

Sent on behalf of Marsha Klopfer, Director, Business Analytic Operations, Blue Cross Blue Shield of Michigan and Blue Care Network

Dear Medical Care Group and Physician Organization Business Administrator,

Blue Cross Blue Shield of Michigan and Blue Care Network are making some improvements to the access to our Health e-BlueSM tools through our new provider portal (availability.com). As a result, we have temporarily disabled Health e-Blue access through Availity Essentials and ask that you and your physician practices access Health e-Blue through our old [Provider Secured Services website](#).

If your Provider Secured Services password has expired, or your user ID is disabled, please call the Blue Cross Web Support Help Desk at 1-877-258-3932.

We ask that you and your physician practices also pause on submitting any new access applications for Health e-Blue. We'll notify you when access through Availity Essentials is reinstated and when you can begin to submit additional access applications.

Thank you for your patience as we continue to improve our new provider portal.

Sincerely,

Marsha Klopfer
Director, Business Analytic Operations
Blue Cross Blue Shield of Michigan and Blue Care Network