

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 New Mexico (BCBSNM) Blue Cross Community CentennialSM members. *GuidingCare* is accessible to existing Availity administrators and assigned users in the BCBSNM-branded Payer Spaces section in the Availity Portal.

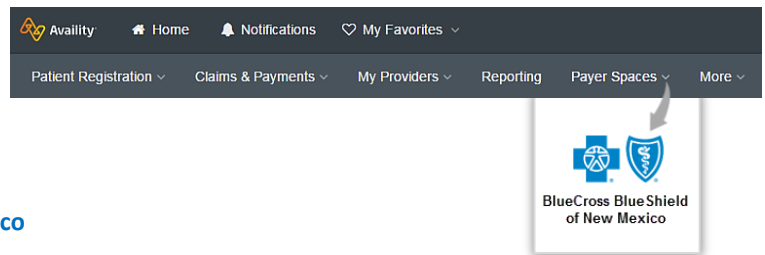
The following information instructs how Availity administrators assign users access to *GuidingCare* and how assigned Availity users' access *GuidingCare*.

Not yet registered with Availity? Visit [Availity](#) and complete the online registration today at no cost.

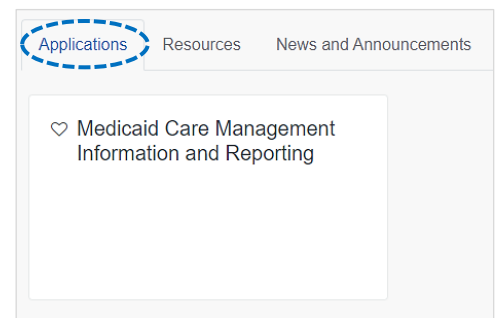
General User – Single Sign-On Entry Point

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

- ▶ Log in to [Availity](#)
- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of New Mexico**



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



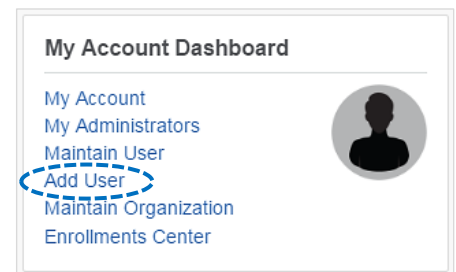
Note: Contact your Availity administrator if **Medicaid Care Management Information and Reporting** is not listed under the Applications tab in BCBSNM Payer Spaces.

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)

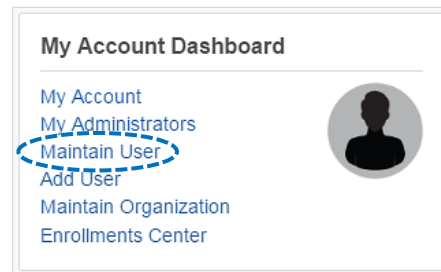


Administrator – Granting User Access (continued)

Administrators must first assign the BCBS Clinical Reporting (HCSC) role to users.

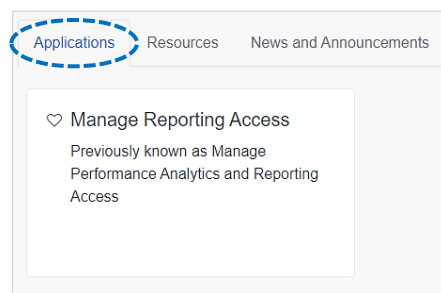
Updating existing Availity users:

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

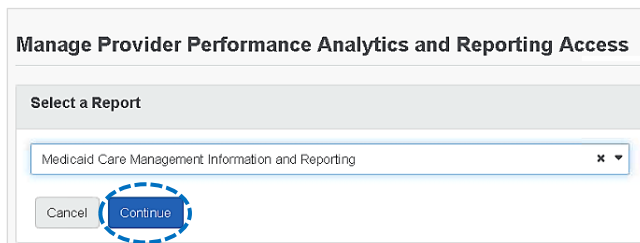


Administrator – Managing User Access

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



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

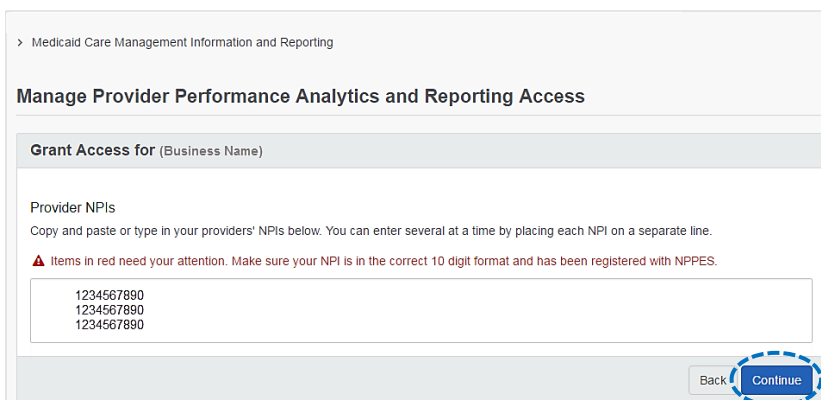


Administrator – Adding NPI Number(s)

- ▶ 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.



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**

- ▶ 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

Select	Name	Email Address	How do I give a user permissions?
<input type="checkbox"/>	Scott Harris	Scott.Harris@mail.com	
<input checked="" type="checkbox"/>	Fran Brooks	Fran.Brooks@mail.com	Administrators have access to all providers
<input checked="" type="checkbox"/>	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

Need education on the GuidingCare portal? Contact Provider Network Services by calling 800-567-8540.

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

For technical Availity support, contact Availity Client Services at 800-282-4548.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM. GuidingCare is a trademark of Altruista Health., a separate company that offers collaborative health care management solutions for payers and providers. BCBSNM makes no endorsement, representations or warranties regarding any products or services provided by third-party vendors such as Availity and GuidingCare. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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