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BCBSWY Directory Validation Training Guide

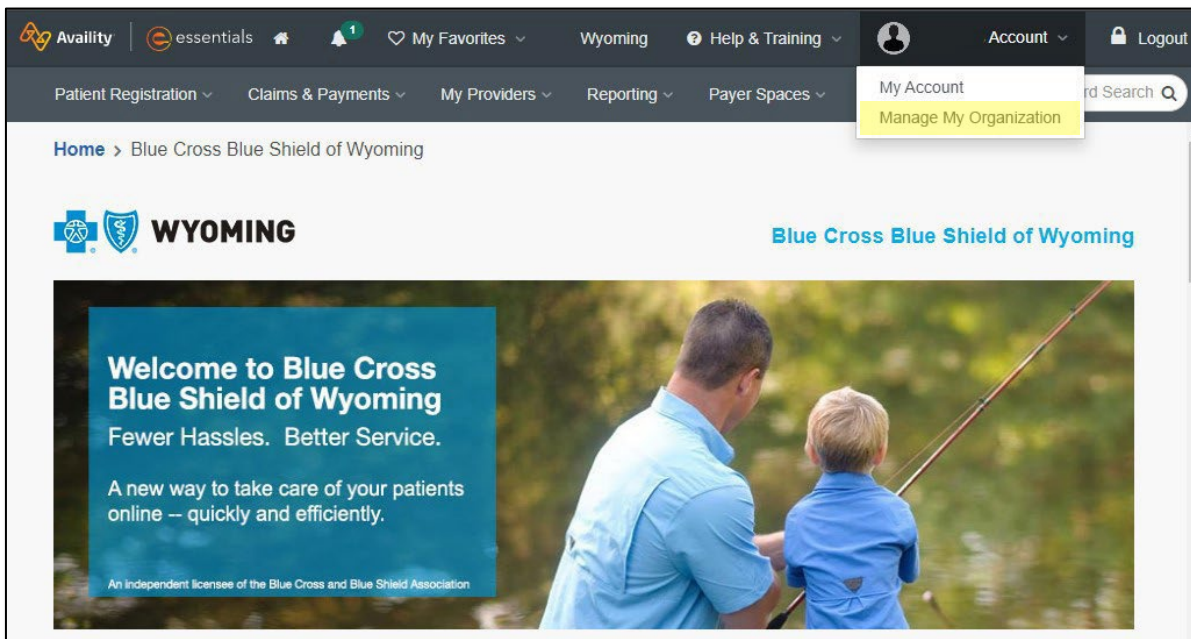
2/10/2025 Version 1.4

Overview:

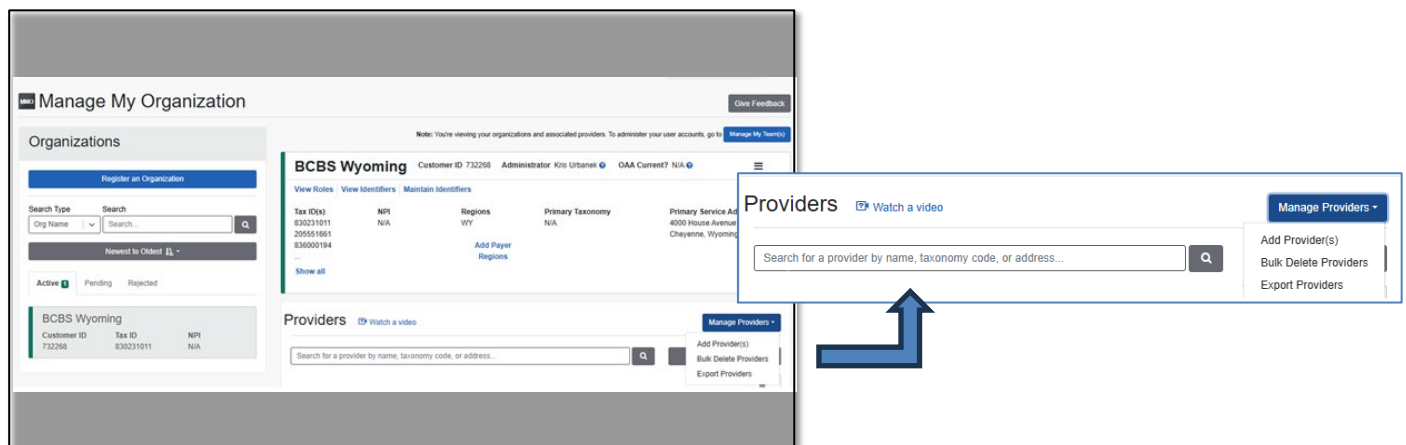
In order to help facilitate compliance with the No Surprises Act (NSA) provider directory validation requirements, Blue Cross Blue Shield of Wyoming (BCBSWY) has developed a Directory Validation tool on the Availity Portal. This tool allows you to review and confirm name, address, contact information, and providers affiliated with your organization online. The NSA requires you confirm this information with us every 90 days, so your information can continue to be listed in our public directory.

Directory Validation Preparation:

IMPORTANT: You must have access to all your Organization's Group NPI and tax ID combinations. If you don't have all your organization's information, you will need to contact your Availity administrator to give you access to all combinations of Group NPIs/Tax IDs. Your administrator will need to access their Availity account under their user account and **"Manage My Organization."**



Under **"Providers,"** ensure your clinic Group NPI/Tax ID combination is listed as a provider. If the Clinic combination is missing, add it beneath the **"Manage Providers"** button.



Select the **“Add Provider(s)”** button, and you will be able to add the Group information needed as shown below. If you do not have "Add Provider(s)", only "Export Providers", you will need to contact your administrator of the account for proper permissions on adding providers.

Add Provider

LET'S FIND YOUR PROVIDER

Tax ID:

Type:

National Provider ID (NPI):

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)

Do you need to add many providers to this organization? [Upload up to 500 at once via a spreadsheet upload.](#)

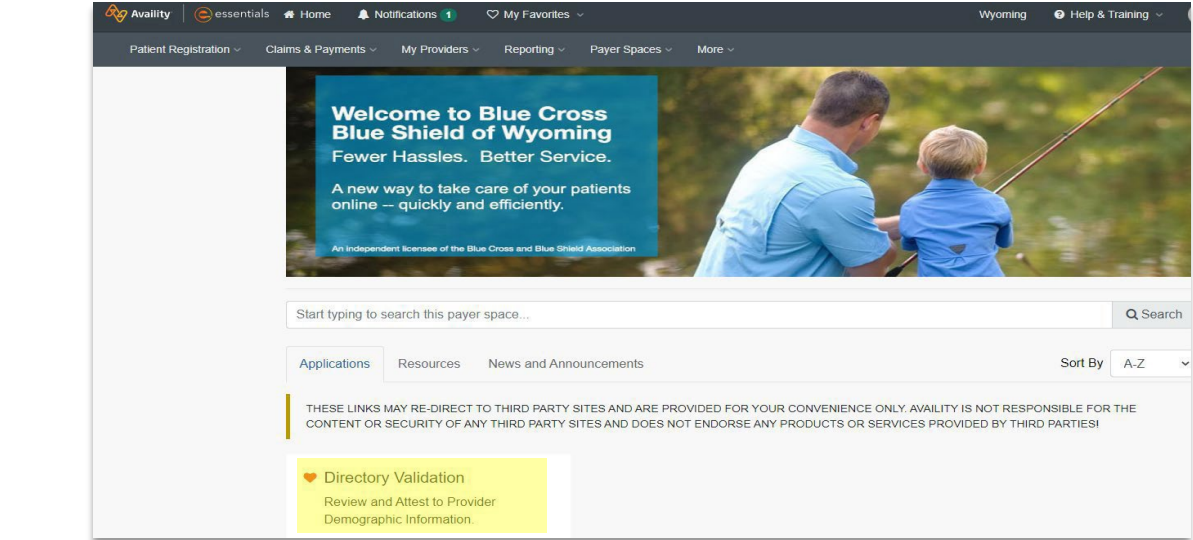
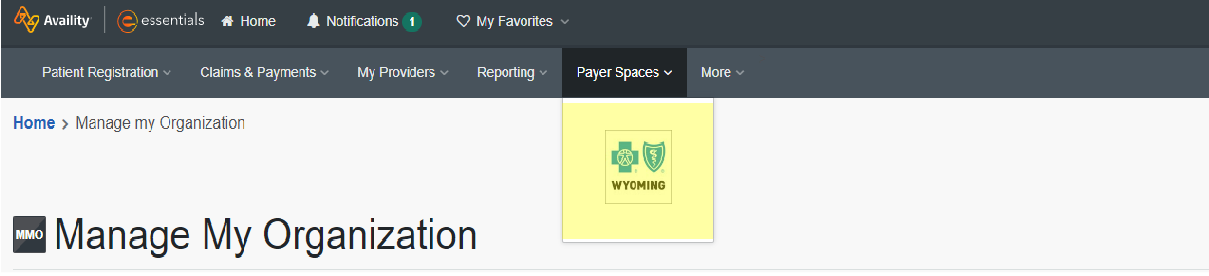
Cancel **Find Provider**

When selecting **“Find Provider,”** your information will populate if it is available through BCBSWY’s provider database. If it isn’t a valid combination, you will need to contact 888-666-5188 to verify the right combination.

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

Directory Validation:

- 1. Select **“Payer Spaces,”** choose **BCBSWY**. Choose **“Directory Validation”** to open the tool. If you do not see BCBSWY box shown below, you need to contact Availity to have Payer ID 53767 added to your account.



2. Once you open the “**Directory Validation**” tool, you will be asked to select “**Select an Organization**” and a provider from the “**Select a Provider,**” which is **Clinic Group name** added in drop-down menu. This must be populated with the clinic's name. Select “**Submit.**” Please ensure to select Clinic name in both boxes. **Note: If no “provider” is selected, you will be unable to validate any information.**

Home > YOUR COMPANY > Directory Validation

Directory Validation

Select an Organization
"Clinic Group name" x | v

Select a Provider (Optional)
"Clinic Group name" | v

Cancel Submit

3. From here, you should review all Clinic Group NPIs tied to the tax ID of the provider you selected. You may review the Clinic of interest by clicking the word “**Select.**”

PROVIDER DATA MAINTENANCE

Select Provider

You have access to update and maintain the providers listed below. Please select a provider to begin.

Provider Name	Tax ID	NPI	Type	Last Date of Validation

Select

4. The next step is to review your General Group Information. Make sure your group name, NPI, and website are listed correctly.

General Group Information

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


5. If everything is correct select “**Yes.**” If there are changes needed, select “**No.**” You will be asked to reach out to Provider Relations.

To Update Your Information

Call BCBSWY Provider Relations at 1-888-666-5188

Close

6. Next you will need to review your Group Address and any providers affiliated with that location.

To review the **provider list, select the ellipsis  , next to the address. If the information icon, is correct select “**Yes.**”

General Group Address

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

7. Finally, you will be asked to review the phone number on file for patient appointments.
8. If the number is correct select “**Yes.**”

Patient Appointment Schedule Phone Number

*Is the telephone number for patients to schedule appointments correct? Yes No

9. If all your answers are “**Yes,**” select the “**Validate**” button at the top of the page, and your confirmation will be sent to us. If you have additional Clinic Group NPIs to review you can select “**Select Provider,**” and it will return you to the previous screen to select next Clinic Group NPI to validate.

Validate Select Provider Help

10. If any answers are “**no,**” please reach out to us at 1-888-666-5188 for a Practice Office Information form to be emailed to you for necessary updates to the Clinic.