of Tennessee

Real Time Claim
Adjudication (RTCA)

QUICK REFERENCE GUIDE

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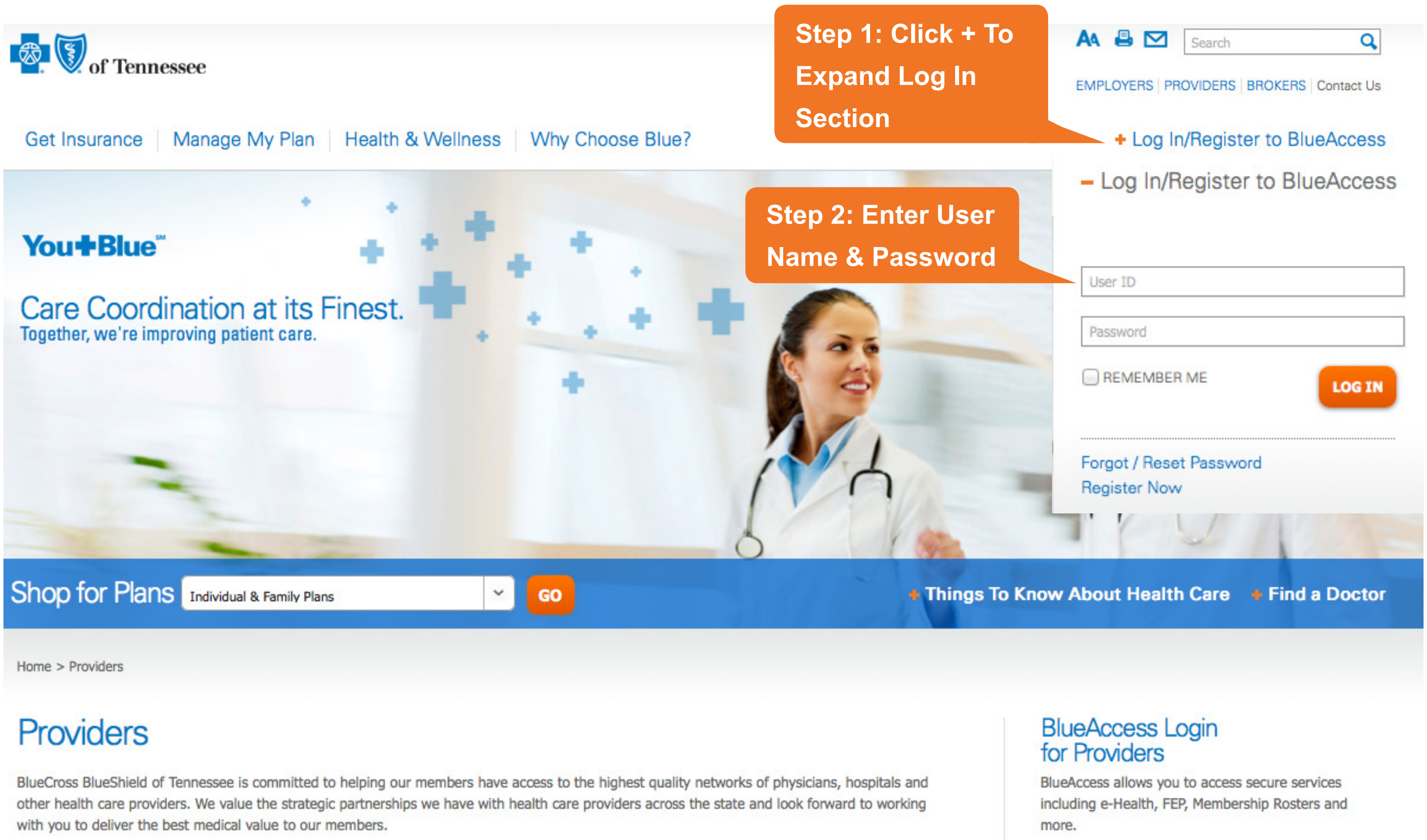
eBusiness Marketing Representative for all of your registraton and training needs.

Go to: www.bcbst.com/providers/

Step 1: Click the **+** button to expand the Log In/Registration field.

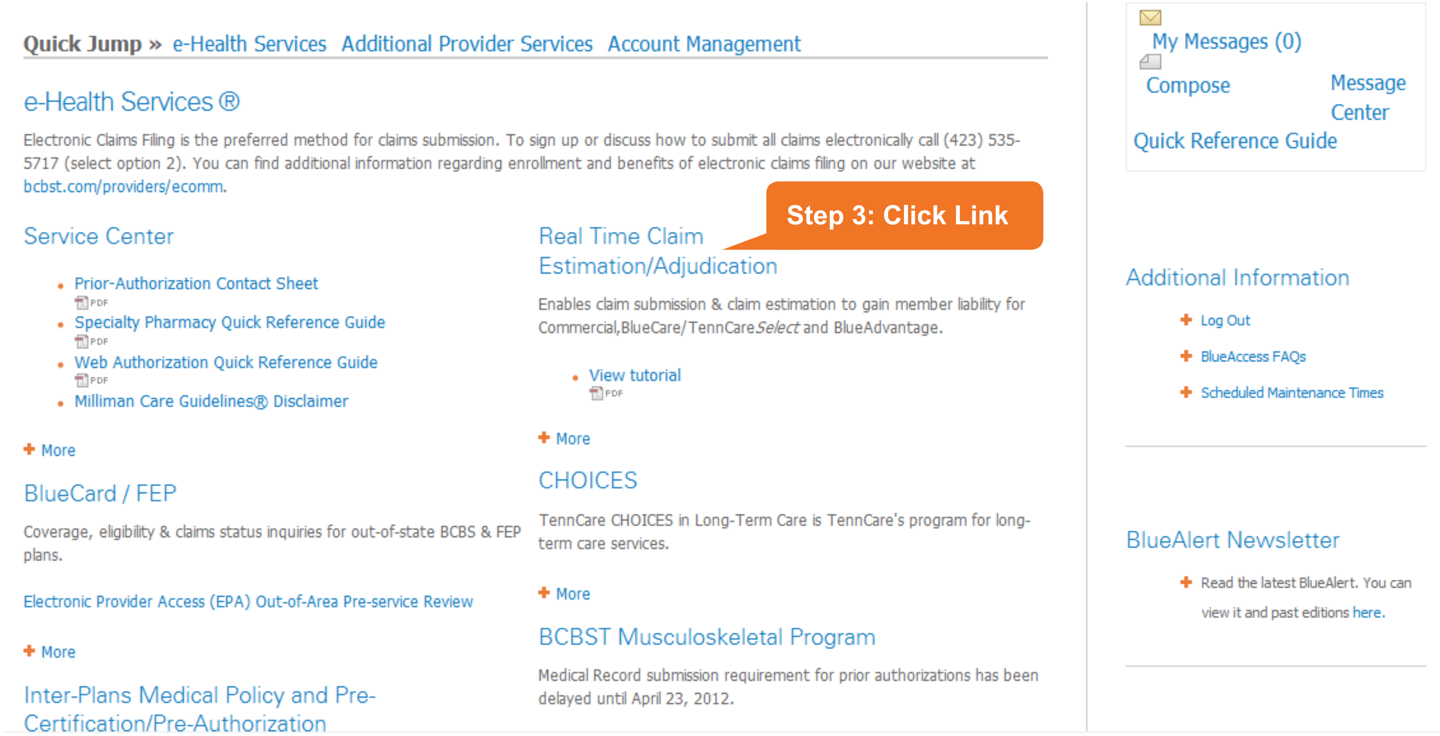
Step 2: Enter User ID & Password and click the “log in” button to access BlueAccess℠, your secure provider portal called BlueAccess.

Note: If you do not have a User ID & Password, contact your eBusiness Marketing Representative or Service Center for personal assistance with registration and/or training.

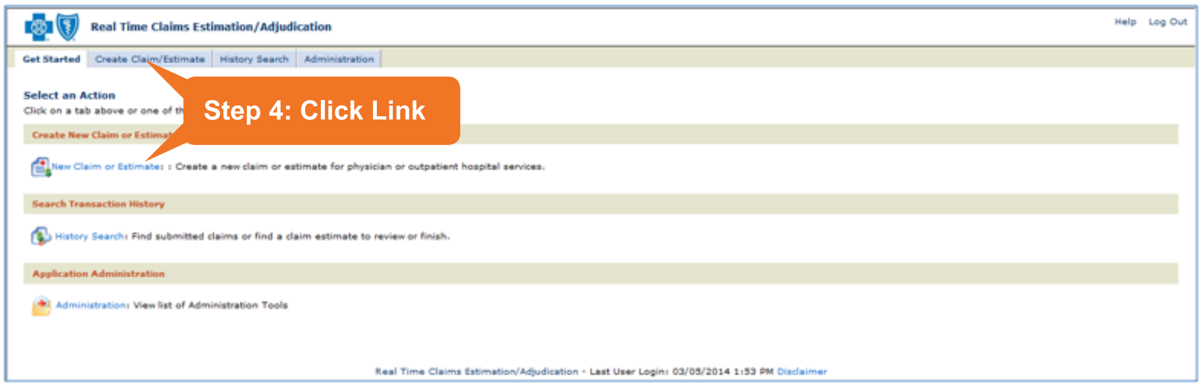


Step 3: Click either the “Create Claim/Estimate” tab or click the “New Claim or Estimate” link as shown below.

Note: Either option will take you to the same screen as shown in step 4.

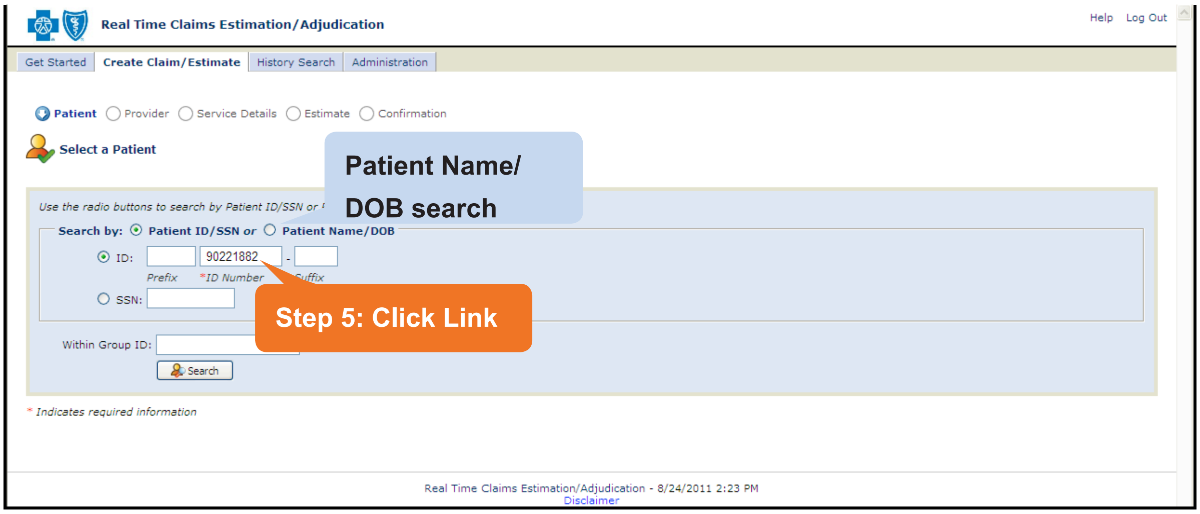


Step 4: Click on either the New Claim or Estimate link OR to click on the Create Claim/Estimate tab.

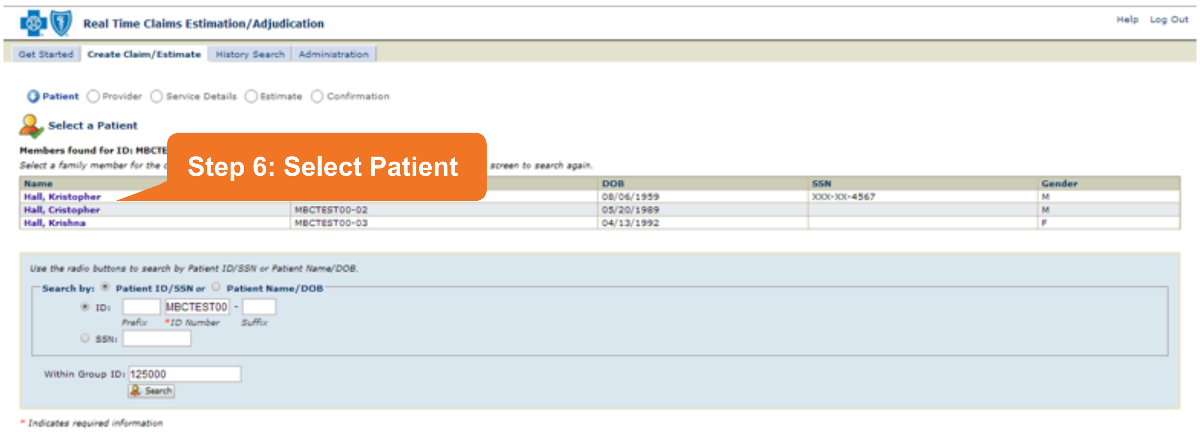


Step 5: Enter Member ID Number (or SSN) into patient search criteria.

Note: If you do not have Patient ID / SSN, you may search by Patient Name / DOB by selecting radio button.



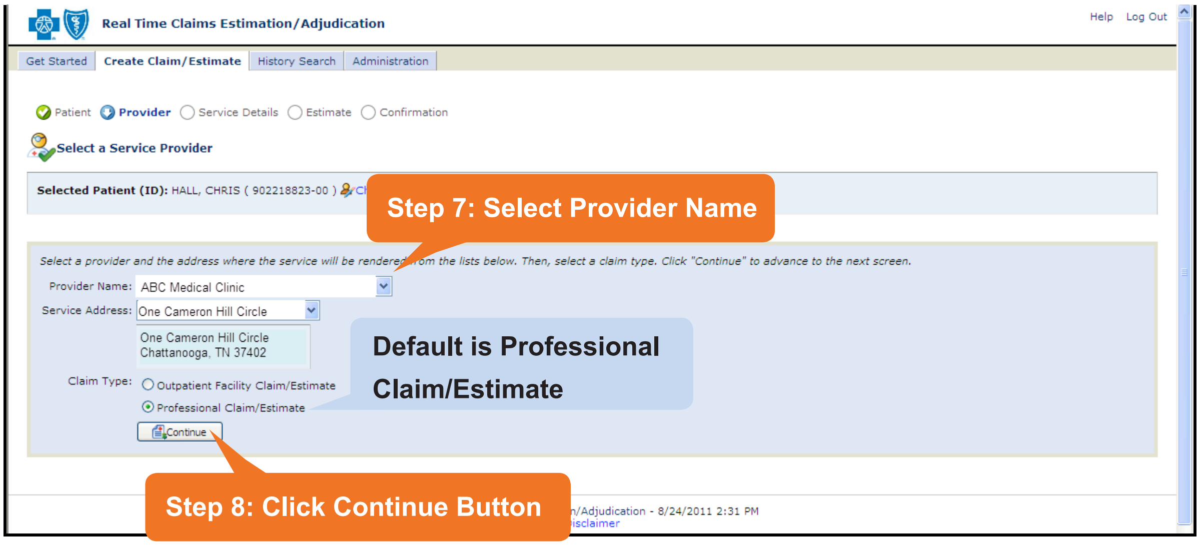
Step 6: Select a patient by clicking his or her name



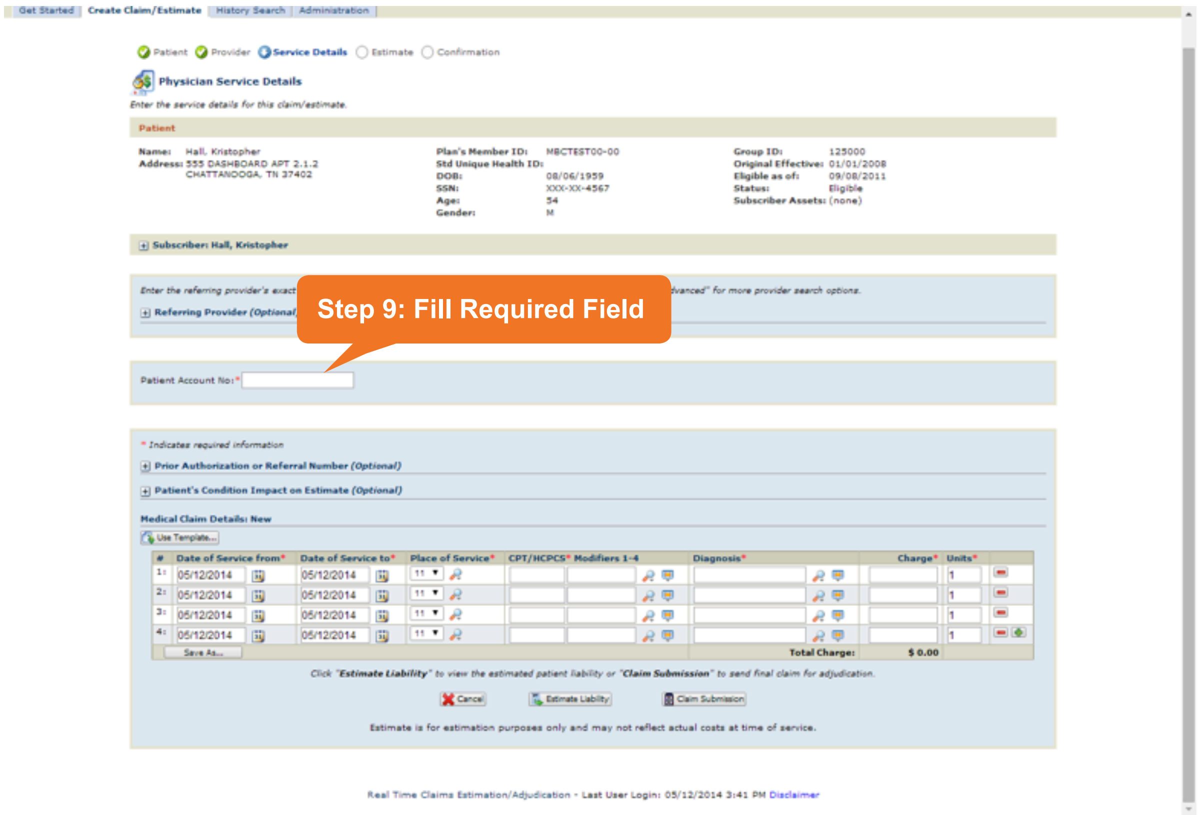
Step 7: Select provider name from drop down list, if applicable.

Note: Claim Type defaults to Professional Claim / Estimate Outpatient Facilities should change claim type.

Step 8: Click the Continue button.

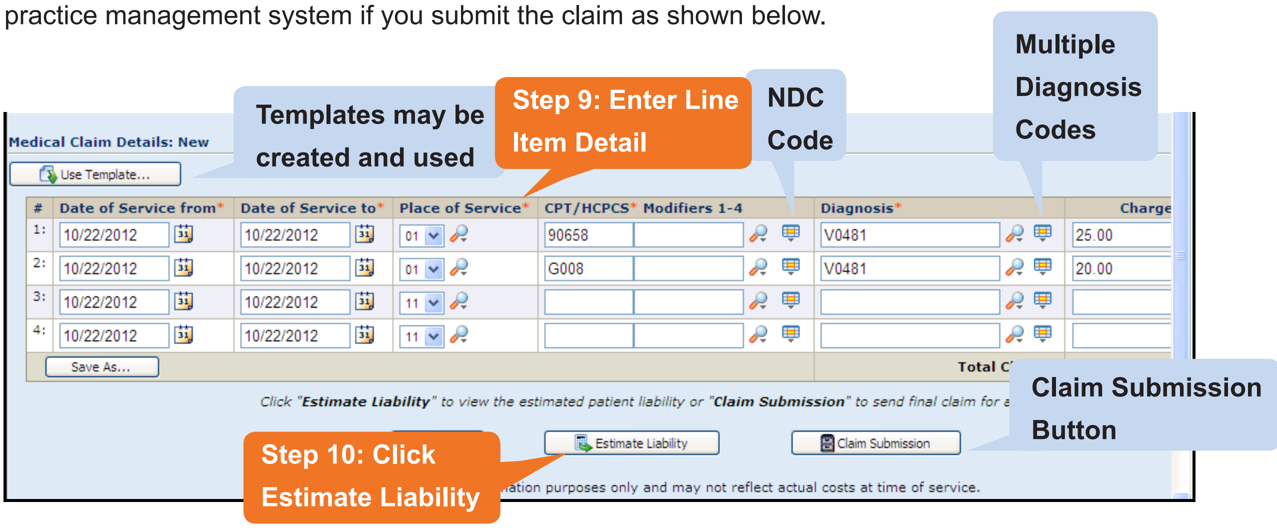


Step 9: The patient account number is a required field. Enter the patient account number used in your office or if you do not track patient account numbers, simply enter a number to identify the patient, for example you could enter 123 to satisfy the required field



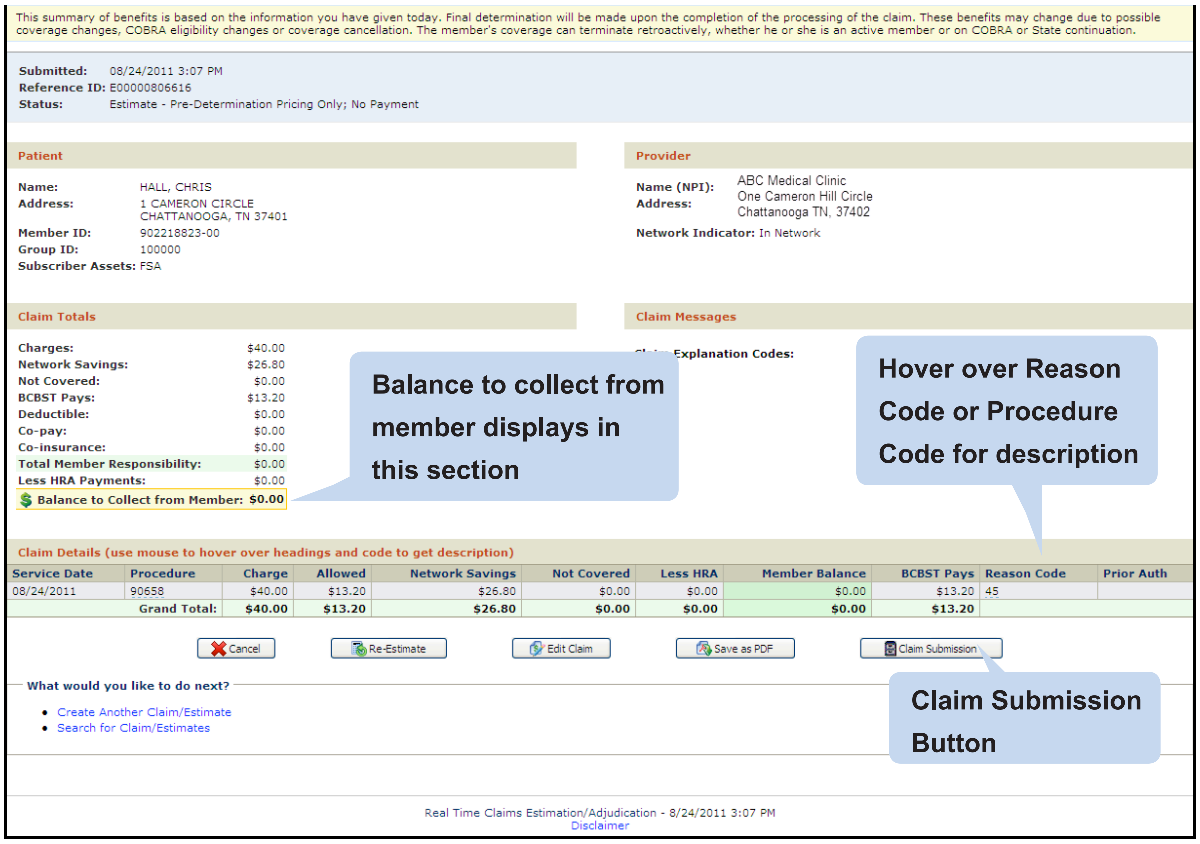
Step 10: Click the Estimate Liability button if you wish to see patient liability. You may also click the Claim Submission button to submit the claim to BlueCross.

Note: If a billing clearinghouse is used to submit your office claims, you will need to suppress the claim from your practice management system if you submit the claim as shown below.



The claim estimate displays as shown below: The benefits are based upon actual member contract benefits and provider network fee schedule.

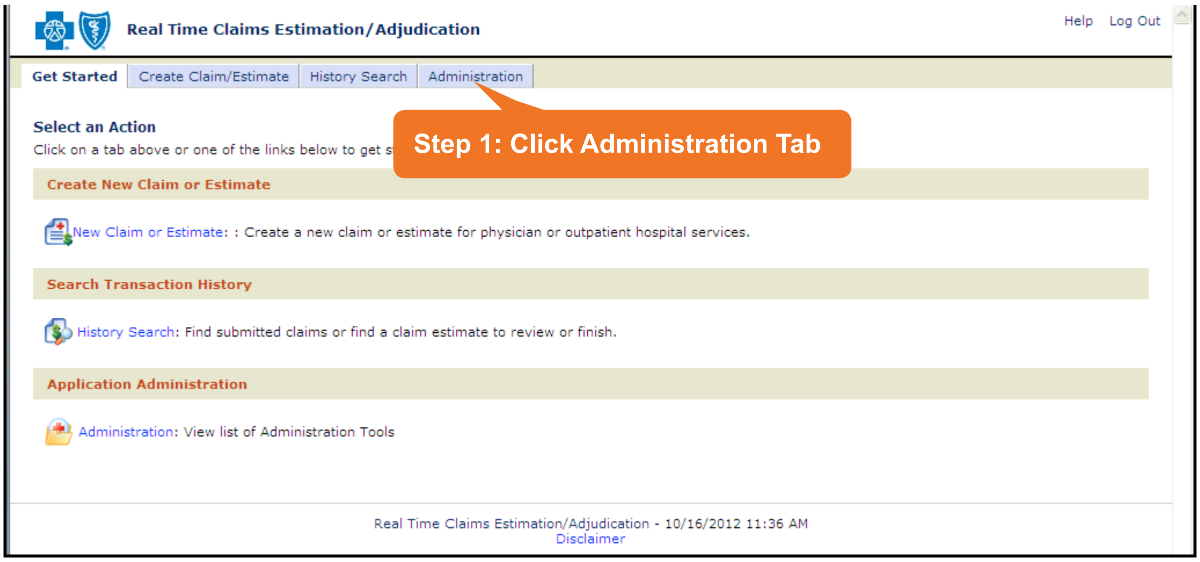
Note: You may hover your cursor over the Procedure Code or Reason Code for a description.



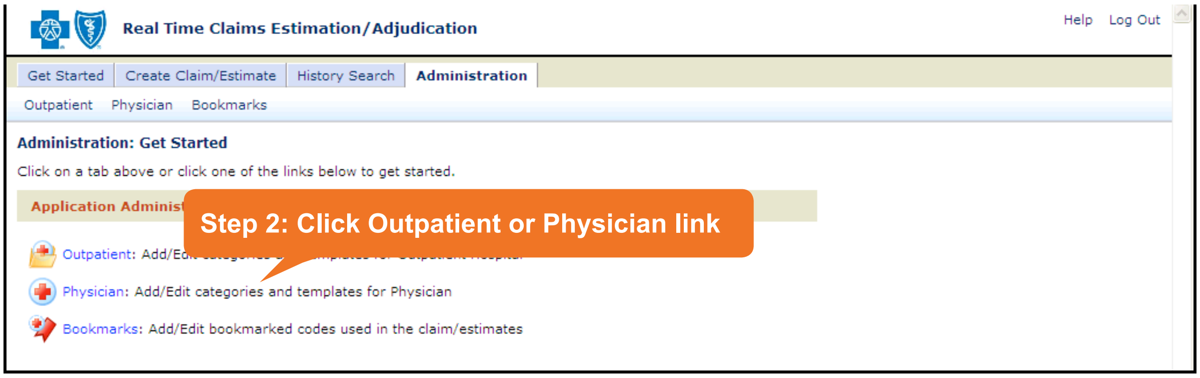
If you choose to submit the claim, simply click the Claim Submission button. The claim will enter the BlueCross adjudication system, and you may view the claim status in the eServices section of BlueAccess.

How to create a template:

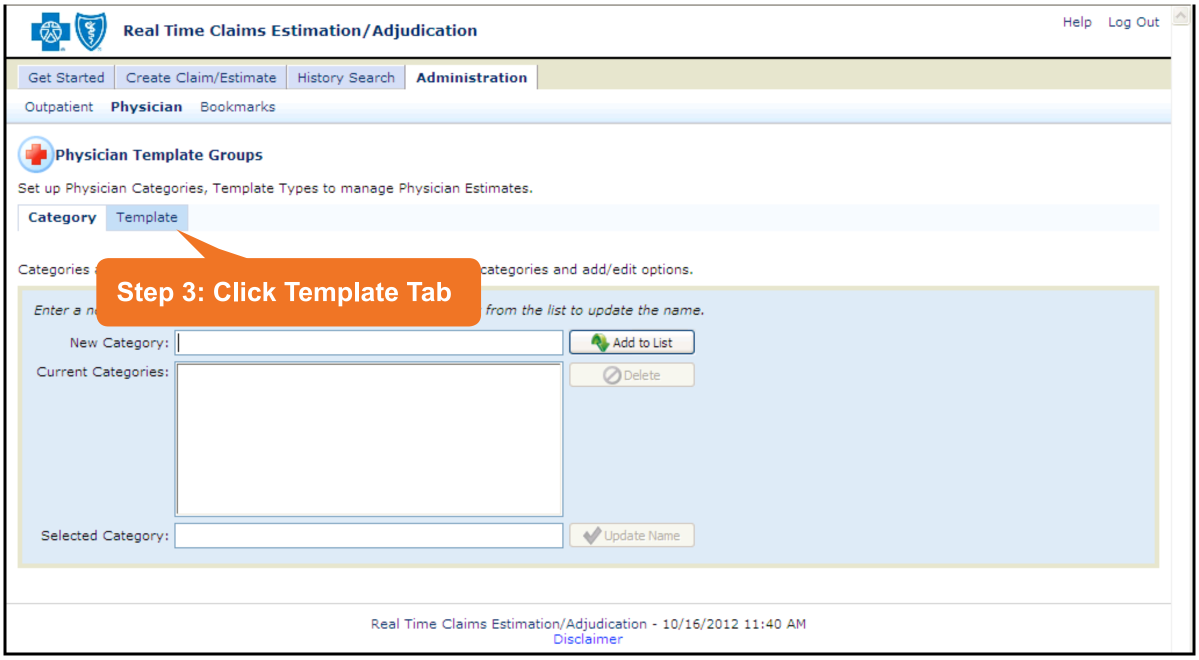
Step 1: Click on the Administration tab.



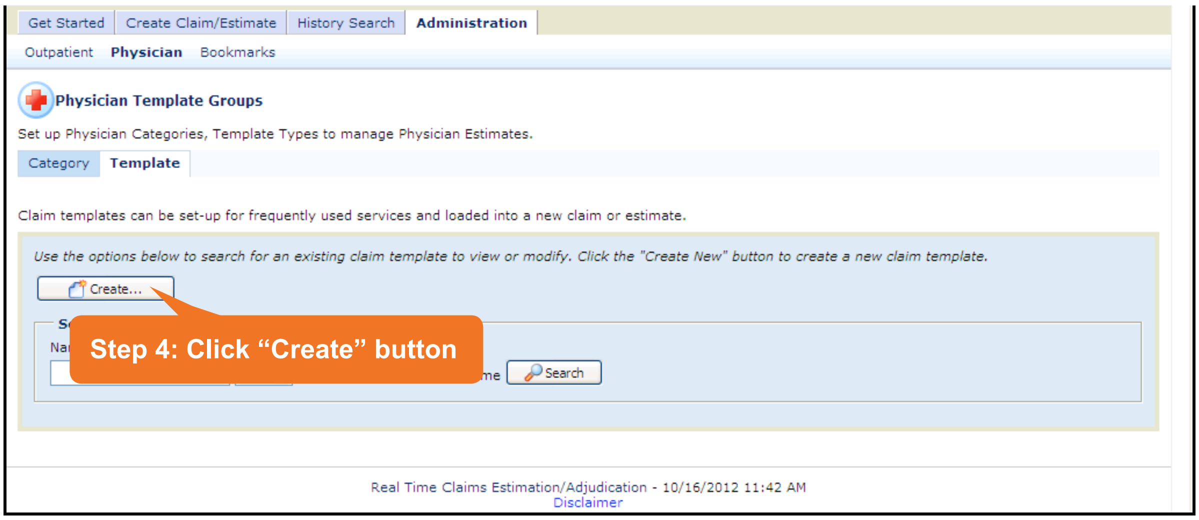
Step 2: Select either Outpatient or Physician link to create the appropriate template.



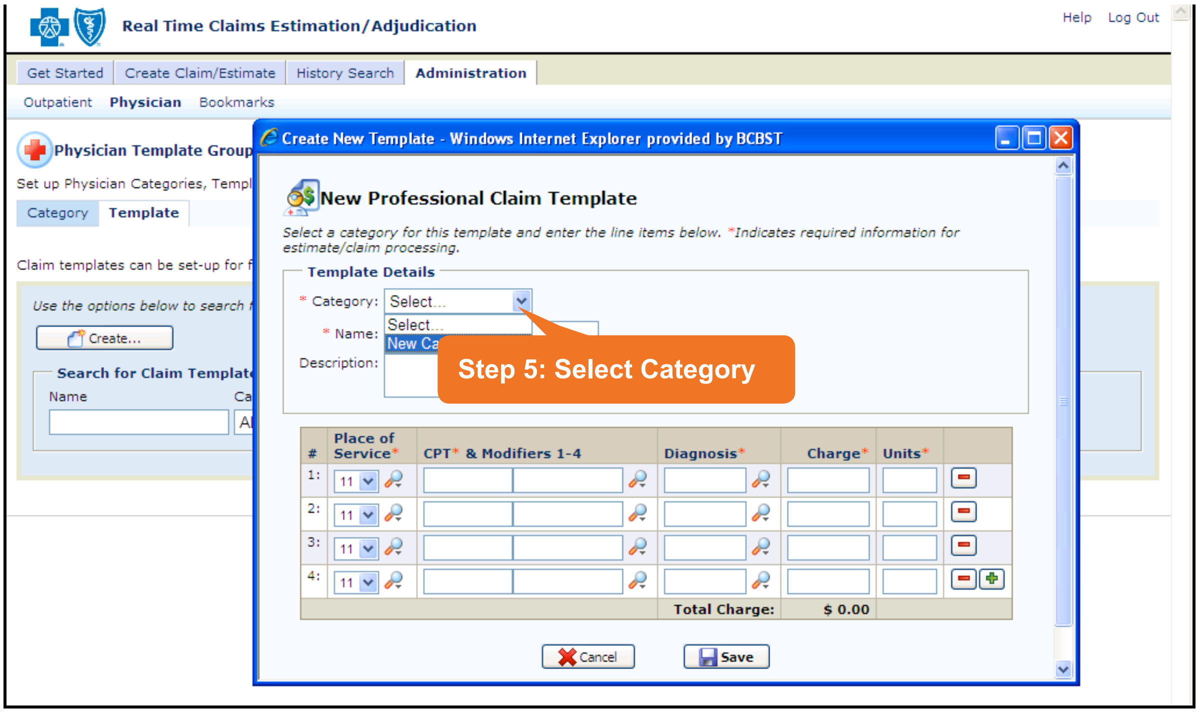
Step 3: Click the “Template” tab.



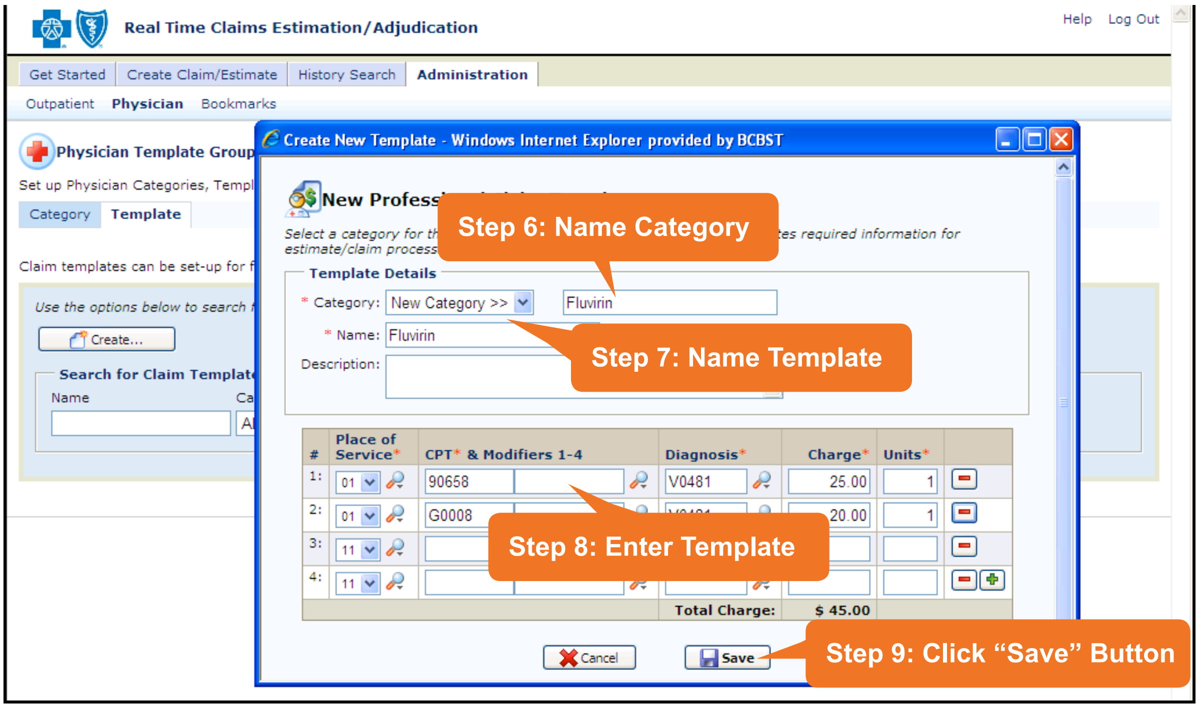
Step 4: Click the “Create” button.



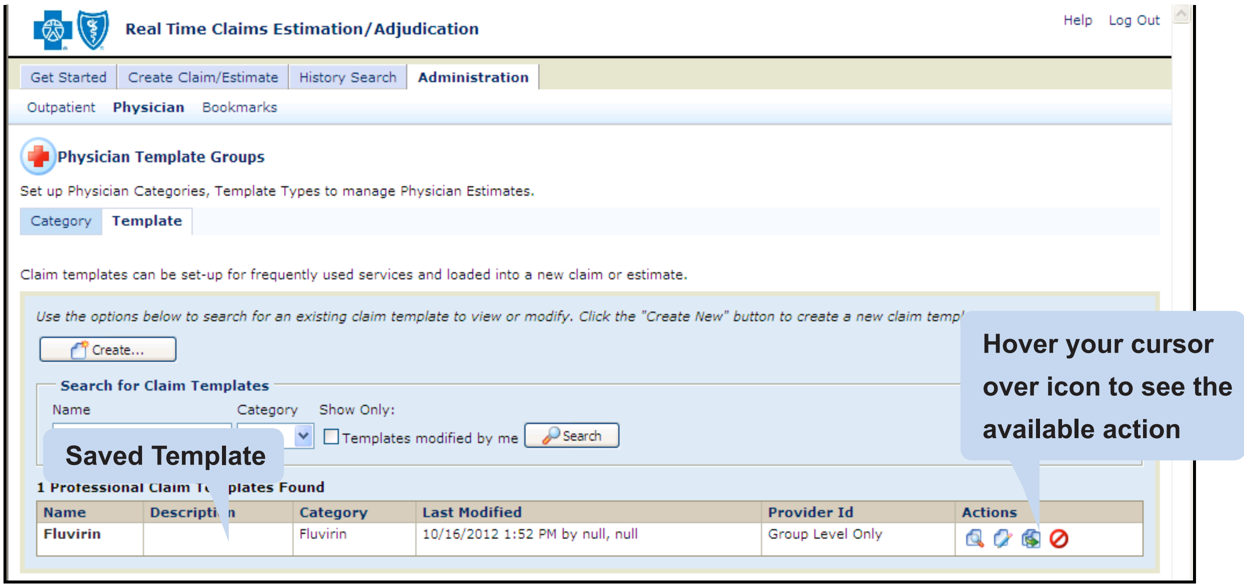
Step 5: Click Category drop down box and either select a New Category, or you may select a category that may have already been created.



Step 6: Enter category name.
Step 7: Enter name of template.
Step 8: Enter template details.
Step 9: Click the "Save" button.



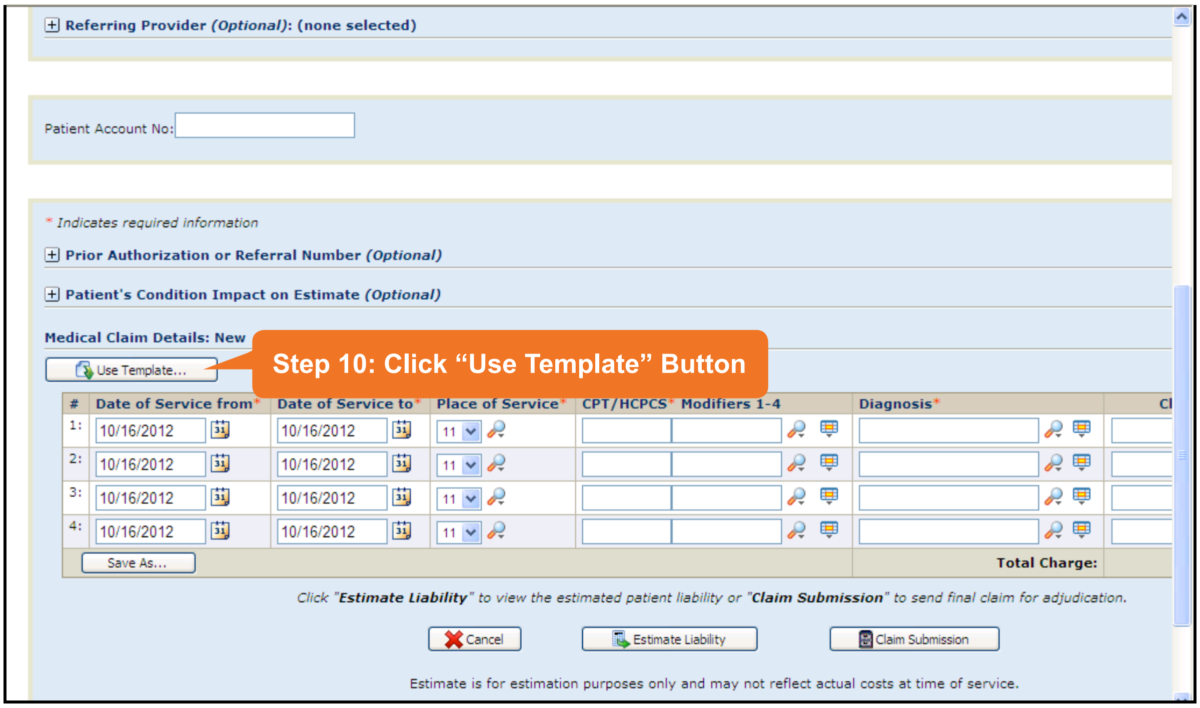
The template has been saved as shown below. The icons under the Actions column allow you to view, edit, copy or delete the template. If you hover your cursor over the icons, you will see the name of each icon.



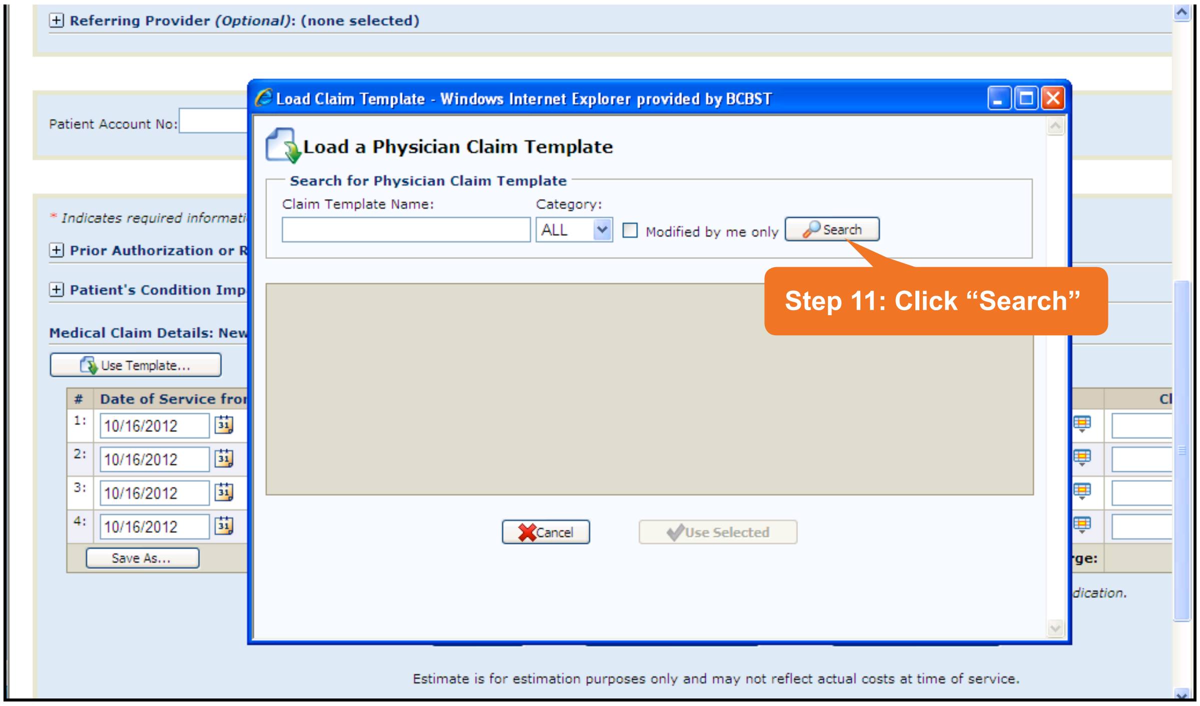
How to use the templates:

Follow steps 1 – 7 on pages 3 and 4 of this quick reference guide.

Step 10: Instead of entering the line item information, click the “Use Template” button to select your previously saved template.

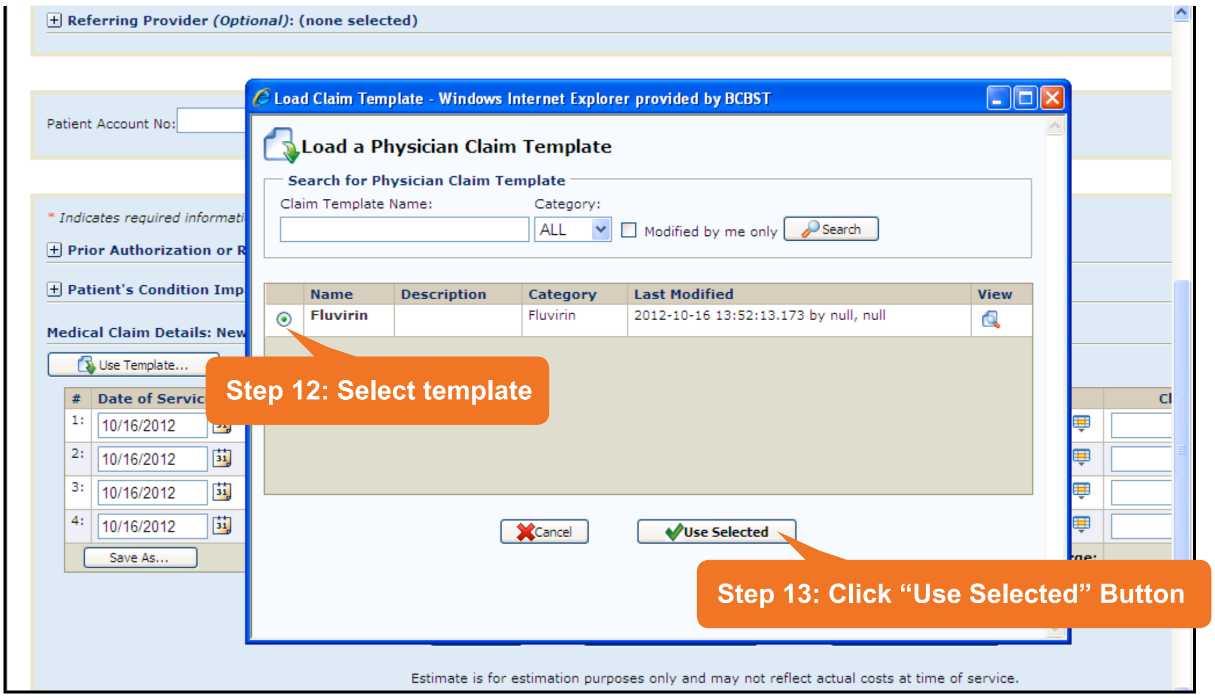


Step 11: Click the “Search” button.



All saved templates will display as shown below:

Step 12: Select template
Step 13: Click “Use Selected”



The line-item details are populated based on the information saved on the chosen template.

Note: You do not have to enter all of the fields on the template form. Some providers like to use the templates, but prefer to add the Diagnosis code individually onto the RTCA claim form. In this scenario, the provider would save the template without having a Diagnosis code on the form.

Important: You may need to change the date of service on a claim where a template is used. Templates are saved without dates of service added, and the claim form always defaults to current date. If using RTCA to submit a claim, you will need to verify the correct date of service before clicking the “submit” button.