Availity Web Portal

Summary: Physicians, hospitals and other health care providers can check their patients' health coverage by going to the Availity Web Portal, a multi-payer portal that gives providers access to multiple payers' information with a single, secure logon.

The Availity Web Portal is available for providers to register and get started.

What is the Availity Web Portal?
Availity's Web Portal offers a variety of online functions to help providers reduce administrative costs and gain extra time for patient care by eliminating paperwork and phone calls. Providers are required to register to access this portal. Once registered, providers log in to a single account and perform numerous administrative tasks for patients covered by Amerigroup Community Care of New Mexico, Inc. or by other payers. A full list of participating payers for each state is available on Availity.com.

Why is Amerigroup partnering with Availity?
This service simplifies the health care benefit and claim process so providers can spend more time on patient care and less time on paperwork.

What if I need more information?
For additional information about Availity, see the frequently asked questions below.

Availity Web Portal
Frequently asked questions

Q: **What is the Availity Web Portal?**
A: The Availity femeriPortal is an online multi-payer portal that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure logon.

Q: **What services are accessed through the Availity Web Portal?**
A: The Availity Web Portal offers the following transactions for Amerigroup providers:
- Eligibility and benefits inquiries
- Claim status inquiries
- Claim submissions
- A direct link to the Amerigroup provider self-service website for all other functionality, including PCP member panel listings, precertification requests and payment appeals. Using the top navigation category *Payer Spaces*, providers select the *Payer*, *Resources tab* and then *Provider Self Service*.

Q: **Why is Amerigroup partnering with Availity?**
A: Availity's Web Portal offers a variety of additional online solutions to help reduce administrative costs by eliminating paperwork and phone calls. This service simplifies the health care benefit and claim process, so providers can spend more time on patient care and less time on paperwork.

Q: **What are the technical requirements to access the Availity Web Portal?**
A: To access the Availity Web Portal, providers must have the following:
- A computer with Internet access; high speed is recommended for best results
- Microsoft Internet Explorer 11.0 (or higher), Google Chrome or Firefox browsers
- A 1024 x 768 pixels or greater screen resolution for best results
- The ability to enable pop-up windows, allow javaScript and allow images to load automatically
- Up-to-date antivirus software
- The latest version of Adobe Reader, to view PDF forms

Q: **Is the Availity Web Portal HIPAA compliant?**
A: Yes, the Availity Web Portal is HIPAA compliant.

Q: **How does the Availity Web Portal protect the privacy and security of health information?**
A: Information is protected by registration and can only be accessed by designated Availity Web Portal users. Availity does not store health information; it only exchanges the

information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by providers.

Q: Is there a charge to use the Availity Web Portal?

A: No, the standard transactions previously completed on the Amerigroup provider self-service website (e.g., eligibility and benefits, claim status inquiries, claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Availity Web Portal. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

If a provider's office is not registered to use the Availity Web Portal, they can register at Availity.com today. Providers and their staff can have immediate access to the online tools by clicking on the **Register** button at www.availity.com. Then, select Portal Registration, Let's get started! to complete the online registration wizard.

If providers are already using the Availity Web Portal, no additional registration is needed. Amerigroup will appear as one of the options in the dropdown. If providers experience any difficulties, they should contact Availity Client Services at 1-800-Availity (1-800-282-4548).

Q: What is an Administrator?

A: Each provider organization registering for the Availity Web Portal designates an Administrator. The Administrator performs the account administration functions, such as registering new users, assigning business roles to users, revoking user access, if needed, and controlling the organization's information within the Availity Web Portal. It is recommended that the Administrator set-up one of their users as an Administrator Assistant role in Availity to avoid busness disruption if the Administrator is not available for a length of time or leaves the organization.

Q: What is the difference between Electronic Data Interchange (EDI), the Availity Web Portal and the Amerigroup provider self-service website?

A:
- EDI allows providers to submit claims and retrieve remittance advices and claim file acknowledgements from their computer via modem and phone lines directly to and from the insurance carrier or clearinghouse.
- Availity's Web Portal offers both a multipayer portal and an EDI clearinghouse. The Availity Web Portal optimizes the flow of information between health care stakeholders, including professional and facility providers, health plans, pharmacies and others, through a secure Web-based exchange. We encourage providers to continue submitting claims through their third party vendor or clearinghouse.
- Payer Spaces and the payer provider self-service website are accessed from the Availity portal under the secure single sign on. These sites offer a wide range of online tools and resources to perform daily tasks including but not limited toviewing claim edit rules on ClearClaimConnection™; downloading commonly

used forms, reference materials and provider manuals and viewing policy and procedure information.

Q: **Are there training opportunities available?**

A: Yes, providers have access to multiple resources and free training on the Availity portal after they are registered and logged into Availity. For training opportunities, select **Help & Training** from the top navigation to gain access to a variety of help topics and training opportunities.

Q: **Who should I call if I have questions about the Availity Web Portal?**

A: Contact Availity Client Services at 1-800-Availity (1-800-282-4548) or select **My Support Tickets** under *Help & Training* from top navigation. Availity Web Portal Client Services is available Monday-Friday, 8 a.m.-7 p.m. Eastern time (excluding holidays).