



**BlueCross BlueShield  
of Mississippi**

It's good to be **Blue.**

How-to Guide

# Electronic Medical Records



## “How To” Guide for Electronic Medical Records Submission

June 2011

The *myNotifications* **Electronic Medical Records Submission** tool is designed to smoothly facilitate e-communication between Blue Cross & Blue Shield of Mississippi (BCBSMS) and your clinic/hospital staff. The *myNotifications* electronic medical records submission e-tool is located in the *myNotifications* message center section of the *myAccessBlue* Home Page.

When you log-in to *myAccessBlue*, the *myNotifications* **Electronic Medical Records Submission** tool will alert you to new medical record requests and open medical requests. You may elect to either view your messages displayed, or you may close the *myNotifications* message alert box, by clicking on the ‘Close’ button and view the messages at a later time.

Should you decide to close the *myNotifications* message alert box, you will then be directed to the *myAccessBlue* Home Page.

The screenshot displays the myAccessBlue Provider interface. At the top left is the myAccessBlue Provider logo, and at the top right is the tagline "committed to a healthier mississippi." Below the header is a navigation menu with categories like Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, and Log Out. The main content area features a "myNews" section with headlines such as "New Practice Management Tool Coming Soon to myAccessBlue!" and "Important Reminder: New Medical Management Administrator for the Mississippi State and School Employees' Health Insurance Plan." A search bar is located on the right. A notification box titled "myNotifications" is overlaid on the page, containing the text: "Below is a list of notifications that may require your attention. Click on any of the links below to view." followed by three items: "Appeals: You have 0 new messages and 0 open requests.", "Medical Records: You have 6 new messages and 6 open requests.", and "Prior Authorization: You have 0 new messages and 0 open requests." A red arrow points to the notification box, and a "Close" button is visible at the bottom of the box.

The myNotifications section of the myAccessBlue Home Page will display all new medical records requests, as well as any outstanding, open requests for medical records that require your attention.

**Maintenance**

- ▶ Add User
- ▶ Modify User
- ▶ Change User Info

**Transactions**

- ▶ Check Member Eligibility/Benefits
- ▶ FEP / BlueCard Inquiry History
- ▶ View Claim Status
- ▶ Appeal Claim
- ▶ View App
- ▶ Voucher Inquiry
- ▶ Professional Allowance Inquiry
- ▶ Healthy You!

**Be RxSmart**

- ▶ 90-Day Supply Formulary
- ▶ Blue Care for Kids Formulary
- ▶ Disease Specific Drugs

**Policies**

- ▶ BCBSMS Medical Policy
- ▶ Out of State Blues Medical Policies & Pre-certification
- ▶ Coding Policy
- ▶ Privacy Policy

**Prior Authorization Forms**

- ▶ Disease Specific Prior Authorization Request
- ▶ Disease Specific Prior Authorization Request Status
- ▶ Mental Health and Substance Abuse Prior Authorization Request Form
- ▶ Ambulance Prior Authorization Form

**Questions**

- ▶ Electronic Claims

**News**

- ▶ Archives

**Download**

- ▶ Form Download
- ▶ NPI Forms
- ▶ Hospital Manuals
- ▶ Good Health Club / Child Obesity Toolkit

**Information and Training**

- ▶ Online Provider Appeals Training

**Contact Blue**

**Log Out**

**myNotifications**

**Appeals:** You have 0 new messages and 0 open requests.

**Medical Records:** You have 6 new messages and 6 open requests.

**Prior Authorization:** You have 0 new messages and 0 open requests.

**myNews**

**New Practice Management Tool Coming Soon to myAccessBlue!**

Coming Soon! myNotifications - a new practice management tool on myAccessBlue. Click on the headline for more information.

**Important Reminder: New Medical Management Administrator for the Mississippi State and School Employees' Health Insurance Plan**

Effective January 1, 2011, ActiveHealth Management became the new medical management administrator for the Mississippi State and School Employees' Health Insurance Plan. Click the headline for additional information.

**Search**   

- Medical Policy
- Coding Policy
- News
- FAQ

**Healthy You!**

Helping Members be healthy and stay healthy

There are three ways you may view the medical records requests initiated by BCBSMS:

1. To view only **new messages**, click on the highlighted corresponding number indicator. You will then be directed to the **Medical Records Listing Screen**.
2. To view only **open requests**, click on the highlighted corresponding number indicator. You will then be directed to the **Medical Records Listing Screen**.
3. To view all **new messages and open requests**, click on the highlighted 'Medical Records' link. You will then be directed to the **Medical Records Listing Screen**.

**myAccessBlue**  
Provider

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**Maintenance**

- ▶ Add User
- ▶ Modify User
- ▶ Change User Info

**Transactions**

- ▶ Check Member Eligibility/Benefits
- ▶ FEP / BlueCard Inquiry History
- ▶ View Claim Status **3**
- ▶ Appeal Claim
- ▶ View Appeal Status
- ▶ Voucher Inquiry
- ▶ Professional Allowance Inquiry
- ▶ Healthy You!

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- ▶ Blue Care for Kids Formulary
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- ▶ Disease Specific Prior Authorization Request Status
- ▶ Mental Health and Substance Abuse Prior Authorization Request Form
- ▶ Ambulance Prior Authorization Form

**Questions**

- ▶ Electronic Claims

**News**

- ▶ Archives

**Download**

- ▶ Form Download
- ▶ NPI Forms
- ▶ Hospital Manuals
- ▶ Good Health Club / Child Obesity Toolkit

**Information and Training**

- ▶ Online Provider Appeals Training

**Contact Blue**

**Log Out**

**myNotifications**

**Appeals:** You have 0 new messages and 0 open requests.  
**Medical Records:** You have **6** new messages and **6** open requests.  
**Prior Authorization:** You have 0 new messages and 0 open requests.

**myNews** **1** **2**

**New Practice Management Tool Coming Soon to myAccessBlue!**

Coming Soon! myNotifications - a new practice management tool on myAccessBlue. Click on the headline for more information.

**Important Reminder: New Medical Management Administrator for the Mississippi State and School Employees' Health Insurance Plan**

Effective January 1, 2011, ActiveHealth Management became the new medical management administrator for the Mississippi State and School Employees' Health Insurance Plan. Click the headline for additional information.

Search  Go ?

- Medical Policy
- Coding Policy
- News
- FAQ

**Healthy You!**

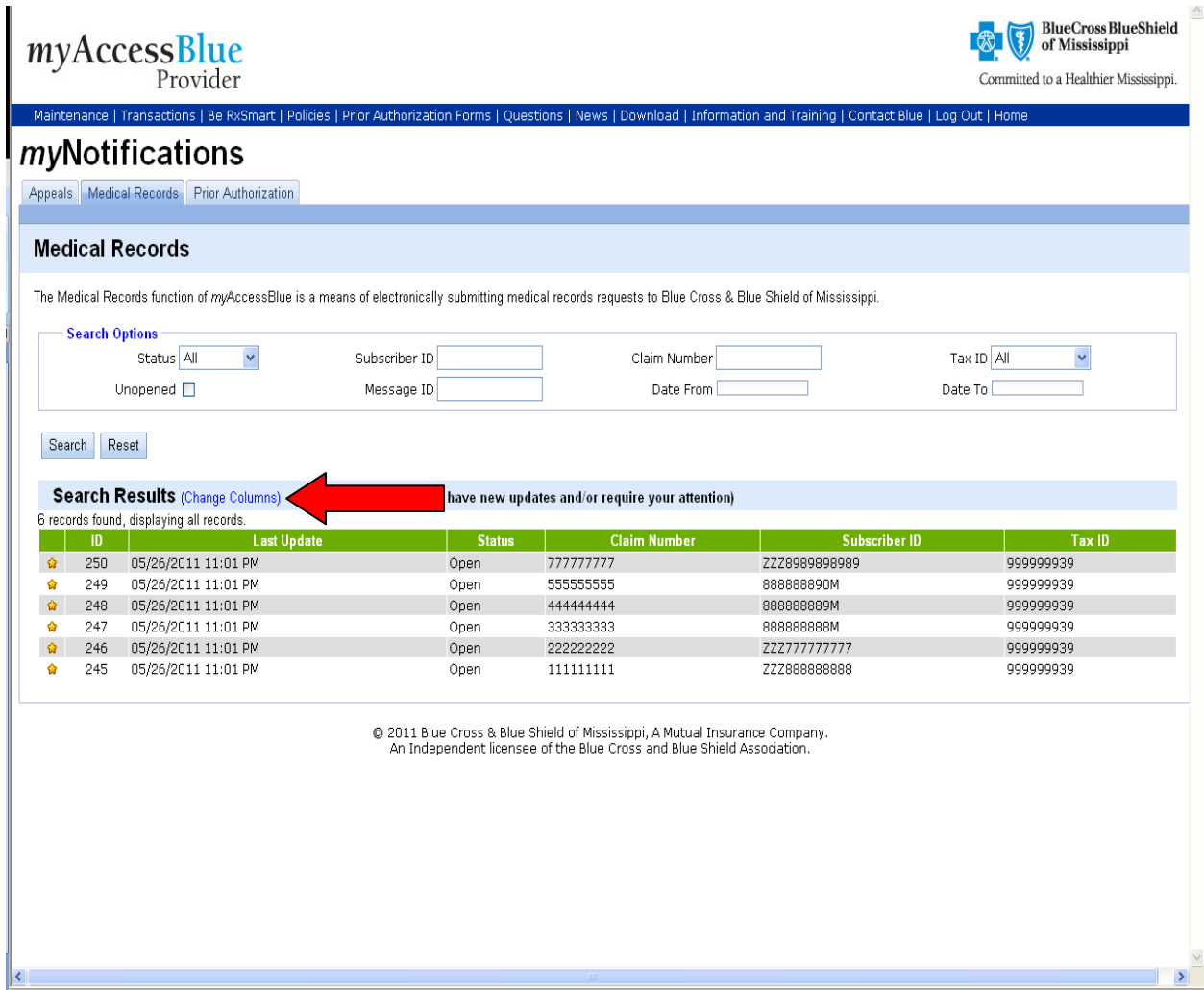
Helping Members be healthy and stay healthy

## myNotifications-Medical Records Listing Screen

The **Medical Records Listing Screen** will display a listing of all open BCBSMS medical record requests associated with your provider's identification number(s).

The listing screen will display information to help you easily identify each medical records request including: **Medical Records Request ID, Tax ID, Claim Number, and Subscriber ID.**

Additional information columns can be added or removed to customize your search result view. To view these options click on the **'Change Columns'** link.



myAccessBlue  
Provider

Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home

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### myNotifications

Appeals | **Medical Records** | Prior Authorization


#### Medical Records

The Medical Records function of myAccessBlue is a means of electronically submitting medical records requests to Blue Cross & Blue Shield of Mississippi.

**Search Options**

Status: All (dropdown)    Subscriber ID: [text box]    Claim Number: [text box]    Tax ID: All (dropdown)  
Unopened:     Message ID: [text box]    Date From: [text box]    Date To: [text box]

Search    Reset

**Search Results** (Change Columns)  have new updates and/or require your attention

6 records found, displaying all records.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
250	05/26/2011 11:01 PM	Open	77777777	ZZ2899999999	99999999
249	05/26/2011 11:01 PM	Open	55555555	88888890M	99999999
248	05/26/2011 11:01 PM	Open	44444444	88888889M	99999999
247	05/26/2011 11:01 PM	Open	33333333	88888888M	99999999
246	05/26/2011 11:01 PM	Open	22222222	ZZ77777777	99999999
245	05/26/2011 11:01 PM	Open	11111111	ZZ88888888	99999999

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## myNotifications-Medical Records Listing Screen

Once you have clicked the ‘**Change Columns**’ link, the “**Change Columns**” option box will open.

In this box you can choose from a list of columns, which can be added or removed, to display the information needed for your daily electronic medical records operations.

The following columns are set as default options and cannot be removed: **ID, Last Update, New Updates, Status, Subscriber ID, and Tax ID**. You may select up to twelve total columns, including the default columns to be displayed at one time.

Once you have selected the columns you wish to display, click ‘**Submit**’, and the columns will be displayed on the **Medical Records Listing Screen**.

The screenshot shows the myAccessBlue Provider interface. The main heading is "myNotifications" with sub-tabs for "Appeals", "Medical Records", and "Prior Authorization". The "Medical Records" section is active. A red arrow points to the "Change Columns" link in the "Search Results" area. The "Change Columns" dialog box is open, allowing users to select columns to display. The dialog box contains the following text: "Choose which columns you would like to see in the search results below. Please note the following columns cannot be unselected: ID, Last Update, New Updates, Status, Subscriber ID, Tax ID". The columns are listed in a grid with checkboxes: Claim Number (checked), New Updates (checked), Provider Name (unchecked), Tax ID (checked), First Date of Service (unchecked), Patient Account Number (unchecked), Responding User (unchecked), Total Charge (unchecked), ID (checked), Patient Date of Birth (unchecked), SCCF Number (unchecked), Last Date of Service (unchecked), Patient First Name (unchecked), Status (checked), Last Update (checked), Patient Last Name (unchecked), Subscriber ID (checked). The "Submit" and "Cancel" buttons are at the bottom of the dialog box. The background shows a search results table with columns for ID, Last Update, and Tax ID. The table contains 6 records with IDs 250, 249, 248, 247, 246, and 245, all dated 05/26/2011 11:01 PM. The Tax ID for all records is 999999939.

ID	Last Update	Tax ID
250	05/26/2011 11:01 PM	999999939
249	05/26/2011 11:01 PM	999999939
248	05/26/2011 11:01 PM	999999939
247	05/26/2011 11:01 PM	999999939
246	05/26/2011 11:01 PM	999999939
245	05/26/2011 11:01 PM	999999939

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## myNotifications-Medical Records Listing Screen

To view the details of a request, click on the corresponding record. You will then be directed to the **Medical Records Detail Screen**.

**Note:** Requests that contain a **new message** will be denoted by a star located to the left of the request record. The star will remain visible until the request has been viewed.

myAccessBlue  
Provider

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### myNotifications

Appeals | **Medical Records** | Prior Authorization

#### Medical Records

The Medical Records function of myAccessBlue is a means of electronically submitting medical records requests to Blue Cross & Blue Shield of Mississippi.

**Search Options**

Status: All  Subscriber ID:  Claim Number:  Tax ID: All   
Unopened  Message ID:  Date From:  Date To:

**Search Results** ([Change Columns](#)) (Note: The below records have new updates and/or require your attention)

6 records found, displaying all records.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
★ 250	05/26/2011 11:01 PM	Open	77777777	ZZZ89898989	99999939
★ 249	05/26/2011 11:01 PM	Open	55555555	88888890M	99999939
★ 248	05/26/2011 11:01 PM	Open	44444444	88888889M	99999939
★ 247	05/26/2011 11:01 PM	Open	33333333	88888888M	99999939
★ 246	05/26/2011 11:01 PM	Open	22222222	ZZZ7777777	99999939
★ 245	05/26/2011 11:01 PM	Open	11111111	ZZZ8888888	99999939

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## myNotifications-Medical Records Detail Screen

The *myNotifications* **Medical Records Detail Screen** provides you with a detailed summary of the medical records requests' corresponding claim information.

myAccessBlue  
Provider


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[Maintenance](#) | [Transactions](#) | [Be RxSmart](#) | [Policies](#) | [Prior Authorization Forms](#) | [Questions](#) | [News](#) | [Download](#) | [Information and Training](#) | [Contact Blue](#) | [Log Out](#) | [Home](#)

### myNotifications

[Appeals](#) | [Medical Records](#) | [Prior Authorization](#)

#### Medical Records

 [Printable Version](#)

[Return to myNotifications](#)

##### Message Information

**ID:** 298  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

##### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 77777777  
**SCCF Number:** 2302011000000001  
**First Date of Service:** 05/11/2011  
**Last Date of Service:** 05/11/2011  
**Total Charge:** \$912.00

##### Patient

**Patient Account #:** 000111000333  
**Patient Name:** HANK DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** ZZZ 8989898989

#### Requested Information

Please provide the following information for Diagnosis Codes: 123456, 789012

- Complete Medical Record
- Other  
Date of Onset, Date of First Treatment, Date of Treatment

This request is for dates of service: From: 05/11/2011 To: 05/11/2011

[Provide Requested Information](#) | [Fax Requested Information](#) | [Information Not Available](#)

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The “Requested Information” section provides you with a detailed listing of the types of medical records requested.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records



Printable Version

[Return to myNotifications](#)

#### Message Information

**ID:** 298  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 777777777  
**SCCF Number:** 23020110000000001  
**First Date of Service:** 05/11/2011  
**Last Date of Service:** 05/11/2011  
**Total Charge:** \$912.00

#### Patient

**Patient Account #:** 000111000333  
**Patient Name:** HANK DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** ZZZ 8989898989

### Requested Information

Please provide the following information for Diagnosis Codes: 123456, 789012

- Complete Medical Record
- Other  
Date of Onset, Date of First Treatment, Date of Treatment

This request is for dates of service: From: 05/11/2011 To: 05/11/2011


On the **Medical Records Detail Screen**, you will have the ability to select a method for submitting your medical record documentation. You may choose to electronically upload documentation, provide requested information by typing a written response if applicable, or fax the information directly to the BCBSMS dedicated fax line.

On rare occasions, the requested medical record information may not be available. Should this unusual event occur, there is an option you may select to communicate that the information requested is not available.

## myNotifications

Appeals | **Medical Records** | Prior Authorization

### Medical Records

 Printable Version

[Return to myNotifications](#)

#### Message Information


**ID:** 298  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 77777777  
**SCCF Number:** 23020110000000001  
**First Date of Service:** 05/11/2011  
**Last Date of Service:** 05/11/2011  
**Total Charge:** \$912.00

#### Patient

**Patient Account #:** 000111000333  
**Patient Name:** HANK DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** ZZZ 8989898989



### Requested Information

Please provide the following information for Diagnosis Codes: 123456, 789012

- Complete Medical Record
- Other  
Date of Onset, Date of First Treatment, Date of Treatment

This request is for dates of service: From: 05/11/2011 To: 05/11/2011

[Provide Requested Information](#) [Fax Requested Information](#) [Information Not Available](#)

The instructions for the various submission methods are as follows:


**Electronic Submission**-You may electronically submit medical records by uploading the document. Here are the easy step-by-step instructions for uploading and submitting an electronic document:

1. Click on the ‘**Upload Medical Records**’ button located in the “**Requested Information**” section.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

 Printable Version

[Return to myNotifications](#)

#### Message Information


**ID:** 297  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 555555555  
**First Date of Service:** 05/04/2011  
**Last Date of Service:** 05/04/2011  
**Total Charge:** \$1000.00

#### Patient

**Patient Account #:** 000777000111  
**Patient Name:** JASON DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** 888888890M



### Requested Information

Please provide us with the following medical records on the patient. This information is needed to complete a subscriber appeal review. The subscriber appeal will be completed when the requested information is received.

- Complete Medical Record

This request is for dates of service: From: 05/04/2011 To: 05/04/2011

[Upload Medical Records](#) | [Fax Medical Records](#) | [Information Not Available](#)

2. Click the **'Browse'** button to browse your system for the electronic medical records file.

## myNotifications

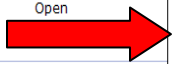
Appeals | Medical Records | Prior Authorization

### Medical Records

Printable Version

#### Message Information

ID: 297  
Create Date: 05/26/2011 11:02 PM  
Receipt Date:  
Status: Open



#### Upload Medical Records

##### Step 1 of 2 - Upload Medical Records

- [View Upload Instructions](#)
- [View Medical Records Request](#)

Browse

Next Cancel

#### Requested Information

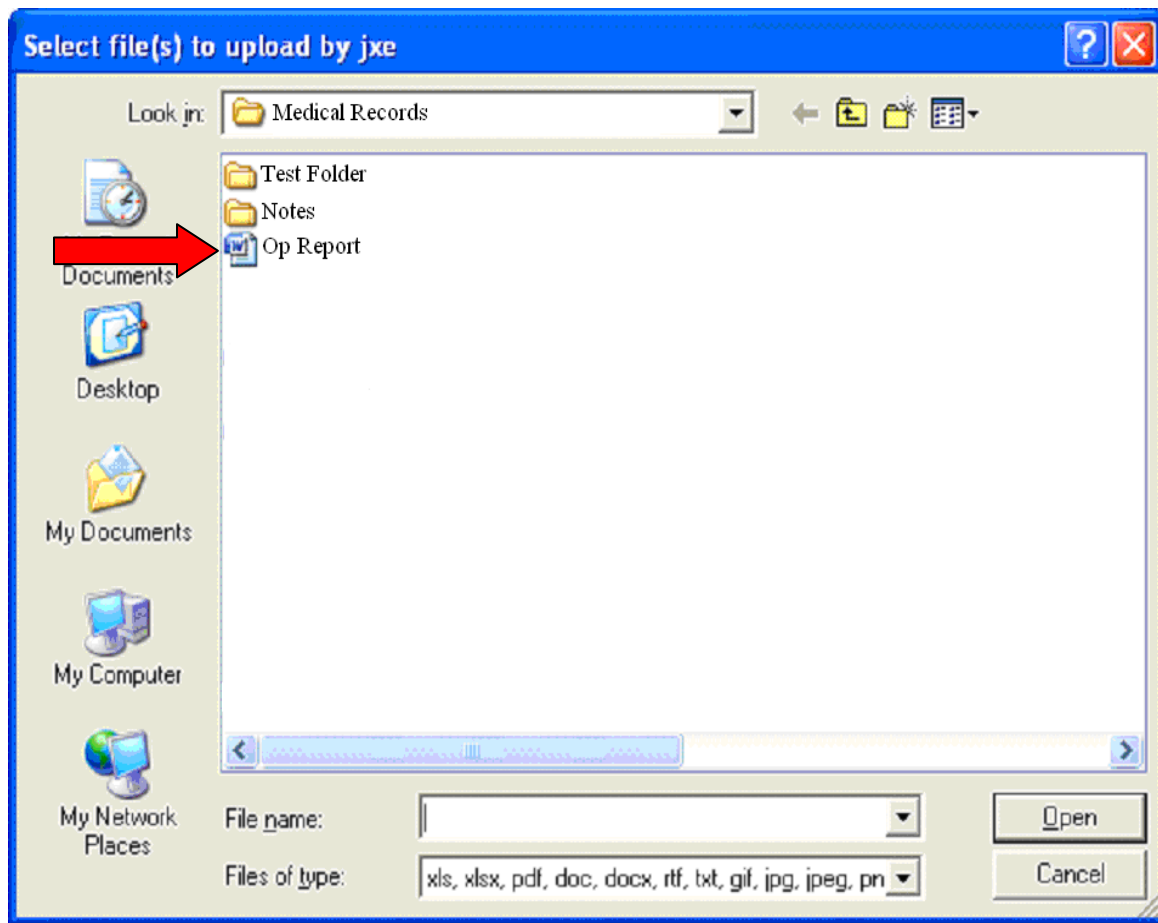
Please provide us with the following subscriber appeal will be completed

- Complete Medical Record

This request is for dates of service: F

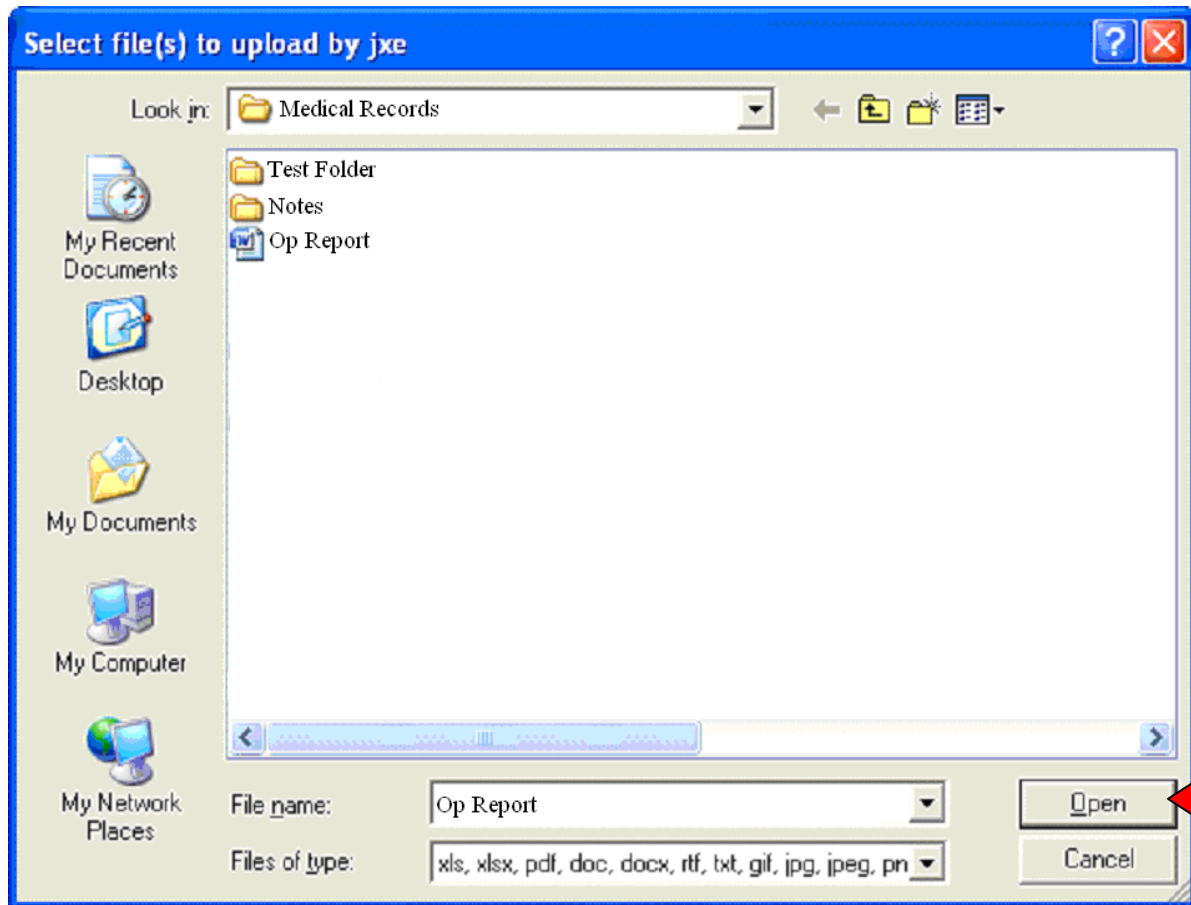
[Upload Medical Records](#) | [Fax Medi](#)

3. Click the selected file to upload.



4. Click the **'Open'** button to upload the file. If more than one electronic medical records file is needed, you may select multiple records by holding down your **'Control'** key and clicking on the records with your mouse, or you may repeat steps 1-3 as needed.

**Note:** Only the following file types are supported: xls, xlsx, pdf, doc, docx, rtf, txt, jpg, jpeg, png



5. It is important that you submit documentation for all requested medical records.

You will have a drop down box that will allow you to assign the respective medical record type that you will be submitting.

Here are some examples of the types of medical records BCBSMS may request from you: **Accident/Onset Date, Ambulance Report, Anesthesia Reports, Complete Hospital Chart, Complete Medical Record, Consultation Reports, and Dates Treated or Treatment Recommended for Diagnosis (Dx), Description of Services, and Diagnostic Reports.**

**Note:** If you are unable to upload an isolated report, you may choose to upload the complete medical record.

The screenshot displays the myAccessBlue Provider interface. At the top, there is a navigation bar with links: Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Join Our Network | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home. The main header includes the myAccessBlue Provider logo and the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi.' The central area is titled 'myNotifications' and shows a 'Medical Records' notification. A modal window titled 'Upload Medical Records' is open, showing 'Step 1 of 2 - Upload Medical Records'. It includes a 'Browse' button, a 'Next' button, and a 'Cancel' button. A message box indicates 'File: op report.docx uploaded successfully.' Below this, a dropdown menu is open, showing options: '- Select One -', '- Select One -', 'Complete Medical Record', 'Anesthesia Reports', and 'Lab Reports'. A red arrow points from the 'Request' section of the notification to the 'Complete Medical Record' option in the dropdown menu.

6. To preview the file to ensure the appropriate medical record was uploaded, click on the name of the file to open the file in a separate window.

The screenshot displays the 'myNotifications' web interface. At the top, there are tabs for 'Appeals (1)', 'Medical Records', and 'Prior Authorization (2)'. The 'Medical Records' tab is active. Below the tabs, there is a 'Printable Version' icon and a 'Return to myNotifications' link. The main content area is divided into sections: 'Message Information' (ID: 743, Create Date: 05/19/2011 8:49 AM, Receipt Date, Status: Open), 'Current Request' (Operative Reports), and 'Prior Request(s)'. The 'Current Request' section has an 'Upload Medical Records' button. The 'Prior Request(s)' section shows a request that has been canceled and a 'Browse' button. An 'Upload Medical Records' dialog box is open, showing 'Step 1 of 2 - Upload Medical Records'. It contains instructions for uploading files, a 'Browse' button, and a 'Next' button. A red arrow points to a file entry in the dialog box: 'File: op report.docx uploaded successfully.' with a 'Remove' link next to it. The background shows a 'Request' section with a 'Request Date: 05/19/2011 8:49 AM' and instructions to provide information.



7. To remove a file uploaded in error, click the **'Remove'** link of the file uploaded in error.

The screenshot displays the 'myNotifications' web interface. At the top, there are tabs for 'Appeals (1)', 'Medical Records', and 'Prior Authorization (2)'. The 'Medical Records' section is active, showing a 'Message Information' box with ID: 743, Create Date: 05/19/2011 8:49 AM, Receipt Date, and Status: Open. Below this is a 'Current Request' section with a 'Please' dropdown set to 'Operative Reports' and buttons for 'Upload Medical Records' and 'Fax Med'. A 'Prior Request(s):' section shows a 'Request' with date 05/23/2011 11:08 AM, which has been canceled. Another 'Request' section shows a date of 05/19/2011 8:49 AM. A large dialog box titled 'Upload Medical Records' is overlaid on the page. It shows 'Step 1 of 2 - Upload Medical Records' with instructions. A 'Please' dropdown is set to 'Operative Reports' and a 'Browse' button is visible. At the bottom of the dialog, a file 'op report.docx' is listed as 'uploaded successfully'. A red arrow points to a 'Remove' link next to this file. The dialog also has 'Next' and 'Cancel' buttons.

8. Once all electronic medical records have been uploaded and the respective medical record type assigned, click the 'Next' button.

The screenshot displays the 'myNotifications' interface. At the top, there are tabs for 'Appeals (1)', 'Medical Records', and 'Prior Authorization (2)'. The 'Medical Records' section is active, showing a 'Message Information' box with ID: 743, Create Date: 05/19/2011 8:49 AM, Receipt Date, and Status: Open. Below this is a 'Current Request' section with a 'Please' dropdown set to 'Operative Reports' and buttons for 'Upload Medical Records' and 'Fax Med'. A 'Prior Request(s):' section shows a request from 05/23/2011 11:08 AM that has been canceled. The main 'Request' section shows a request from 05/19/2011 8:49 AM with a 'Please' dropdown set to 'Operative Reports' and a 'Browse' button. A large red arrow points to the 'Next' button in the 'Upload Medical Records' dialog box. The dialog box contains the following text:

**Upload Medical Records**

Step 1 of 2 - Upload Medical Records

▼ Hide Upload Instructions

1. Click the 'Browse' button to browse your system for the electronic medical records file.
2. Select the electronic medical records file.
3. Click the 'Open' button to upload the file.

**Note: If more than one electronic medical records file is needed, repeat steps 1-3 as needed.**

4. Assign the respective medical record type using the drop down box for each medical record file uploaded.
5. To preview a file to ensure the appropriate medical record file was uploaded, click on the name of the file to open the file in a separate window.
6. To remove a file uploaded in error, click the 'Remove' link of the file uploaded in error.
7. Once all electronic medical records have been uploaded and the respective medical record type assigned, click the 'Next' button.

▼ Hide Medical Records Request

Please

- Operative Reports

Browse

File: [op report.docx](#) uploaded successfully. [Remove](#)

Next Cancel

Please provide the following information:

- Other

PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).

The information requested is not available.

9. You will be given the opportunity to provide additional information such as dates of treatment, or referring physician name, to accompany the request before submitting. Type the additional information you want to accompany your request in the text box, and click the **‘Submit’** button to send the requested documentation.

The screenshot displays the myAccessBlue Provider interface. At the top left is the logo 'myAccessBlue Provider'. At the top right is the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi.' Below the logo is a navigation bar with links: Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Join Our Network | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home.

The main content area is titled 'myNotifications'. On the left, there is a sidebar with 'Medical Records' selected. It includes a 'Printable Version' link, 'Message Information' (ID: 743, Create Date: 05/19/2011 8:49 AM, Receipt Date, Status: Open), 'Current Request' (Operative Reports), and 'Prior Request(s)' (Request Date: 05/23/2011 11:08 AM, THIS REQUEST HAS BEEN CANCELED). At the bottom of the sidebar is a 'Request' section with 'Request Date: 05/19/2011 8:49 AM' and 'Please provide the following information: Operative Reports'.

The main content area is titled 'Upload Medical Records' and shows 'Step 2 of 2 - Additional Information'. It includes 'Instructions' (1. If you have any additional information to provide for this request, please enter it into the text area below. 2. Once you have entered the additional information, click 'Submit'.') and an 'Additional Information (optional)' text box containing 'There is no additional documentation associated with this claim.' Below the text box is a '512 characters left' indicator. At the bottom right of the form are 'Submit' and 'Cancel' buttons. A red arrow points to the 'Submit' button.

Request	Response
Request Date: 05/19/2011 8:49 AM Please provide the following information: ■ Other	Response Date: 05/23/2011 8:22 AM (Phyllis Lastname) The information requested is not available.

You will be then be returned to the **Medical Records Detail Screen** where you will be able to view the date, time, and document(s) sent in the **“Response Section.”**

Select **‘Return to myNotifications’** link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page.**

**myAccessBlue**  
Provider

BlueCross BlueShield of Mississippi  
Committed to a Healthier Mississippi.

Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Join Our Network | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home

## myNotifications

Appeals (1) | **Medical Records** | Prior Authorization (2)

### Medical Records

Printable Version [Return to myNotifications](#)

Message Information	Claim	Patient
<b>ID:</b> 743 <b>Create Date:</b> 05/19/2011 8:49 AM <b>Receipt Date:</b> 05/23/2011 3:28 PM <b>Status:</b> Received	<b>Provider:</b> <b>Claim Number:</b> 111111111 <b>First Date of Service:</b> <b>Last Date of Service:</b>	<b>Patient Name:</b> John Doe <b>Date of Birth:</b> 1/1/11 <b>Subscriber ID:</b> 123456789M

Current Request	Response
Please <ul style="list-style-type: none"> <li>Operative Reports</li> </ul>	<b>Response Date:</b> 05/23/2011 3:28 PM  Note: In a few minutes the sent document(s) will be made available here. Check this page again soon.

Prior Request(s):

Request	Response
<b>Request</b> Request Date: 05/23/2011 11:08 AM THIS REQUEST HAS BEEN CANCELED Please submit medical records for date of service 3/10/2011. Records received were for date of service 3/09/2011. <ul style="list-style-type: none"> <li>Operative Reports</li> </ul>	<b>Response</b> Response Date: 05/23/2011 8:22 AM (Phyllis Lastname) The information requested is not available.

The status of your request will be displayed on the **Medical Records Listing Screen** and will be indicated by a **'Received'** message.

The screenshot shows the myAccessBlue web application interface. At the top, there is a navigation bar with links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. Below this is the 'myNotifications' section with tabs for Appeals, Medical Records, and Prior Authorization. The 'Medical Records' section contains a search form with fields for Status (All), Subscriber ID, Claim Number, Tax ID (All), Unopened (checkbox), Message ID, Date From, and Date To. Below the search form is a 'Search Results' section showing 6 records found. A table lists the records with columns for ID, Last Update, Status, Claim Number, Subscriber ID, and Tax ID. A red arrow points to the record with ID 75, which has a status of 'Received'.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
73	05/26/2011 10:56 PM	Open	333333333	888888888M	999999910C
72	05/26/2011 10:56 PM	Open	222222222	ZZZ77777777	999999910B
71	05/26/2011 10:56 PM	Open	111111111	ZZZ88888888	999999910A
74	06/01/2011 11:24 AM	Received	888888889M	888888889M	999999910
75	06/01/2011 11:24 AM	Received	555555555	888888890M	999999910
76	06/01/2011 11:23 AM	Received	777777777	ZZZ89898989	999999910

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At times, BCBSMS may request medical record information that may not require you to upload and send supporting documentation. Examples of these types of requests would be: **Referring Physician Name, Date of Onset, Date of Treatment, etc.**

In this circumstance, you will notice that instead of the ‘**Upload Medical Records**’ button, you will see a ‘**Provide Requested Information**’ button. You may provide the requested information by clicking the ‘**Provide Requested Information**’ button located in the “**Requested Information**” section of the **Medical Records Detail Screen**.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records



Printable Version

[Return to myNotifications](#)

#### Message Information

**ID:** 296  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 444444444  
**First Date of Service:** 05/01/2011  
**Last Date of Service:** 05/01/2011  
**Total Charge:** \$810.00

#### Patient

**Patient Account #:** 000222000999  
**Patient Name:** DOUG DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** 888888889M

### Requested Information

Please provide the following information:

- Other

PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.  
(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).

[Provide Requested Information](#) | [Fax Requested Information](#) | [Information Not Available](#)

Type your response in the text box and click the 'Next' button.

**Note:** If you do not provide a written response, then you must either electronically upload or fax the medical records.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

Printable Version

#### Message Information

**ID:** 296  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Requested Information

Please provide the requested information for this claim.  
Other (optional)  
PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).

Provide Requested Information

#### Provide Requested Information

##### Step 1 of 3 - Provide Requested Information

#### Instructions

1. Provide the requested information below.
2. Once all the requested information has been provided, click 'Next'.

#### Other (optional)

PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).

Bilateral procedure use modifier 50

477 characters left

Next Cancel

In addition to your typed response, you have the option of uploading and submitting supporting medical record documentation by repeating **Electronic Submission steps 1-3 located on page 8**. If you feel your typed response adequately satisfies the request, do not upload documentation, and proceed by clicking the **'Next'** button.

The screenshot displays the myAccessBlue Provider interface. At the top left is the logo for myAccessBlue Provider. At the top right is the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi.' Below the logos is a navigation bar with links: Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home.

The main content area is titled 'myNotifications' and has tabs for Appeals, Medical Records, and Prior Authorization. The 'Medical Records' tab is active. On the left, there is a 'Message Information' section with details: ID: 296, Create Date: 05/26/2011 11:02 PM, Receipt Date, and Status: Open. Below this is a 'Requested Information' section with a list item 'Other' and the instruction 'PLEASE SUBMIT APPROPRIATE DOCUMENTATION WHICH SATISFIES THE REQUEST'. A 'Provide Requested Information' button is visible at the bottom of this section.

A modal dialog box titled 'Provide Requested Information' is open, showing 'Step 2 of 3 - Upload Medical Records'. It contains two links: 'View Upload Instructions' and 'View Medical Records Request'. Below these links is a 'Browse' button. At the bottom right of the dialog are 'Next' and 'Cancel' buttons. A large red arrow points directly to the 'Next' button.



At the end of each transaction, you will have another opportunity to provide additional information along with your electronically uploaded documentation.

To provide the additional information, type your message in the text box and proceed by clicking the **‘Submit’** button.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

Printable Version

#### Message Information

ID: 290  
Create Date: 05/26/2011 11:02 PM  
Receipt Date:  
Status: Open

#### Requested Information

Please provide the following information:  
Other  
PLEASE SUBMIT APPROPRIATE  
(DOCUMENTATION WHICH SUPPORTS)

Provide Requested Information

#### Provide Requested Information

Step 3 of 3 - Additional Information

Instructions

1. If you have any additional information to provide for this request, please enter it into the text area below.
2. Once you have entered the additional information, click 'Submit'.

Additional Information (optional)

Information has been included in medical records submission

512 characters left

Submit Cancel

**Fax Option-** If you do not have the ability to submit medical documentation electronically, you have the option of printing a specialized bar-coded fax cover sheet and faxing the supporting medical documentation to the BCBSMS dedicated fax line.

Here are the easy step-by-step instructions for faxing medical records:

1. Click the **'Fax Medical Records'** button.

myAccessBlue  
Provider

BlueCross BlueShield  
of Mississippi  
Committed to a Healthier Mississippi.

Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

Printable Version [Return to myNotifications](#)

Message Information	Claim	Patient
<b>ID:</b> 288 <b>Create Date:</b> 05/26/2011 11:02 PM <b>Receipt Date:</b> <b>Status:</b> Open	<b>Provider:</b> JOHN DOE MD <b>Claim Number:</b> 22222222 <b>SCCF Number:</b> 2302011444778889 <b>First Date of Service:</b> 05/10/2011 <b>Last Date of Service:</b> 05/10/2011 <b>Total Charge:</b> \$781.00	<b>Patient Account #:</b> 000222000777 <b>Patient Name:</b> JERRY DOE <b>Date of Birth:</b> 12/31/1970 <b>Subscriber ID:</b> ZZZ 77777777

### Requested Information

Please provide the following information:

- Operative Reports
- Lab Reports
- History/Physical Reports
- Diagnostic Reports

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2. The “Fax Medical Records” message indicator will then be displayed.

The screenshot displays the myAccessBlue Provider interface. At the top, the logo for BlueCross BlueShield of Mississippi is visible, along with the tagline "Committed to a Healthier Mississippi." Below the logo is a navigation bar with links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home.

The main content area is titled "myNotifications" and includes tabs for Appeals, Medical Records, and Prior Authorization. The "Medical Records" tab is active, showing a "Medical Records" section with a "Printable Version" link and a "Return to myNotifications" link.

The "Medical Records" section contains a table with columns for Message Information, Claim, and Patient. The Message Information column shows ID: 288, Create Date: 05/26/2011 11:02 PM, Receipt Date, and Status: Open. The Claim column shows Provider: JOHN DOE MD, Claim Number: 22222222, and SCC Number: 2302011444778889. The Patient column shows Patient Account #: 000222000777, Patient Name: JERRY DOE, and Date of Birth: 12/31/1970.

A red arrow points to the "Fax Medical Records" button in the "Requested Information" section. This button is highlighted, and a dialog box titled "Fax Medical Records" is open. The dialog box contains the following instructions:

1. Print the message fax cover sheet.
2. Fax the medical documentation with the corresponding message fax cover sheet to the fax number listed.

Below the instructions is a link for "Print Fax Cover Sheet" and a paragraph of text: "Medical documentation must be faxed using the cover sheet provided. The requested information must be faxed with the cover sheet as the first page. Do not submit documentation for multiple patients during the same fax transmission." The dialog box also has "Done" and "Cancel" buttons at the bottom.

3. Print the fax cover sheet by clicking on the **‘Print Fax Cover Sheet’** link, and then click the **‘Done’** button.


**Note:** Medical documentation must be faxed using the fax cover sheet provided. The fax cover sheet must be the first page sent in the transmission. Do not submit documentation for multiple patients during the same fax transmission.

The screenshot displays the myAccessBlue Provider interface. At the top, the logo for myAccessBlue Provider and BlueCross BlueShield of Mississippi are visible. A navigation bar includes links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. The main content area is titled 'myNotifications' and features tabs for Appeals, Medical Records, and Prior Authorization. The 'Medical Records' section is active, showing a 'Printable Version' link and a 'Return to myNotifications' link. Below this, there are sections for 'Message Information', 'Claim', and 'Patient'. The 'Message Information' section includes fields for ID (288), Create Date (05/26/2011 11:02 PM), Receipt Date, and Status (Open). The 'Claim' section includes Provider (JOHN DOE MD), Claim Number (22222222), SCCF Number (2302011444778889), First Date, Last Date, and Total Char. The 'Patient' section includes Patient Account #:000222000777, Patient Name: JERRY DOE, and Date of Birth: 12/31/1970. A 'Requested Information' section asks for Operative Reports, Lab Reports, History/Physical Reports, and Diagnostic Reports. A dialog box titled 'Fax Medical Records' is open, displaying instructions: '1. Print the message fax cover sheet.' and '2. Fax the medical documentation with the corresponding message fax cover sheet to the fax number listed.' A red arrow points to a blue link labeled 'Print Fax Cover Sheet' within the dialog box. Below the instructions, a note states: 'Medical documentation must be faxed using the cover sheet provided. The requested information must be faxed with the cover sheet as the first page. Do not submit documentation for multiple patients during the same fax transmission.' The dialog box has 'Done' and 'Cancel' buttons at the bottom.

4. The fax page will display on your screen so that you may view it before printing. Fax the medical documentation with the corresponding message fax cover sheet to the BCBSMS dedicated fax line at 1-601-664-4100.

**Note:** All faxed documents must be accompanied by the bar-coded fax cover sheet. You may not re-use the same cover sheet. Each medical records request submission sent via fax must be accompanied by its own, individual bar-coded fax cover sheet, as the first page of the transmission.

50% Find

 **Blue Cross Blue Shield of Mississippi**  
Committed to a Healthier Mississippi.

**Medical Information  
Fax Cover Sheet**

**ATTENTION:** BLUE CROSS & BLUE SHIELD OF MISSISSIPPI  
**FROM:**

<b>SUBSCRIBER ID:</b> 123456789M	<b>TAX ID:</b> 987654321
<b>PATIENT FIRST NAME:</b> John	<b>PATIENT LAST NAME:</b> Doe
<b>CLAIM NUMBER:</b> 111111111	<b>REQUEST ID:</b> 500

**For this documentation to be processed in a timely and accurate manner, please follow these instructions:**

- 1) Print this Page.
- 2) Place this sheet on top of the requested information for the specific patient and claim listed above.
- 3) Fax this cover sheet with requested information for the specific patient and claim listed above to 601-664-4100.

**Failure to follow these instructions may result in a delay in processing.**

- 1) Medical documentation submitted under this fax cover sheet **must** be applicable to the specific patient and claim listed above.
- 2) Only this fax cover sheet may be used for faxing the requested information for this patient.


**Confidentiality and Privacy Notice**

The information contained in this message, and attachments hereto, is confidential and it may be subject to attorney-client privilege or the attorney work product doctrine, and may contain Protected Health Information that is subject to one or more disclosure restrictions under federal law. It is intended only for the use of the individual or entity named above. If the recipient or reader of this message is not the intended recipient, or the recipient or agent responsible to deliver this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please notify us immediately so that we may attempt to retrieve the original material. All recipients are expected to maintain appropriate protections on the information contained herein.

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BCMS 10/06/07 10/07

M 0 0 1 1 0




Select **'Return to myNotifications'** link in the upper right corner of the Medical Records Detail Screen to return to the **Medical Records Listing Page** to view the status of your request.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

 Printable Version

[Return to myNotifications](#)

#### Message Information

**ID:** 288  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:**  
**Status:** Open

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 22222222  
**SCCF Number:** 2302011444778889  
**First Date of Service:** 05/10/2011  
**Last Date of Service:** 05/10/2011  
**Total Charge:** \$781.00

#### Patient

**Patient Account #:** 000222000777  
**Patient Name:** JERRY DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** ZZZ 77777777

### Requested Information


Please provide the following information:

- Operative Reports
- Lab Reports
- History/Physical Reports
- Diagnostic Reports

[Upload Medical Records](#) | [Fax Medical Records](#) | [Information Not Available](#)

The status of your request will be displayed on the **Medical Records Listing Screen** and will be indicated by a **“Pending Fax Receipt”** message.

**myAccessBlue**  
Provider



**BlueCross BlueShield  
of Mississippi**  
Committed to a Healthier Mississippi.

[Maintenance](#) | [Transactions](#) | [Be RxSmart](#) | [Policies](#) | [Prior Authorization Forms](#) | [Questions](#) | [News](#) | [Download](#) | [Information and Training](#) | [Contact Blue](#) | [Log Out](#) | [Home](#)

[Electronic Claims](#)

## myNotifications

Appeals
Medical Records
Prior Authorization

### Medical Records

The Medical Records function of myAccessBlue is a means of electronically submitting medical records requests to Blue Cross & Blue Shield of Mississippi.

**Search Options**

Status: All ▼

Unopened

Subscriber ID

Message ID

Claim Number

Date From

Tax ID: All ▼

Date To

Search
Reset

**Search Results** [\(Change Columns\)](#) (Note: The below records have new updates and/or require your attention)

6 records found, displaying all records.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
★ 248	05/26/2011 11:01 PM	Open	444444444	888888889M	999999939
★ 247	05/26/2011 11:01 PM	Open	333333333	888888888M	999999939
★ 246	05/26/2011 11:01 PM	Open	222222222	ZZZ77777777	999999939
250	05/26/2011 11:01 PM	Open	777777777	ZZZ88888888	999999939
249	05/26/2011 11:01 PM	Open <span style="color: red; font-weight: bold;">(Pending Fax Receipt)</span>	5	888888890M	999999939
245	05/26/2011 11:01 PM	Open	111111111	ZZZ88888888	999999939

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In certain circumstances, in order to process a claim, medical records requests may require a typed response in addition to, or in lieu of, the requested medical record documentation.

For example, when only the referring physician name is requested, or the referring physician name, in addition to the operative notes, are required.

In this instance, you are required to submit the requested documentation, and/or submit a response. After you click on the **'Fax Medical Records'** button, you will be prompted to type in a response. Provide the requested information in the text box, and click the **'Next'** button.

The screenshot displays the myAccessBlue Provider interface. At the top, there is a navigation bar with links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. The main content area is titled 'myNotifications' and includes tabs for Appeals, Medical Records, and Prior Authorization. The 'Medical Records' tab is active, showing a 'Medical Records' section with a 'Printable Version' link and 'Message Information' (ID: 296, Create Date: 05/26/2011 11:02 PM, Receipt Date, Status: Open). Below this is a 'Requested Information' section with a red arrow pointing to a 'Provide Requested Information' button. A modal dialog box titled 'Provide Requested Information' is open, showing 'Step 1 of 3 - Provide Requested Information' with instructions: '1. Provide the requested information below.' and '2. Once all the requested information has been provided, click 'Next''. There is an 'Other (optional)' section with a text area containing 'PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).'. Below this is a text input field containing 'Referring physician name is Dr. John Smith' and a '477 characters left' indicator. At the bottom of the dialog are 'Next' and 'Cancel' buttons.



You will still have the ability to fax in your supporting medical documentation. To proceed with the fax option, click the ‘Yes’ button, and proceed with **Fax Option steps 2-4**.

If you feel your typed response adequately satisfied the request, and you do not want to fax supporting documentation to BCBSMS, proceed by clicking the ‘No’ button to be returned to the **Medical Records Detail Screen**.

**Note:** It is important that all faxes be accompanied by the specialized fax cover sheet and faxed to the BCBSMS dedicated fax line.

The screenshot displays the myAccessBlue Provider interface. At the top, the logo for BlueCross BlueShield of Mississippi is visible, along with the tagline 'Committed to a Healthier Mississippi.' Below the logo is a navigation bar with links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. The main content area is titled 'myNotifications' and includes tabs for Appeals, Medical Records, and Prior Authorization. The 'Medical Records' tab is active, showing a 'Medical Records' section with a 'Printable Version' icon and 'Message Information' (ID: 290, Create Date: 05/26/2011 11:02 PM, Receipt Date, Status: Open). Below this is a 'Requested Information' section with a 'Provide Requested Information' button. A 'Fax Requested Information' dialog box is open, titled 'Step 2 of 2 - Print Fax Cover Sheet'. It contains instructions: '1. Print the message fax cover sheet. 2. Fax the medical documentation with the corresponding message fax cover sheet to the fax number listed.' A 'Print Fax Cover Sheet' link is present. Below the instructions, a message states: 'Medical documentation must be faxed using the cover sheet provided. The requested information must be faxed with the cover sheet as the first page. Do not fax the requested information during the same fax transmission.' A smaller dialog box is overlaid on top of the main dialog, asking 'Do you still need to fax medical records?' with 'Yes' and 'No' buttons. A red arrow points to the 'Yes' button. 'Done' and 'Cancel' buttons are also visible in the main dialog.


You will be then be returned to the **Medical Records Detail Screen**. You may view the date, time and document(s) sent in the “**Response**” section of the **Medical Records Detail Screen**.

Select ‘**Return to myNotifications**’ link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page** to view the status of your request.

## myNotifications

Appeals | Medical Records | Prior Authorization

### Medical Records

 Printable Version

[Return to myNotifications](#)

#### Message Information

**ID:** 287  
**Create Date:** 05/26/2011 11:02 PM  
**Receipt Date:** 05/31/2011 11:18 AM  
**Status:** Received

#### Claim

**Provider:** JOHN DOE MD  
**Claim Number:** 111111111  
**SCCF Number:** 2302011000000000  
**First Date of Service:** 05/11/2011  
**Last Date of Service:** 05/11/2011  
**Total Charge:** \$511.00

#### Patient

**Patient Account #:** 000111000111  
**Patient Name:** JACK DOE  
**Date of Birth:** 12/31/1970  
**Subscriber ID:** ZZZ 888888888

#### Requested Information

Request Date: 05/26/2011 11:02 PM

Please provide the following information for Diagnosis Codes:  
123456, 789012

- Other  
Date of Onset, Date of First Treatment, Date of Treatment

#### Response

Response Date: 05/31/2011 11:18 AM (Training User)

- Other
  - dfasdfsdfa

The status of your request will be displayed on the **Medical Records Listing Screen**, indicated by a **'Received'** message.

**Note:** Remember, it is important that you provide BCBSMS with as much information so that your claim may be processed as expeditiously as possible.

The screenshot shows the myAccessBlue Provider interface. The browser title is "myAccessBlue - Microsoft Internet Explorer". The address bar shows "https://beta.myaccessblue.com/myNotifications/medical-records/index.html". The page header includes the myAccessBlue logo and the BlueCross BlueShield of Mississippi logo. A navigation bar contains links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. The main content area is titled "myNotifications" and has tabs for Appeals, Medical Records, and Prior Authorization. The "Medical Records" section is active, showing a description of the function and search options. The search options include Status (All), Subscriber ID, Claim Number, Tax ID (All), Unopened checkbox, Message ID, Date From, and Date To. There are Search and Reset buttons. Below the search options is a "Search Results" section with a link to "Change Columns". It states "6 records found, displaying all records." and displays a table with 6 records. A red arrow points to the "Received" status of record 74.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
73	05/26/2011 10:56 PM	Open	333333333	888888888M	999999910C
72	05/26/2011 10:56 PM	Open	222222222	ZZZ77777777	999999910B
71	05/26/2011 10:56 PM	Open	111111111	ZZZ88888888	999999910A
74	06/01/2011 11:24 AM	Received	555555555	888888889M	999999910
75	06/01/2011 11:24 AM	Received	777777777	888888890M	999999910
76	06/01/2011 11:23 AM	Received	777777777	ZZZ89898989	999999910

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In rare instances, you may not have the medical records requested by BCBSMS.

For example, if you were not the treating physician on the date of service for the medical records requested.

You will have the ability to communicate to BCBSMS when records are not available by selecting the **‘Information Not Available’** button.

The screenshot displays the 'myAccessBlue Provider' interface. At the top right is the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi.' Below the logo is a navigation bar with links: Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Join Our Network | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home.

### myNotifications

Peals (1) | Medical Records | Prior Authorization (2)

#### Medical Records

[Printable Version](#) [Return to myNotifications](#)

Message Information	Claim	Patient
<b>ID:</b> 746 <b>Create Date:</b> 05/19/2011 9:59 AM <b>Receipt Date:</b> <b>Status:</b> Open	<b>Provider:</b> <b>Claim Number:</b> 111111111 <b>First Date of Service:</b> <b>Last Date of Service:</b>	<b>Patient Name:</b> John Doe <b>Date of Birth:</b> 1/1/11 <b>Subscriber ID:</b> 123456789M

#### Request

Please provide the following information:

- Other  
PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM. (DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).

[Provide Requested Information](#) [Fax Requested Information](#) [Information Not Available](#)

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Should you choose the **‘Information Not Available’** option, you must provide a detailed explanation as to why you are not able to provide the requested information. Type a detailed explanation up to 512 characters in the text box, and click the **‘Submit’** button to send.

**Note:** Remember, the more information provided helps in the timely processing of your claims.

The screenshot displays the myAccessBlue Provider interface. At the top, the logo for myAccessBlue Provider is on the left, and the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi' is on the right. A navigation bar contains links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Join Our Network, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. The main content area is titled 'myNotifications' and includes tabs for Appeals (1), Medical Records, and Prior Authorization (2). The 'Medical Records' section is active, showing a 'Message Information' box with ID 746, Create Date 05/19/2011 9:59 AM, Receipt Date, and Status Open. A red arrow points to the 'Submit' button in the 'Information Not Available' dialog box. The dialog box prompts the user to provide an explanation for why requested information is not being provided, with a 'Submit' button and a character count of 505 characters left. Below the dialog box, a 'Request' section asks for information, with a dropdown menu set to 'Other' and a text box containing the text 'PLEASE SUBMIT APPROPRIATE DOCUMENTATION WHICH SUPPORTS'. At the bottom of the page, there is a copyright notice: '© 2011 Blue Cross & Blue Shield of Mississippi, A Mutual Insurance Company. An Independent licensee of the Blue Cross and Blue Shield Association.'

You will then be returned to the **Medical Records Detail Screen**. You may view the response you provided to BCBSMS in the **“Response”** section of the **Medical Records Detail Screen**.

Select **‘Return to myNotifications’** link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page** to view the status of your request.

myAccessBlue  
Provider


BlueCross BlueShield  
of Mississippi  
Committed to a Healthier Mississippi.

Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Join Our Network | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home

## myNotifications

Appeals (1) Medical Records Prior Authorization (2)

### Medical Records

 Printable Version [Return to myNotifications](#)

Message Information	Claim	Patient
<b>ID:</b> 746 <b>Create Date:</b> 05/19/2011 9:59 AM <b>Receipt Date:</b> 05/23/2011 3:55 PM <b>Status:</b> Received	<b>Provider:</b> <b>Claim Number:</b> 111111111 <b>First Date of Service:</b> <b>Last Date of Service:</b>	<b>Patient Name:</b> John Doe <b>Date of Birth:</b> 1/1/11 <b>Subscriber ID:</b> 123456789M

Request	Response
<b>Request Date:</b> 05/19/2011 9:59 AM  Please provide the following information: <ul style="list-style-type: none"><li>Other PLEASE SUBMIT APPROPRIATE DOCUMENTATION TO SUPPORT THE SUBMISSION OF INDIVIDUAL PROCEDURE CODES ON THIS CLAIM.(DOCUMENTATION WHICH SUPPORTS THE USE OF THE MODIFIER).</li></ul>	<b>Response Date:</b> 05/23/2011 3:55 PM (Toni Lastname)  There is no additional documentation associated with this claim.

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The status of your request will be displayed on the **Medical Records Listing Screen**, and will be indicated by a **'Received'** message.

The screenshot shows the myAccessBlue Provider interface. At the top, there is a navigation bar with links for Maintenance, Transactions, Be RxSmart, Policies, Prior Authorization Forms, Questions, News, Download, Information and Training, Contact Blue, Log Out, and Home. Below this is the myNotifications section with tabs for Appeals, Medical Records, and Prior Authorization. The Medical Records section contains a search form with fields for Status (All), Subscriber ID, Claim Number, Tax ID (All), Unopened, Message ID, Date From, and Date To. Below the search form is a Search Results section showing 6 records found. A table lists the records with columns for ID, Last Update, Status, Claim Number, Subscriber ID, and Tax ID. A red arrow points to the record with ID 75, which has a status of 'Received'.

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
73	05/26/2011 10:56 PM	Open	333333333	888888888M	99999910C
72	05/26/2011 10:56 PM	Open	222222222	ZZZ77777777	99999910B
71	05/26/2011 10:56 PM	Open	111111111	ZZZ88888888	99999910A
74	06/01/2011 11:24 AM	Received	444444444	88888889M	99999910
75	06/01/2011 11:24 AM	Received	555555555	88888890M	99999910
76	06/01/2011 11:23 AM	Received		ZZZ899998989	99999910

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When you have submitted all requested medical records to BCBSMS, the status of your request will be indicated by a **“Received”** message and will be displayed on the **Medical Records Listing Screen** for 30 day time period. All **“Open”** medical records requests will remain in the system for an indefinite period of time for your reference. Please check your claims status for payment information.

If BCBSMS has not received the requested information from you in a timely manner, BCBSMS will send you a second request notification. The status indicator will display an ‘open’ message until all requested information is received. At times, it may be necessary for you to search for a specific medical records request beyond the 30 day display period. You will have the ability to search by:

- **Status**
- **Subscriber ID**
- **Claim Number**
- **Tax ID**
- **Date Range**
- **Message ID**

Enter one or more of the indicated search criteria, and click on the **‘Search’** button. Your search query results will be displayed for you to view.

The screenshot shows the 'myAccessBlue Provider' interface. At the top right is the BlueCross BlueShield of Mississippi logo with the tagline 'Committed to a Healthier Mississippi.' Below the logo is a navigation bar with links: Maintenance | Transactions | Be RxSmart | Policies | Prior Authorization Forms | Questions | News | Download | Information and Training | Contact Blue | Log Out | Home. The main heading is 'myNotifications' with sub-links: Appeals | Medical Records | Prior Authorization. Below this is a section titled 'Medical Records' with a description: 'The Medical Records function of myAccessBlue is a means of electronically submitting medical records requests to Blue Cross & Blue Shield of Mississippi.' Underneath is a 'Search Options' form with fields for Status (dropdown menu with 'All', 'Unopened', 'Open', 'Received'), Subscriber ID, Claim Number, Tax ID (dropdown menu with 'All'), Message ID, Date From, and Date To. There are 'Search' and 'Reset' buttons. A red arrow points to the 'Search' button. Below the search options is a 'Search Results' section with a note: '(Note: The below records have new updates and/or require your attention)'. It shows '6 records found, displaying all records.' and a table with the following data:

ID	Last Update	Status	Claim Number	Subscriber ID	Tax ID
248	05/26/2011 11:01 PM	Open	444444444	88888889M	99999939
247	05/26/2011 11:01 PM	Open	333333333	88888888M	99999939
246	05/26/2011 11:01 PM	Open	222222222	ZZZ77777777	99999939
250	05/26/2011 11:01 PM	Open	777777777	ZZZ88888888	99999939
249	05/26/2011 11:01 PM	Open (Pending Fax Receipt)	555555555	88888890M	99999939
245	05/26/2011 11:01 PM	Open	111111111	ZZZ88888888	99999939

Remember, it is important that you log-in to *myAccessBlue* everyday so that you may be alerted via *myNotifications* to outstanding medical record requests, prior authorization approvals, and important updates. For any questions regarding the **Electronic Medical Records Submission Tool**, please contact us via Contact Blue.