Medicaid

Availity Portal Training
for Providers

Amerigroup
An **Anthem** Company

Training for Amerigroup Community Care-specific tools

Access the Custom Learning Center for training on Amerigroup-specific functions, through Payer Spaces on the Availity* Portal:

1. Log in to the Availity Portal at **availity.com** and select **Amerigroup** from the *Payer Spaces* drop down.
2. From the Payer Spaces applications tab, select **Custom Learning Center**.
3. From the *Custom Learning Center* landing page, use the **Catalog** drop-down box to select resources.

Job aids available for Amerigroup-specific tools:

- Authorization rules lookup
- Claims status listing
- Fee schedule
- Interactive Care Reviewer (ICR)
- Medical attachments
- Patient 360
- Provider online reporting
- Remittance inquiry

For a complete listing of training resources, go to **availity.com** > Payer Spaces > Amerigroup > Custom Learning Center.

Chat with Amerigroup in the Availity Portal

Get answers to your questions about eligibility, benefits, authorizations, claims status, and more:

1. Log in to Availity and select **Amerigroup** from the *Payer Spaces* drop-down menu.
2. From the *Payer Spaces* applications tab, select **Chat with Payer**.
3. Complete the pre-chat form to start your chat experience.

Need to register your organization?

Visit the Availity registration page (**availity.com/provider-portal-registration**) to register your organization or learn about the registration process at **apps.availity.com/availity/Demos/Registration/index.htm**:

- You can learn more about the Primary Administrator duties at **availity.com/documents/Availity_paa.pdf**.

Need assistance with a technical issue?

Submit a support ticket to Availity or call **800-AVAILITY (800-282-4548)**.

1. Log in to Availity and select **Help & Training** and then **Availity Support**.
2. Select your organization followed by **Continue**.
3. Select the **Contact Support** link from the top black bar.

Live webinars available on availity.com

Organization administrators:
- Resources and tips for new administrators
- Navigating the Attachments dashboard and workflow options

New users:
- Use Availity Portal to submit professional claims.
- Service Providers not required to have a National Provider Identifier (NPI).

For a complete listing of live and recorded webinars, go to **availity.com** > Help & Training > Get Trained.

Looking for updates?

Visit **https://provider.amerigroup.com/md** > Resources > Learn about Availity to find the most recent version of this document.

Training for multi-payer tools

From the basics to the advanced, learn all about using the secure provider portal digital tools through self-service learning available through the Availity Learning Center. Enjoy self-service, self-paced learning by using the prerecorded training sessions available in the links below or by signing up for an upcoming webinar. Select the option that works best for you.

How to enroll in live or recorded webinars:
1. In 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) keyword to find a session:
   - Use keywords to find a specific live or recorded session(s):
      - **Medical attachments:** Use keyword *medattach*.
      - **Claims:** Use keyword *claims*.
4. Select the **Sessions** option to scroll the live session calendar.
5. After you enroll, you will receive an email with instructions on how to join or access the session.

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

https://provider.amerigroup.com/MD