

Provider notification of member reassignment

Background: Effective beginning with Healthy Blue's fourth quarter 2021 enrollee reassignment cycle, member lists will be available via Healthy Blue's secure provider website and will no longer be distributed via email. These member lists include members moving on and off of your panel. Healthy Blue will publish the results of the claims analysis on our secure provider website by the 15th calendar day of the second month of each quarter. For fourth quarter 2021, member lists will be available on November 15, 2021.

How do I access my member reassignment list?

Follow the below steps to register for Provider Online Reporting (POR). You will need to be registered in order to access your member reassignment report:

1. Log in to <https://www.availity.com>.
2. Choose **Payer Spaces** in the top menu bar.
3. Select the **Healthy Blue** payer tile.
4. On the *Applications* tab, select **Provider Online Reporting**.
5. Select **Organization**.
6. Choose **Submit**.
7. On the *Welcome to Provider Online Reporting* page, select **Register/Maintain Organization**.
8. Select **Register Tax ID(s)** for the applicable program to register the tax IDs.
9. A pop-up window will display all tax ID(s) that need to be registered for the program. Check the box for each tax ID to be registered and select **Save**.

Once you have registered for POR, access POR via the *Applications* tab in Availity.* The *Report Search* page launches the corresponding reporting application for your program. Finally, select **Quarterly Enrollee Reassignment Claim Analysis** from the drop-down menu.

Disputing reassignment

The *Enrollee Reassignment Policy* is intended to ensure that members are assigned to the most appropriate PCP. This applies to all in-network PCPs and all members who have been assigned to their current PCP for at least 90 days. The PCP is allowed 15 business days to review before any members are reassigned. To dispute the reassignment of a member(s) from the PCP, the provider must provide documentation (e.g., medical record, proof of billed claim, etc. for at least one date of service) that they have seen the member(s) during the previous 12 months. Documentation must be received via email to lainterpr@healthybluela.com within 15 business days of the analysis being posted on the portal.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Experience representative or call Provider Services at **844-521-6942**.



Email is the quickest and most direct way to receive important information from Healthy Blue.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3ELsarg>).

Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

<https://provider.healthybluela.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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