Medicaid Care Management Information & Reporting
access Altruista Health GuidingCare™ via Availity® Provider Portal
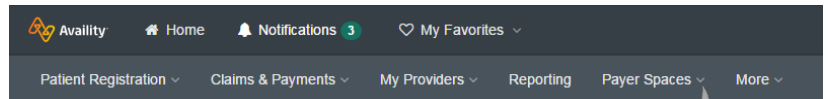
Aug. 2020

Altruista Health *GuidingCare* is a web-based health care management tool for assigned providers to monitor rendered services, activities, quality measures and care plans for Blue Cross and Blue Shield of Texas (BCBSTX) Texas Medicaid STAR, STAR Kids and CHIP members. *GuidingCare* is accessible to existing Availity administrators and assigned users in the BCBSTX-branded Payer Spaces section via the Availity Portal.

The following information instructs how Availity administrators assign users access to *GuidingCare* and how assigned Availity users access *GuidingCare.*

Not yet registered with Availity? Visit Availity and complete the online registration today at no cost.

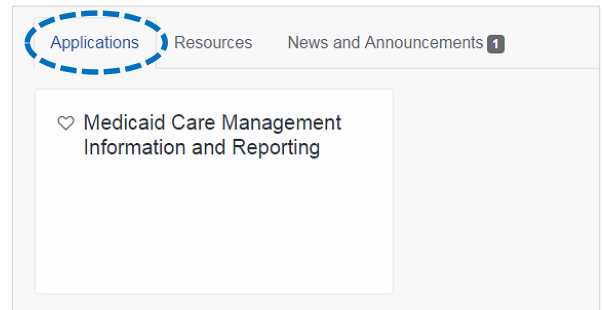## General User *– Single Sign-On Entry Point*

Assigned users may access the reporting tool by following the instructions below:

- In the **Availity Portal**
- Select **Payer Spaces** from the navigation menu
- Select **Blue Cross and Blue Shield of Texas**

- On the BCBSTX Payer Spaces page, select the **Applications** tab
- Choose **Medicare Care Management Information and Reporting**
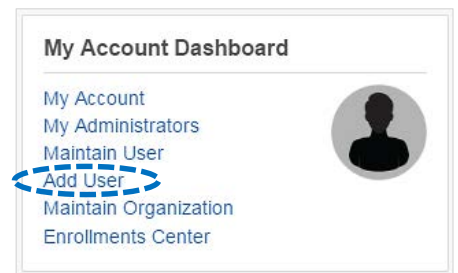- Users will be redirected to the *GuidingCare* portal

  *Note: Contact your Availity administrator if **Medicare Care Management Information and Reporting** is not listed under the Applications tab in BCBSTX Payer Spaces.*

Administrator Functionality *– Granting User Access*

Availity administrators will be required to complete a secondary enrollment process for users to gain access to Altruista Health's *GuidingCare* portal. This process allows administrators to assign access to users for specific provider NPIs.

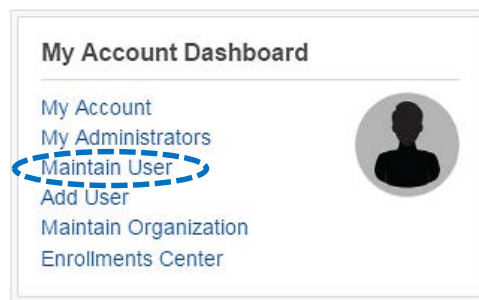**Adding new Availity users:**

- Select **Add User** from **My Account Dashboard** in Availity
- Complete the required fields:
  - **User ID**
  - **First Name**
  - **Last Name**
- Assign the **BCBS Clinical Reporting (HCSC)** role to the select user(s)

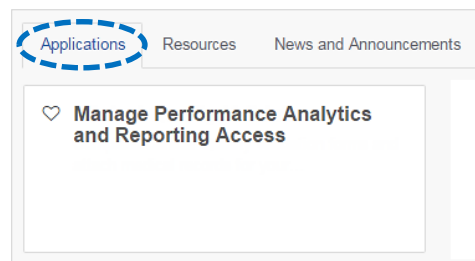## Administrator – *Granting User Access (continued)*

Updating existing Availity users:

- Select **Maintain User** from **My Account Dashboard**
- **View/Edit** user roles
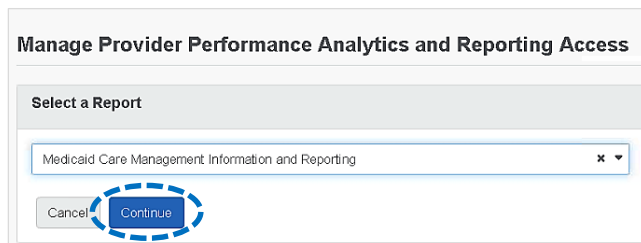- Assign the **BCBS Clinical Reporting (HCSC)** role to the select user(s)

My Account Dashboard

My Account
My Administrators
Maintain User
Add User
Maintain Organization
Enrollments Center

Administrator – *Managing User Access*

- On the BCBSTX Payer Spaces page, select the **Applications** tab
- Select **Manage Performance Analytics and Reporting Access**

Applications   Resources   News and Announcements

♡ **Manage Performance Analytics and Reporting Access**

- Select **Medicaid Care Management Information and Reporting** from the drop-down listing
- Select **Continue**

Manage Provider Performance Analytics and Reporting Access

Select a Report

Medicaid Care Management Information and Reporting

Cancel   Continue

Administrator – *Adding NPI Number(s)*

- Select **add them now** to add NPI numbers users will access for the provider's organization
- Enter the organization and/or individual NPI numbers
- Select **Continue**

Quick Tip:

→ *Administrators may add up to 200 NPI numbers in this section.*

Home > BlueCross BlueShield of Texas > Manage Provider Performance Analytics and Reporting Access
> Medicaid Care Management Information and Reporting

Manage Provider Performance Analytics and Reporting Access

Grant Access for (Business Name)

Provider NPIs
Copy and paste or type in your providers' NPIs below. You can enter several at a time by placing each NPI on a separate line.

⚠ Items in red need your attention. Make sure your NPI is in the correct 10 digit format and has been registered with NPPES.

1234567890
1234567890
1234567890

Back   Continue

Administrator – *Assigning User Access*

- Select an NPI from the **Business's Provider** drop-down listing to view or update users assigned to that NPI number
- Select **View User Access**

Manage Provider Performance Analytics and Reporting Access

User Access Levels

Business Name: Southside Primary Care

Business's Provider (Restriction Level: High)

NPI: 1234567890 (HAROLD F PARKS)

View User Access

- Select the checkbox by the user(s) who will be assigned access to the providers listed and click **Save**
- Select **Update** to switch the listing to the users assigned to the selected provider

Business's Provider (Restriction Level: High)

NPI: 1234567890 (HARRY B SPENCER)

Hide Level | Update

You are viewing users with access to:

PROVIDER × NPI: 1234567890 (HARRY B SPENCER)

Manage Users

Search × Search

Remove Providers | Back | Add More Providers | Save

Select	Name	Email Address	How do I give a user permissions?
☐	Scott Harris	Scott.Harris@mail.com	
☑	Fran Brooks	Fran.Brooks@mail.com	Administrators have access to all providers
☑	Don Dare	Don.Dare@mail.com	Administrators have access to all providers

Quick Tips:
- → *Administrators will be assigned access to all providers in the organization by default.*
- → *Use the **Manage Access Separately** option to assign certain users to specific NPI(s).*

Administrator – *Successful Confirmation*

- After updates are saved, administrators will receive confirmation that changes were successfully applied
- Select **Manage Access** to update access for other users

Success! We've updated access to provider's reports

Restriction Level: High
Access for Southside Primary Care has been modified for the following Provider:
HARRY B SPENCER (NPI: 1234567890)

Manage Access

Need education on the GuidingCare portal? Contact the BCBSTX Network Management at 855-212-1615.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

For technical Availity support, you may contact Availity Client Services at 800-AVAILITY (282-4548).