

## Provider Quick Reference Guide for Amerigroup Community Care: Self-Service Tools

### Provider communications/Provider News registration

Register to stay in touch and receive all provider communications and our monthly provider newsletter, *Provider News*, via email. Sign up to receive emails on the [Provider Practice Profile Update Form](#).

**Note:** *Provider News* emails will come from our Provider Communications team. Add [ProviderCommunications@email.anthem.com](mailto:ProviderCommunications@email.anthem.com) to your safe sender/recipient list to ensure you will receive our emails.

Contact your Provider Experience consultant to be added to our email distribution list. Communications are also available online at <https://provider.amerigroup.com/MD> > Communications > Communications overview.

### Provider education and training

Contact your Provider Experience consultant for any provider education and training needs.

<https://provider.amerigroup.com/MD> > Resources > Training Academy

### Self-service tools

**Public website:** <https://provider.amerigroup.com/MD>

**Provider forms/guides:** Various guides and forms are available under the following headings at

<https://provider.amerigroup.com/MD> > Resources > Forms:

- Demographic updates: [Provider Practice Profile Update Form](#)
- Claims & Billing: <https://provider.amerigroup.com/MD> > Resources > Forms > Claims & Billing

**Availity Portal:** <https://availability.com>\* Availity Client Services: 800-AVAILITY (800-282-4548)

There are an array of valuable online tools through the **Availity Portal**, a secure multi-health plan portal. Please refer to the *Provider Digital Engagement Supplement* to learn more about our efforts to go digital. To access the *Provider Digital Engagement Supplement*, go to <https://availability.com>, select Payer Spaces > Payer tile > Resources (under the *Provider Resources* column), if needed, **Select or Change a State** at the top right, select Category **Digital Tools** and scroll to the **Provider Digital Engagement Supplement**.

The electronic tools and applications include the secure provider website, **Electronic Data Interchange (EDI)**, and available business-to-business (B2B) application programming interfaces (APIs).

### How to get started:

- Learn about Availity Portal registration [here](#).
- Learn about the primary administrator duties [here](#).

**Chat:** Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via [Availity.com](#) > select **Amerigroup** from the *Payer Spaces* drop-down menu > from the *Payer Spaces* applications tab, select **Chat with Payer**.

### Register for an upcoming webinar session or view a previously recorded webinar:

1. Once logged into the **Availity Portal**, select **Help & Training > Get Trained**.
2. The Availity Learning Center opens in a new browser tab.
3. Search the Catalog by (a) webinar title or (b) a **keyword** to find a session and enroll.
  - To find a specific live or recorded session, quickly use keywords, for example:
    - **Medical attachments** — use keyword *medattach*
    - **Claims** — use keyword *claims*
  - Select the **Sessions** tab to scroll the live session calendar or access a recorded webinar.
4. After you enroll, you will receive email with instructions on how to join or access the session.

**Support:** If you need help or run into technical difficulties, submit a support ticket through Availity:

1. Log in to Availity at <https://availity.com>.
2. Select **Help & Training > Availity Support**.
3. Select your organization > **Continue**.
4. Select **Contact Support** from the top menu bar, then **Create Case**.

**Electronic funds transfer (EFT)/electronic remittance advice (ERA)**

Type of transaction:	How to register, update, or cancel:	For registration related questions, contact:	To resolve issues after registration, including a decline of a registration, contact:
<b>EFT</b>	Use the <b>CAQH® Solutions EnrollHub™</b>	EnrollHub Help Desk at <b>844-815-9763</b>	Provider Customer Service (PCS) through Chat or the number on the back of the member’s ID card. <ul style="list-style-type: none"> <li>• <b>Note:</b> PCS will engage Provider Experience to resolve, <b>only</b> for registrations that decline because the Provider is loaded incorrectly in our system. PCS will handle all other issues.</li> </ul> <p><i>Note: Providers should allow 2 to 4 weeks from successful EFT registration before contacting PCS.</i></p>
<b>ERA</b>	Use Availity ( <a href="https://availity.com">https://availity.com</a> ) to manage <b>account changes or new registrations</b> for ERAs (835)	Availity Client Services at <b>800-AVAILITY (800-282-4548)</b>	Availity Client Services at <b>800-AVAILITY (800-282-4548)</b> <p><i>Note: Please allow 2 to 4 weeks from successful ERA registration.</i></p>

**New provider joining an existing group**

**Delegated** means a provider organization which has a separate contract to act as a credentialing delegate for providers within their organization.

**Nondelegated**

If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice, please use the following form: [Provider Profile Update Form](#).

**Claim questions: accept/reject, follow up, issue resolution**

If you have claims-related questions, please reference the documents for preferred resources before reaching out to the Provider Experience team. The documents below outline the information we will need to assist you in escalating an issue on your behalf.

More information on claim questions/issue resolution is available at <https://provider.amerigroup.com/MD> > *Claims* > **Claims Overview**.

Go to <https://provider.amerigroup.com/md> > Resources > Forms > Claims & Billing > *Claims Correspondence Form*.

**Prior authorizations**

<https://provider.amerigroup.com/MD>

- **Online submission and/or to check status:** online via the Interactive Care Reviewer (ICR) tool through [Availity.com](#) > Patient Registration > Authorization and Referrals
  - For educational materials regarding the ICR tool, go to [Availity.com](#) > Payer Spaces > Amerigroup > Custom Learning Center.
  - [Register to attend the next live ICR Webinar](#)
- **Prior authorization requirements search tool:**
  - [Availity.com](#) > Payer Spaces > Amerigroup tile > Applications > Precertification Lookup Tool

**AIM Specialty Health® (AIM)**

For AIM managed programs, ordering and servicing physicians may submit a prior authorization request to AIM in one of the following ways:

1. Access AIM *ProviderPortal*<sub>SM</sub> directly at [www.providerportal.com](http://www.providerportal.com), available 24/7 to process orders in real-time.
2. Access AIM via the Availity Portal at <https://availity.com>.
3. Call the AIM Specialty Health Call Center toll-free number: **877-430-2288**.

**AIM Programs:** Visit AIM’s program [microsite](#) to find program information, resources, clinical guidelines, interactive tutorials, worksheets and checklists, FAQ, and access to AIM *ProviderPortal*<sub>SM</sub>.

**OptiNet:** The *OptiNet* Registration is an important tool that assists ordering providers in real-time decision support information to enable ordering providers to choose high-quality, low-cost imaging providers for their patients. Servicing providers need to complete the *OptiNet* Registration online.

**AIM Web Support:** For support accessing [www.providerportal.com](http://www.providerportal.com) or *OptiNet* registration

**800-252-2021**

### **Provider Experience team contact information**

Please use normal channels for questions or issue resolution through the Chat feature on Availity or contact Provider Customer Service on the back of the member's ID card.

- **Chat:** Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via [Availity.com](http://Availity.com) > select **Amerigroup** from the *Payer Spaces* drop-down menu > from the *Payer Spaces* applications tab select **Chat with Payer**.

If you've followed normal channels and require additional assistance, please contact our Provider Experience team by calling Provider Services at **800-454-3730**.