



An independent licensee of the Blue Cross and Blue Shield Association

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THOR Online Resources for Providers

Are you using THOR to its fullest? If not, you're missing out on the applications designed to provide the information you need online, without having to make a phone call. THOR (The Healthcare Online Resource) is a self-service tool that allows providers, payers and other professionals secure access 24/7 to information regarding claims, patients and a wide range of electronic services to help you do business faster, more accurately and at less cost.

To learn more about THOR or request additional applications, go to bcbswy.com/providers/thor. For questions regarding THOR, or to set up a WebEx training session, call Application Support Services at 800-544-8467. THOR offers the following online applications:

Claim Inquiry

The Claim Inquiry application provides detailed information for institutional, professional and pharmacy claims submitted to BCBSWY as well as a summary of claim information. This application also displays claim status (In Process, Processed or Deleted Only) and the same detailed information included on weekly payment listings:

- 18 months of professional claims history
- 30 months of institutional claims history
- 39 months of pharmacy claims history

Providers may also initiate, submit or print professional or institutional claim adjustments using Claim Inquiry.

Kid Care CHIP/ASC/Home Health Fee Schedules

This application allows the user to view the Kid Care CHIP/ASC/Home Health Fee Schedule. This application is for ASC's, Home Health Care Agencies and providers participating in Kid Care CHIP.

Membership

The Membership application displays member eligibility, coverage information, network affiliation, waiting periods, coordination of benefits and cost share amounts.

Bulletin Board

The Bulletin Board application contains HealthCare News bulletins, BCBSWY Contracts and Medical Policies. A search function allows the user to find specific information and print if necessary.

Provider Highlights



Preauthorization/Referral

The Inpatient Hospital stay Preauthorization/Referral application allows providers to enter and submit preauthorizations and referrals electronically and view the approval or denial online. Records are archived for quick retrieval and verification.

Provider Data Exchange

The Provider Data Exchange application allows institutions, clinics and individual providers to view and update their demographic information on file with BCBSWY. The application also displays the history of changes for that provider.

Electronic Payment Listings

This application allows professional and institutional providers to view their payment listings online. Simply log into THOR and view them at your convenience. Payment listings can be printed or saved to your computer for future reference.

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