

**Independent Dispute Resolution (IDR)** is an online application in Availity® Essentials to request negotiation and settlement of non-participating provider disputes over Blue Cross and Blue Shield of Illinois (BCBSIL) claim payments impacted by the No Surprises Act (NSA) and Illinois Public Act 102-0901 (IL HB-4703).

## Negotiation Timeframe for NSA-eligible claims:

Providers have 30 business days from the claim determination date to initiate negotiation with BCBSIL, and then given an additional 30 business days to negotiate the payment. Either the provider or BCBSIL may pursue IDR within 4 business days of the failed negotiation period.

## Negotiation Timeframe for Illinois Public Act 102-0901 claims:

Providers have 30 calendar days from a claim payment or denial date to initiate negotiation with BCBSIL. Either the provider or BCBSIL may pursue IDR of a failed negotiation.

## When IDR should be used...

- **To determine the payment for disputed claims** for certain emergency services, non-emergency items and services furnished by non-participating providers at participating health care facilities, and for air ambulance services furnished by non-participating providers of air ambulance services (if the health plan already covers the services in-network or specified state law does not apply).
- **Only when parties fail to negotiate payment** and when either the provider or BCBSIL requests IDR.

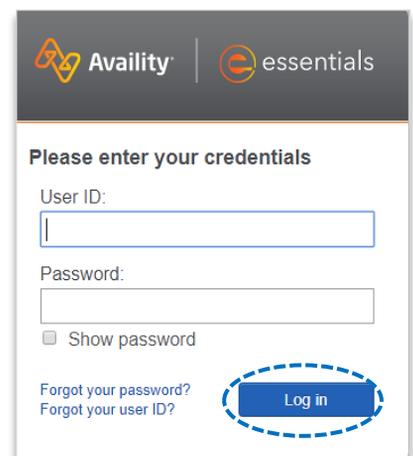
You must be a **registered Availity user** to access and use the **IDR application**. If you are not yet registered, go to [Availity](#) and complete the guided online registration, at no charge.

## Getting Started

- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)

**Availity Administrator:** Users must be assigned the appropriate role in Availity to access the IDR application. Grant user access by going to:

[My Account Dashboard](#) → [Maintain User or Add User](#) → select role [Claim Status](#).

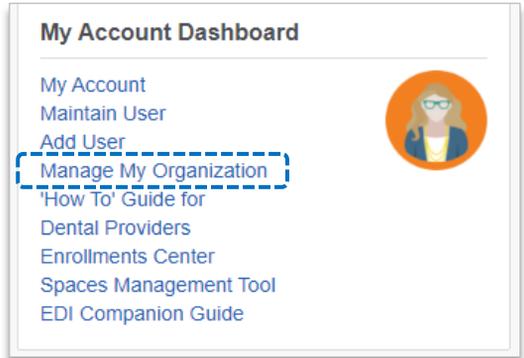


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## Manage My Organization Setup

To utilize this application, the Availity Administrators and/or user must first add the billing and/or rendering provider NPI and Tax ID numbers to **Manage My Organization**.

- ▶ Select **Manage My Organization** from *My Account Dashboard* on the Availity homepage



- ▶ Within **Manage My Organization**, select **Add Provider**



- ▶ Enter the Provider **Tax ID** and **NPI numbers** and select **Find Provider**

Add Provider

LET'S FIND YOUR PROVIDER

Tax ID:  Type:  National Provider ID (NPI):

This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload. Cancel Find Provider

**Quick Tips:**

- If you have multiple providers to add to your organization, select **"Upload up to 500 at once via spreadsheet upload."**
- For more details, refer to the [Manage My Organization User Guide](#) published in the Provider Tools section of our website.

Associated provider information will return based on the NPI number entered. Review and/or update the information:

- ▶ **Step 1:** Review and/or update the provider **Name** and **Primary Specialty/Taxonomy** and select **Next**
- ▶ **Step 2:** Review and/or update the provider **Identifiers** and select **Next**

**1** 1 2 3 4

Provider Information Identifiers Addresses Review

Looks like there's a match!

Please review and/or update all of this provider's information.

PROVIDER SEARCH RESULTS:

Village ABC Clinic

Provider Type:

Group Name/Facility Name:

NPI:

Primary Specialty/Taxonomy:

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**2** ✓ 2 3 4

Provider Information Identifiers Addresses Review

Looks like there's a match!

Please review and/or update all of this provider's identifiers.

PROVIDER SEARCH RESULTS:

Village ABC Clinic

Primary Tax ID:

Type:

[Add additional Tax ID](#)

Identifiers: [Add identifier](#)

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## Manage My Organization Setup (continued)

- ▶ **Step 3:** Review and/or update the provider **Address** and select **Next**
- ▶ **Step 4:** Review all information, choose the **provider's relationship to your organization**, then click **"I certify that this provider's information and relationship to my organization information is correct"** and select **Submit**

**3** Provider Information Identifiers **Addresses** Review

Looks like there's a match!

Please add all of the address and service location information for this provider.

Village ABC Clinic

Physical/Billing

123 Anywhere Drive  
Suite 000  
City, State 12345

+ Add an address

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**4** Provider Information Identifiers Addresses Review

What is the provider's relationship to your organization?  
(Select one)

This provider is a part of my organization

This is a third-party not directly affiliated with my organization (example: referred-to provider)

I certify that this provider's information and relationship to my organization information is correct

Back Submit

## 1) Accessing IDR

- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Illinois**
- ▶ In the BCBSIL Payer Spaces section, select the **Applications** tab
- ▶ Next, click on **Independent Dispute Resolution**

Avality | essentials | Home | Notifications 1 | My Favorites

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Independent Dispute Resolution  
Submit Disputes

**Note:** Contact your Avality administrator if **Independent Dispute Resolution** is not listed in **Applications**.

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## 1) Accessing IDR (continued)

- ▶ Select an **Organization**
- ▶ Choose the **Billing** or **Rendering Provider** from the **Select a Provider** drop-down list
- ▶ Select **Submit**

**Quick Tip:**

→ *Select a Provider* displays the providers that have been added to your **Manage My Organization**. Refer to *previous step* for setup instructions. For more details, refer to the [Manage My Organization User Guide](#) published in the Provider Tools section of our website.

## 2) Start IDR Negotiation

- ▶ Select the **Plan** of IL
- ▶ Enter the 13- or 17-digit BCBSIL **Claim Number**
- ▶ Choose the **Provider Role** of Billing or Rendering Provider
- ▶ Select **Claim Lookup**

**Quick Tip:**

→ *Make sure the Provider Role (Billing or Rendering) selection matches the provider chosen from "Select a Provider" drop-down list on the previous step.*

**Check Your Claim’s Eligibility:** This negotiation and IDR process ONLY applies to IL HB-4703 and NSA-eligible claims.

- ▶ If the claim is NOT eligible, users will receive the message:  
*“This claim is not eligible for dispute”*

- ▶ If the dispute is NOT filed timely, users will receive the message:  
*“This dispute is not eligible for submission as it exceeds timely filing requirement.”*

**Note:** Refer to the [Claim Review and Appeal](#) page on our website to learn how to request review for claims NOT impacted by IL HB-4703 or NSA.

### 3) Submit IDR Negotiation

- ▶ For IL HB-4703 or NSA-eligible claims, **Enter Your Offer**, including cost-sharing and any amounts already paid for the claim and select **Confirm Offer**

**Open Negotiation Details**

Claim Notification Date	Claim No.	Plan	Group	Subscriber
09/05/2023	0202200000000000X	IL	123456	000999999999
Patient Name	Patient DOB	Total Billed Amount	Total Allowable Amount	Patient Share
Jane Doe	03/30/1984	\$280.00	\$195.57	\$114.54
Total Paid Amount	Date(s) of Service	Service Code(s)		
\$81.03	08/12/2023 - 08/12/2023	99283,93010		

Enter the total amount of your offer, including cost-sharing and any amounts already paid for the claim.

Enter Your Offer

Cancel
Confirm Offer

- ▶ **Confirm** or **Edit** you offer
- ▶ Select the **check box** and **Submit Offer**

Please Confirm Your Offer and Submit **\$280.00** [Edit Offer](#)

Please enter your offer for total out-of-network rate for this claim, including cost-share and sums already paid for these item(s) or service(s). We will review your offer along with the claim. If your offer is accepted, this step will finalize the claim. We will issue payment according to the agreed-upon amount. Members will not be responsible for amounts above their cost-share.

Cancel
Submit Offer

- ▶ Select **Accept** or **Reject** to take action on the counter-offer

**Dispute ID: 9999999999999999**

**Open Negotiation Details**

Level of Review	Claim Notification Date	Claim No.	Plan	Group
Negotiation	08/27/2023	0999999999999999X	IL	123456
Subscriber	Patient Name	Patient DOB	Total Billed Amount	Total Allowed Amount
000999999999	Jane Doe	03/30/1984	\$838.00	\$46.00
Patient Share	Total Paid Amount	Date(s) of Service	Service Code(s)	Your Offer
\$46.00	\$0.00	03/12/2023 - 03/12/2023	99283, 99291	\$838.00
Plan Decision	Plan Counter Offer	Regulation		
Not Accepted	\$399.62	IL HB-4703		

Your offer has not been accepted. Please review our counter-offer and accept or reject it.

Your Offer \$838.00
Plan Counter-Offer \$399.62
Dispute ID: 9999999999999999

Reject
Accept

## 4) Negotiation and Dispute History

- ▶ View **Open Disputes** on the IDR homepage
- ▶ Select **Dispute History** to view the negotiation status

The screenshot shows the 'Dispute History' tab selected. On the left, the 'Start New Negotiation' section includes a 'Plan' dropdown, a 'Claim Number (DCN)' input field, and 'Select Your Role' options for 'Billing Provider' and 'Rendering Provider'. On the right, the 'Open Disputes' table lists several rows with columns for Status, Submitted Date, Plan Offer Amount, Dispute ID, Claim Number, and Regulation.

- ▶ Within the **Dispute History** section, expand the **Action icon** (>)
- ▶ Scroll over to view the **Negotiation** details and BCBSIL **Plan Decision**
- ▶ If there is an amount in the **Plan Counter-Offer** field, select **Accept** or **Not Accept** for the offer

The screenshot shows the 'Dispute History' table with a search bar and a 'Submit' button. A row is selected, and a 'Negotiation' popup is expanded. The popup contains columns for 'Your Offer', 'Plan Decision', 'Plan Counter Offer', and 'Your Decision'. The 'Your Offer' column shows '\$1000.00' and 'User Name: ABC Emergency Physicians'. The 'Plan Decision' column shows 'Accepted' with a date of '01/07/2022'. The 'Plan Counter Offer' column shows '\$1000.00' and a date of '01/12/2022'. The 'Your Decision' column shows 'Accepted' with a date of '01/05/2021'. A dropdown menu is open over the first row's action icon, showing 'Accept' and 'Not Accept' options.

- ▶ After an **Action** is taken, select **Submit** from the top right corner of the screen

- ▶ Confirm your **Action** taken by selecting the **check box** and **Submit**

The screenshot shows the 'Confirm Your Actions' dialog box. It contains a table with columns: Dispute ID, Claim No., Patient Name, Your Offer, Plan Decision, Plan offer, Action, and Regulation. The data row shows: Dispute ID 1111111111111, Claim No. 0999999999999999X, Patient Name Jane Doe, Your Offer \$420.00, Plan Decision Not Accepted, Plan offer \$97.88, Action Not Accepted, and Regulation NSA. Below the table, there is a message: 'Your information has been displayed in the above table.' At the bottom, there is a checkbox with a checkmark and the text: 'By accepting the Plan's Counter-Offer this step will finalize the claim. We will issue payment according to the agreed-upon amount. Member will not be responsible for amounts above their cost share.' There are 'Cancel' and 'Submit' buttons at the bottom.

5) IL HB-4703: Claims Eligible for Dispute

- ▶ Users will receive the *below message* when the negotiation is **eligible for dispute under Illinois State Specified Law**
- ▶ **Enter Your Offer** and **Confirm Offer**

### Your Open Negotiation

You are eligible to file this dispute under Illinois State Specified Law.

**Open Negotiation Details**

Claim Notification Date	Claim No.	Plan	Group	Subscriber
08/27/2023	999999999999990X	IL	123456	000123456789
Patient Name	Patient DOB	Total Billed Amount	Total Allowed Amount	Patient Share
Jane Doe	03/30/1984	\$838.00	\$46.00	\$46.00
Total Paid Amount	Date(s) of service	Service Code(s)		
\$0.00	03/12/2023 - 03/12/2023	99283, 99291		

Enter the total amount of your offer, including cost-sharing and any amounts already paid for the claim.

Enter Your Offer \$838.00

Cancel
Confirm Offer

- ▶ **Confirm** or **Edit** you offer
- ▶ Select the **check box** and **Submit Offer**

### Your Open Negotiation

You are eligible to file this dispute under Illinois State Specified Law.

**Open Negotiation Details**

Claim Notification Date	Claim No.	Plan	Group	Subscriber
08/27/2023	999999999999990X	IL	123456	000123456789
Patient Name	Patient DOB	Total Billed Amount	Total Allowed Amount	Patient Share
Jane Doe	03/30/1984	\$838.00	\$46.00	\$46.00
Total Paid Amount	Date(s) of service	Service Code(s)		
\$0.00	03/12/2023 - 03/12/2023	99283, 99291		

Please Confirm Your Offer and Submit \$838.00 [Edit Offer](#)

Please enter your offer for total out-of-network rate for this claim, including cost-share and sums already paid for these item(s) or service(s). We will review your offer along with the claim. If your offer is accepted, this step will finalize the claim. We will issue payment according to the agreed-upon amount. Members will not be responsible for amounts above their cost-share.

Cancel
Submit Offer

**More Information and Resources:**

U.S. Department of Labor [No Surprises Act](#)

Centers for Medicare & Medicaid Services [Overview of Rules and Fact Sheets](#)