows the 'Add Provider' dialog box. It has a title bar 'Add Provider' and a close button. The main content area is titled 'LET'S FIND YOUR PROVIDER' and includes a note: 'Fields marked with an asterisk * are required.' There are two required fields: '* Tax ID' and '* National Provider ID (NPI)'. The 'Tax ID' field is circled in purple. The 'National Provider ID (NPI)' field is also circled in purple. Below these fields is a checkbox: '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)'. At the bottom, there's a question: 'Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload.' and two buttons: 'Cancel' and 'Find Provider'. A purple arrow points to the 'Find Provider' button.



4. If you find a match, click **Next**. The Provider information should then show on your provider list.
 - a. If it isn't a valid combination, you will need to contact Provider Credentialing & Data Management to verify the right combination. You can find the appropriate contact information on the last page of this guide.

Add Provider ×

1 **Provider information** 2 Identifiers 3 Addresses 4 Review

Fields marked with an asterisk * are required.
Looks like there's a match!
Please review and/or update all of this provider's information.

PROVIDER SEARCH RESULTS:

*** Provider Type**

*** Group Name/Facility Name**

*** NPI** *** Primary Specialty/Taxonomy**



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- To remove a provider from the list, click on the three bars to the right of the list item. From here, you can edit or remove a provider. “Provider” in this sense is a business that uses a specific Tax ID/NPI combination in conjunction with the billing provider’s taxonomy.

MMO Manage My Organization Give Feedback

Organizations

Register an Organization ▾

Org ... ▾ Search... 🔍

Newest to oldest 📅 ▾

Active **1** Pending Rejected

BCBS North Dakota Customer ID [redacted]

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Providers Add Provider(s)

Search for a provider by name, taxonomy code, or address... 🔍 A - Z 📅 ▾

NPI	Tax ID	
[redacted]	[redacted]	View/Edit provider Copy provider to another organization Remove provider from organization
[redacted]	[redacted]	

- If you have already completed this step or do not need to, please proceed to the Directory Validation instructions below.



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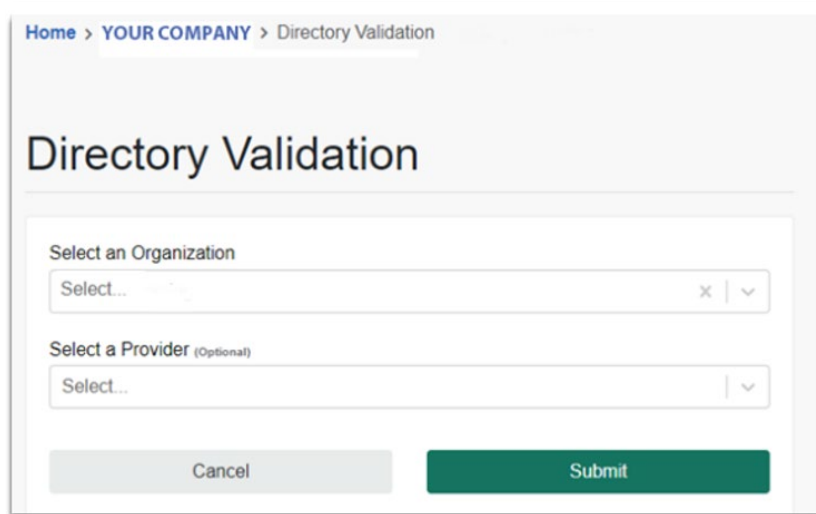
Directory Validation Process

1. Log into Availity Essentials.
2. Click on Payer Spaces, then select the BCBSND icon.
3. From the BCBSND page on Availity Essentials, chose the Applications tab, then click **Directory Validation**.

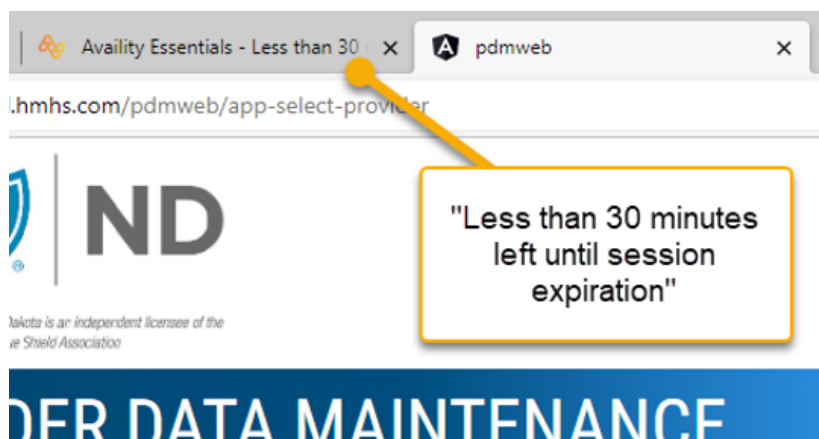
A screenshot of the Blue Cross Blue Shield of North Dakota (BCBSND) website interface. The page header includes the BCBSND logo and the text "ND" and "BCBSND.com". Below the header is a banner image of a doctor smiling at an elderly patient. A blue box on the left of the banner says "Welcome to Blue Cross Blue Shield of North Dakota! Access everything you need to work with BCBSND." Below the banner is a search bar with the text "Start typing to search this payer space..." and a "Q Search" button. Below the search bar are three tabs: "Applications", "Resources", and "News and Announcements". The "Applications" tab is selected. To the right of the tabs is a "Sort By" dropdown menu set to "A-Z". Below the tabs is a disclaimer: "THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES". Below the disclaimer is a "Directory Validation" link with a heart icon. Underneath this link are two sub-links: "Review and Attest to Provider" and "Demographic Information".

4. Once you open the Directory Validation tool, you will be asked to **Select an Organization** and a provider from the **Select a Provider** drop-down menu. Select **Submit**.

Note: This must be populated with either the provider’s name or the clinic. If no provider is selected, you will be unable to validate any information.



5. From here, review all provider(s) listed for the Tax ID you selected. You may review the provider of interest by clicking the word **Select**. A new tab will be launched after clicking **Select**.
 - a. If the provider selected is a medical practice, there will be more data to review. However, the steps below are applicable to all providers.
 - b. The Avality Essentials tab times out after thirty minutes of inactivity. If the time runs out, the validation tool won’t work. Hovering over the Avality Essentials tab will display how much time is left – open the tab and click in the **margin** to restart the clock and resume activity in the validation tool.





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- The next step is to review the information in each section. Ensure the group name, NPI and website are listed correctly.

MEDICAL PRACTICE

Validate Select Provider Help

Blue Shield # [redacted] NPI [redacted] Vendor Status Active

Group Effective Date 01/01/2013 Group Term Date

Messages

To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, North Dakota requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for [redacted] was on 10/31/2022. The next validation is due on or before 01/29/2023.

General Group Information

Edit General Group Information

*Is this general group Information listed below correct? Yes No

Group Name [redacted] Group DBA Name [redacted]

Website [redacted] Email Address [redacted]

General Group Address



- a. If everything is correct, select **Yes**.
- b. Editing capabilities are available for various sections. If you need to make a change, select **Edit...** and then click **Save Changes**. If the **Edit** function is not available and updates are needed, select **No**. We advise providers to use the **Help** button for instructions to request a change.

MEDICAL PRACTICE

Blue Shield # [] NPI [] Active []

Group Effective Date 01/01/2013 Group Term Date []

Messages
To ensure your patients have the most up to date information, that claims are paid timely and correctly, and that our Provider Directory remains accurate, North Dakota requires that you confirm the accuracy of your group and practitioner information every 90 days. The last validation date for [] was on 10/31/2022. The next validation is due on or before 01/29/2023.

General Group Information [Edit General Group Information](#)

Help and Instructions

The information below has been provided to BCBSND through credentialing applications or other forms submitted to BCBSND. .


1. Review the information displayed.
2. If the information displayed is correct, click yes.
3. If all responses are yes, click validate.
4. If any information is incorrect, click no and complete the Directory Maintenance form located in [Availability Payer Spaces](#) if the Edit function is not available for a specific section. .

Note: Validate can only be selected if all responses are yes

7. If you selected **Yes** in the General Group information section, you will need to review your Group Address and any providers affiliated with that location.
 - a. To review the provider list, select the ellipsis (...) icon on the left, next to the address.
 - i. If the information is correct, select **Yes**.
 - ii. If the information is not correct, select **No**.
 - o To navigate back to the Directory Validation tool main page, click **Back** at the top of your browser screen.

General Group Address

*Is the Group's location information correct? Yes No

Address	City	State	Zip	Status	Address Type	Effective Date	Affiliated Practitioners
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
...		North Dakota		A	Check, CredentL...	01/01/2013	3
<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">  View Details </div>							

8. Once you confirm the group information is correct, you will be asked to review the phone number on file for patient appointments.
 - a. If the number is correct, select **Yes**.
 - b. If the number is incorrect, select **No**.
9. Continue through each section. If all of your answers are **Yes**, select **Validate** at the top of the page.
 - a. You will be prompted to attest the accuracy of your provider directory data. After you respond to the prompt, a notification will appear briefly at the bottom of your screen to confirm successful validation, and your confirmation will be sent to us.
 - b. If you have additional providers to review, you can click **Select Provider**, and it will return you to the previous screen.

Submitting a Directory Maintenance Form

If you selected No for any sections listed in the Directory Validation tool, you will be prompted to fill out a Directory Maintenance form. Email the form to providerforms@bcbsnd.com and allow at least two business days for the update to be processed. Then log back in and follow the above instructions once more as you may only validate your provider directory data if you can select **Yes** for every section.

Troubleshooting

Q: I am receiving a time-out error and/or my screen will not advance.

A: Try clearing the cache in your browser security settings. As noted above, Google Chrome will provide the best experience. If the error continues, please contact Availity Essentials for direct support.

Q: What do I do if I receive an “object” error message?

A: Follow the **To Get Started** section above to manage your organization. You may need to add provider data for your organization in addition to each practitioner. If you continue to have issues, please contact Availity Essentials for direct support.

Q: I do not see the Directory Validation Tool under the Payer Spaces Applications tab?

A: Please contact your Availity Essentials administrator to verify your access.

We're Here for You

Need help with Availity Essentials registration or login? Call their Client Services at 1-800-282-4548.

- Additional Availity Essentials tips can be found at bcbsnd.com/providers/news-resources/availity-essentials.

If you have questions about the Directory Validation process, contact Provider Credentialing & Data Management at:

- Phone – 1-800-756-2749
- Email – prov.net@bcbsnd.com

For additional support, contact your Provider Relations Partner at prov.partners@bcbsnd.com.