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## BCBSWY Directory Validation Training Guide

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1/13/2023 Version 1.3

## Overview:

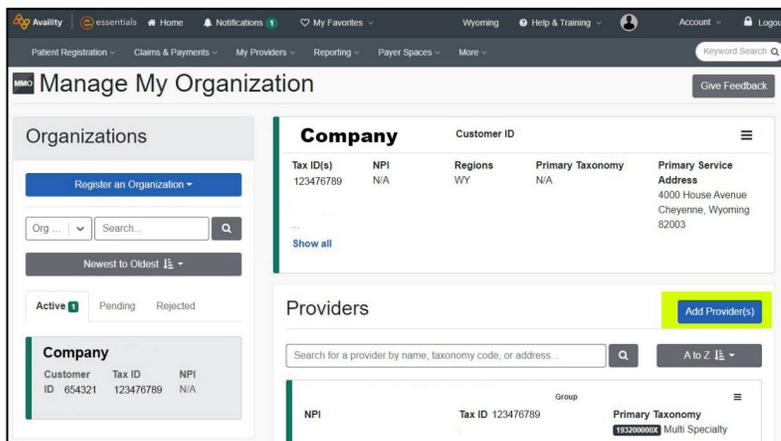
In order to help facilitate compliance with the No Surprises Act (NSA) provider directory validation requirements, Blue Cross Blue Shield of Wyoming (BCBSWY) has developed a Directory Validation tool on the Availity Portal. This tool allows you to review and confirm name, address, contact information, 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 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 Group NPI/Tax ID combination are available. If the combination is missing, add it beneath the **"Add Provider(s)"** button.



If you need to add a Group NPI/Tax ID combination, select the **“Add Provider(s)”** button, and you will be able to add the information needed.

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.](#)

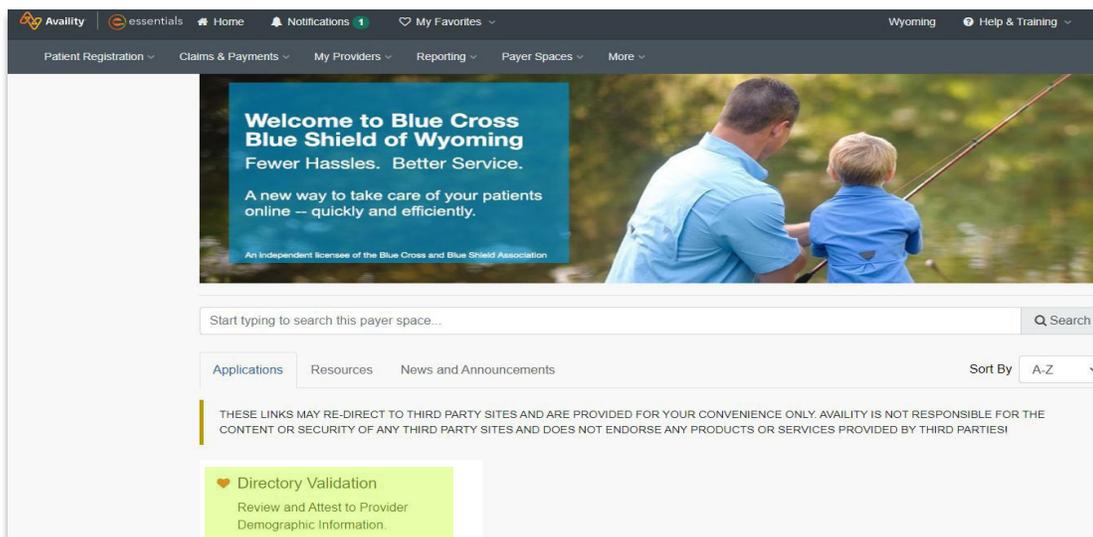
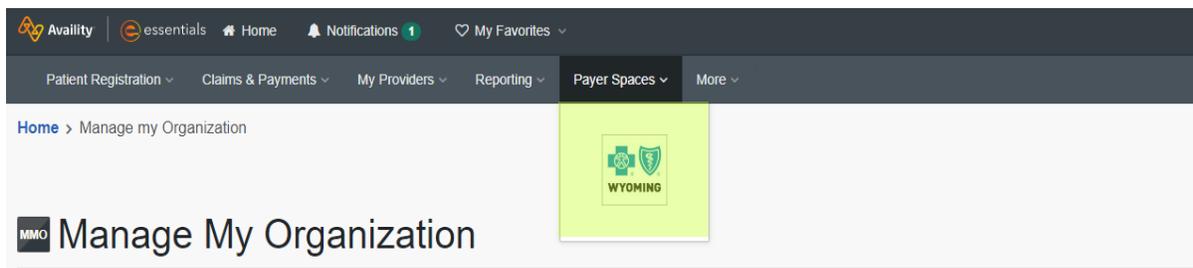
Cancel Find Provider

When selecting **“Find Provider,”** your information will populate if it is available through BCBSWY’s provider database. If 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.



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**” drop-down menu. This must be populated with either the provider’s name or the clinic. Select “**Submit.**” Please ensure to select a provider. **Note: If no provider is selected, you will be unable to validate any information.**

The screenshot shows a web interface for "Directory Validation". At the top, there is a breadcrumb trail: "Home > YOUR COMPANY > Directory Validation". Below this is the title "Directory Validation". The main content area contains two dropdown menus. The first is labeled "Select an Organization" and has a "Select..." placeholder. The second is labeled "Select a Provider (Optional)" and also has a "Select..." placeholder. Below these menus are two buttons: a grey "Cancel" button and a green "Submit" button.

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

The screenshot shows a section titled "PROVIDER DATA MAINTENANCE" with a sub-header "Select Provider". Below the sub-header is a message: "You have access to update and maintain the providers listed below. Please select a provider to begin." Below this message is a table with the following columns: "Provider Name", "Tax ID", "NPI", "Type", and "Last Date of Validation". Each column has a dropdown arrow. The table contains one row of data:

	Provider Name	Tax ID	NPI	Type	Last Date of Validation
Select	Washakie Medical Center	830249708	1255368593	HOSPITAL	01/01/2022

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

The screenshot shows a section titled "General Group Information". Below the title is a question: "\*Is this general group information listed below correct?" followed by two radio buttons labeled "Yes" and "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 icon, , next to the address. If the information 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 providers to review you can select “**Select Provider,**” and it will return you to the previous screen.

Validate    Select Provider    Help

10. If any answers are “**no,**” please reach out to us at 1-888-666-5188.