

Provider Enrollment Application

A new quick and intuitive way to enroll and become a participating provider with Amerigroup

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.
Coverage provided by Amerigroup Inc.

Submit an enrollment application online

- Digital provider enrollment is a way to enroll to become a participating provider with Amerigroup to serve our members. The tool is hosted in the Availity* Portal and uses Council for Affordable Quality Healthcare, Inc. (CAQH) ProView® to extract data from the provider's CAQH profile.

You can use the application to:

- Add new providers to an existing participating group.
- Contract and enroll as a new individual provider or group of providers.

Currently, **ancillary** and **facility** providers are the only excluded provider types. These providers should continue to use the current enrollment process.

General rules for submitting an application

If the provider has a CAQH profile (PCPs and specialists):

- Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
- Ensure the CAQH ProView profile is attested, and Amerigroup is authorized to access in addition to Aperture/Verisys.
- The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **Primary specialty is mandatory.** The primary specialty is the specialty which will be listed in the directory.

New profiles will remain in *Profile Data Submitted* status until CAQH has approved the profile.

General rules for submitting an application (cont.)

For help, visit: [CAQH ProView for Providers and Practice Managers](#).

The organization must be registered with Availity and have an Availity login ID under the organization. The Availity user ID should be assigned the role of *Provider Enrollment*.

Before you get started

1. Register your organization on <https://www.availity.com>:
 - Create your personal user account under your organization within Availity:
 - Under *More*, select **Add User** or **Maintain User**.
 - Assign the user the role of **Provider Enrollment**.
2. Update your CAQH profile and complete the following:
 - Review and attest your CAQH profile.
 - Ensure Amerigroup is authorized to view your CAQH data.
 - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
 - Under **Payer Spaces**, select the **Amerigroup logo**, then select **Applications** and **Provider Enrollment**.

Roles for [redacted]

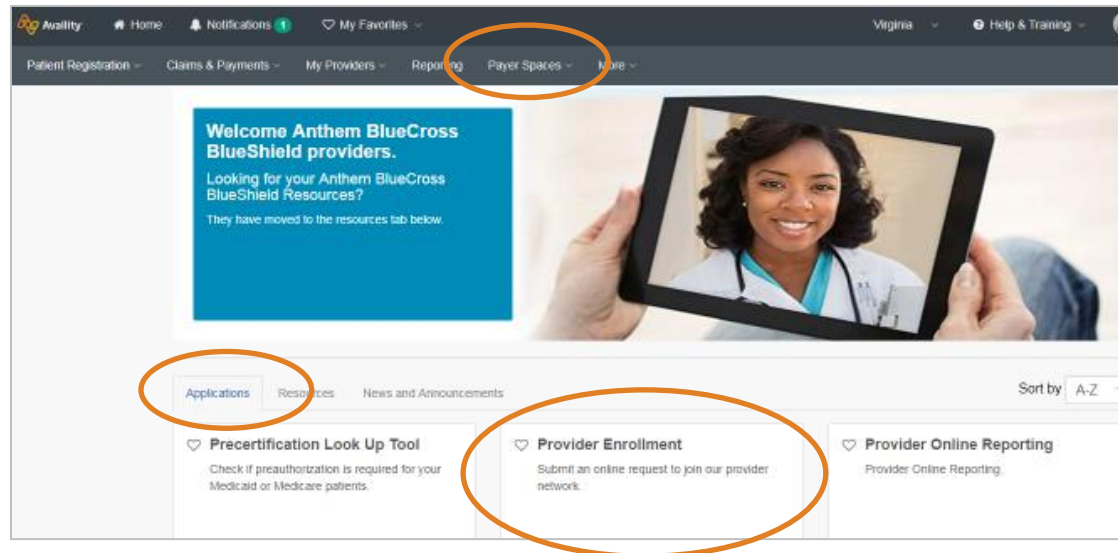
Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)
User Roles	
<input checked="" type="checkbox"/>	Base Role
<input type="checkbox"/>	Authorization and Referral Inquiry
<input type="checkbox"/>	Authorization and Referral Request
<input type="checkbox"/>	Claim Status
<input type="checkbox"/>	Claims
<input type="checkbox"/>	Clinician
<input type="checkbox"/>	EDI Management
<input type="checkbox"/>	Eligibility and Benefits
<input type="checkbox"/>	Express Entry
<input type="checkbox"/>	Medical Staff
<input type="checkbox"/>	New Eligibility and Benefits
<input type="checkbox"/>	Office Staff
<input type="checkbox"/>	Physician
<input type="checkbox"/>	Provider Data Management
<input type="checkbox"/>	Provider Enrollment
<input type="checkbox"/>	Provider Enrollment and Contracting



Enroll through the Availity Portal

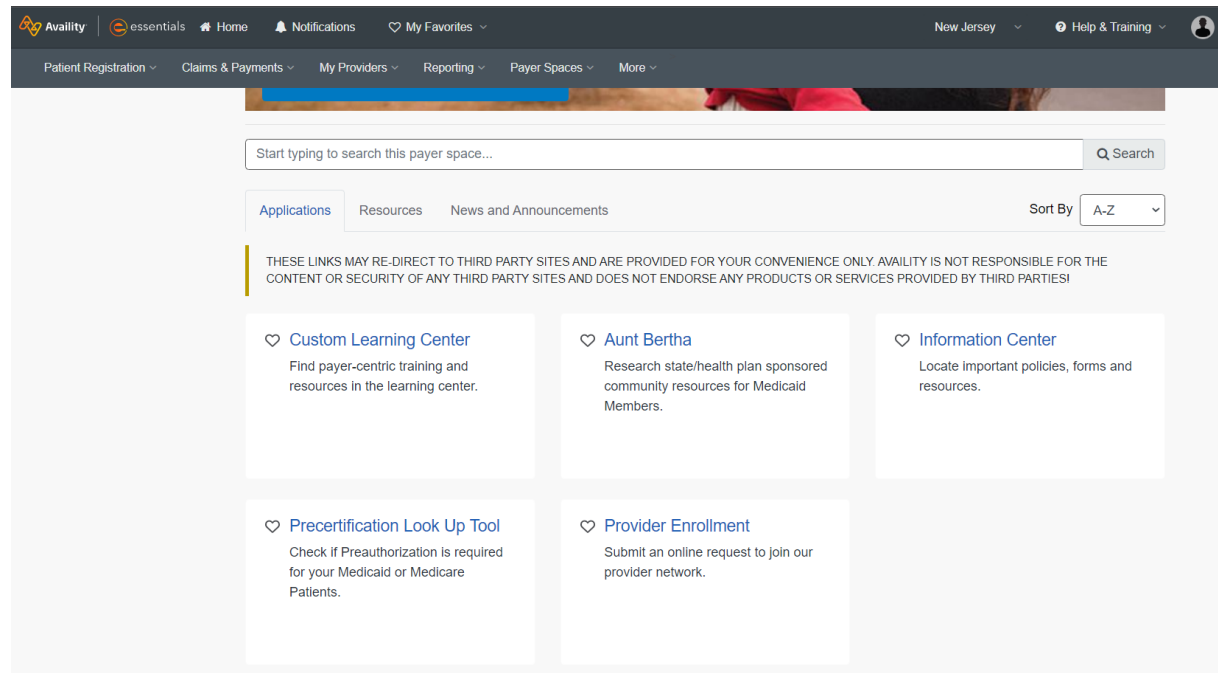
- The enrollment application is located on the Availity Portal:
- Navigate to <https://www.availity.com>.
- After logging in, select **Payer Spaces**.
- Select the **Amerigroup** logo.
- Select **Applications**, then **Provider Enrollment**.



Enroll through Availity

The enrollment application is located on Availity:

- Navigate to <https://www.availity.com>.
- After logging in, select **Payer Spaces**.
- Select the **Amerigroup** logo.
- Select **Applications**, then **Provider Enrollment**.



The screenshot displays the Availity website interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. On the right side of the navigation bar, it shows 'New Jersey' and 'Help & Training'. Below the navigation bar, there is a secondary menu with options: 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area features a search bar with the placeholder text 'Start typing to search this payer space...' and a 'Search' button. Below the search bar, there are tabs for 'Applications', 'Resources', and 'News and Announcements', with 'Sort By' set to 'A-Z'. A disclaimer states: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. There are five application cards visible: 'Custom Learning Center' (Find payer-centric training and resources in the learning center.), 'Aunt Bertha' (Research state/health plan sponsored community resources for Medicaid Members.), 'Information Center' (Locate important policies, forms and resources.), 'Precertification Look Up Tool' (Check if Preauthorization is required for your Medicaid or Medicare Patients.), and 'Provider Enrollment' (Submit an online request to join our provider network.).

Enrollment dashboard

My Dashboard is the place to track your submission.

Select **Begin new application** to start the enrollment process.

The screenshot shows the Amerigroup enrollment dashboard. At the top is a navigation bar with 'Availity', 'Home', 'Notifications', 'My Favorites', 'Virginia', and 'Help & Training'. Below this is a secondary menu with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Clinical', 'Reporting', 'Payer Spaces', and 'More'. The main content area features a 'My Dashboard' header with '80 Total Applications'. On the left is a sidebar with 'Search my applications', 'Recent Applications', 'Incomplete Applications', and 'Submitted Applications'. The main content area includes a 'Begin new application +' button and two application cards for 'Henricks O'Connor' and 'Eric Jones', each with a table of details and a status indicator.

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

The left-hand navigation options allow providers to find their applications and check their status.

Real time status updates of your applications.

Begin the enrollment process

Select your information below to confirm your ability to continue:

Which organization is this for? ⓘ
Select Organization ▼

What is the tax ID for this? ⓘ
Choose Tax ID ▼

What type of provider are you?
Provider Type ▼


- Provider Type
- Ancillary Provider or Allied Health Provider
- Behavioral Health
- Primary Care Provider (PCP)**
- Specialty Care Provider
- Other - No CAQH/Non-Credentialed

Select the organization name.

Select the tax ID.

Select the provider type. This will direct the provider to the correct enrollment experience.

Facility and ancillary providers will be directed to the provider website for instructions.

 We are still working on this digital experience for the selection you made.

Please click on the link below to enroll as a provider with Anthem.

[Join our network](#) [Back to dashboard](#)

What would you like to do?

Select to add providers to an existing group.

Select to create a new provider group and receive a contract.

What would you like to do?

[Return to dashboard](#)

- Join an existing group**
An existing group that is already participating with an existing group contract
- Create a new provider group**
Enrolling a new group of providers wanting to participate under a new group contract

[Begin new application](#)

Step 1: getting started: group information

My Dashboard
125 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will enter required information for the new group that your providers want to join.

- Group Information
- Provider Information
- Address Information
- Network Selections
- Review All Information

Step One: Group Information

Please enter your group information to help identify the creation of the new provider group.

Group/Legal Entity Name

Doing Business As (DBA) Name

Group NPI (Type 2) Group Tax ID

Group Website

[Move to Provider Information](#)

Provide group information when you are adding a provider to an existing group or enrolling a new provider group.

Step 1: getting started: provider information

My Dashboard
129 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Join an existing group

In this step, you will begin to add the providers. We'll be collecting information already captured in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- Group Information
- Provider Information**
 - Select Providers
 - Review CAQH Information
- Address Information

Enter the CAQH and NPI number for the provider.

You must select one or more providers before assigning them to your existing group.

Step Two: Provider Information

How many providers will you be adding to your existing group?
2

Provider 1 - Eric Jones [Remove X]

CAQH Number	Individual NPI (Type 1)	Clear Provider
16000507	1234567890	
Anticipated Hire Date	--	

Provider [Remove X]

CAQH Number	Individual NPI (Type 1)	Find Provider
<input type="text"/>	<input type="text"/>	I don't have a CAQH Number
Anticipated Hire Date	[Calendar Icon]	
<input type="text"/>	MM/DD/YYYY	

Select the number of providers to enroll.

Select **Find Provider** – This pulls data from CAQH.

Providers must have an attested CAQH profile and have authorized Amerigroup to access their data.



Step 1: getting started: CAQH information

- The application pulls data from the provider's CAQH profile:
- Review the information for each provider.
 - Complete any missing data. The red bar indicates a required field.

Getting Started

Create a new provider group

In this step, you will begin to add the providers. We'll be collecting information already captured in their CAQH profile. An up-to-date and attested CAQH profile is necessary for the enrollment process.

Group Information

Provider Information

Select Providers

Review CAQH Information

Address Information

Network Selections

Review All Information

Step Two: Provider Information

Eric Jones

NPI Number	CAQH Number
1912342288	16000505

Personal Information

Professional Title

Provider's Race/Ethnicity [Why exclude this?](#)
Asian

Gender [Why exclude this?](#)
Male

Date of Birth
04/04/1966

Non-English Languages Spoken by the Provider

Chinese
[Remove](#)

[+ Add Another Language](#)

Specialist Panel Information

Panel Status

New patients (open) Current patients only

Age Limitations (optional)

Minimum	Maximum
Minimum Age	Maximum Age

Panel Size (optional)

Step 1: getting started: address information

My Dashboard
158 Total Applications

1 Getting Started

2 Additional Information

3 Application Completion

Getting Started

Create a new provider group

In this step, you will be viewing all addresses and other information stored in CAQH for your new providers. Please select, or enter, the correct information prior to moving to the next step.

✓ Group Information

✓ Provider Information

✎ Address Information

✎ Primary Practice

○ Correspondence

○ Billing/Remittance

○ Office Manager

✕ Network Selections

Step Three: Provider Addresses

Please identify the **Primary Practice Address** by selecting it from the list of addresses found in CAQH. If the address is not listed, you will be able to enter it manually.

- | | | |
|----------------------------------|---------------------------------------|--------------------------------|
| <input checked="" type="radio"/> | 1300 MASTERS CT, CHESAPEAKE, VA 23320 | Phone Number
(617) 283-3333 |
| <input type="radio"/> | 1970 ROANOKE BLVD, Chesape... | Phone Number
(513) 058-9069 |
| <input type="radio"/> | Address not found? Enter it manually. | |

Move to Correspondence

[Return to dashboard](#) | [Terms of Use](#)

This step captures all the address information and contacts.

We are collecting the:

- Primary practice address.
- Correspondence address.
- Billing/remittance address and contact.
- Office manager contact.

Choose an address/contact or add a new one (if needed).

Step 1: getting started: network selections

My Dashboard
99 Total Applications

1 Getting Started

2 Additional Information

3 Application Completion

Getting Started

Create a new provider group

In this step, you will see the available network(s) for your contract. These network selections are based on the information you have provided.

✓ Group Information

✓ Provider Information

✓ Address Information

✎ Network Selections

✕ Review All Information

Step Four: Network Selections

To become a participating provider, select one or more networks to join.

- Network 1
- Network 2
- Network 3
- Network 4

Review All Information

[Return to dashboard](#) | [Terms of Use](#)

Providers who need contracts may be prompted to select the provider networks in which they will participate.

The network selections will reflect the products available in the state to which they are applying.

Step 1: getting started: review all information

My Dashboard 99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you are reviewing all group and provider information added. Please review the information to make sure it is accurate prior to submitting.

- Group Information
- Provider Information
- Address Information
- Network Selections
- Review All Information

Step Five: Review All Information

Group Information [edit](#)

Group Name
test group

Group NPI 1356343610	Group Tax ID 111111111
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Added providers [edit](#)

Eric Jones

Address Information [edit](#)

Primary Practice

Address
1201 BROAD ROCK BLVD, RICHMOND, VA 23249

Email Address --	Phone Number (344) 334-3436
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General Correspondence

Review the data and select any of the *Edit* buttons to edit the data.

Step 2: additional information: documents required

My Dashboard
158 Total Applications

1 Getting Started


2 Additional Information

3 Application Completion


Additional Information


Create a new provider group


In this step, you will review all required documents for each provider. Some documents have been pulled from their CAQH profile. Please make sure all required documents have been uploaded.

 Documents Required

 Hospital Affiliations

 Service Locations

 Contract Signer

 Documents found in CAQH were uploaded on your behalf. Please provide all missing documents.

Step One: Documents Required

Eric Jones 1 Document(s) Needed 

Group Name 1 Document(s) Needed 

W-9

Drop file here or [Upload a file](#)

Move to Hospital Affiliations

In stage two, documents and additional information are collected:

- The application will automatically pull required documents from CAQH if available.
- Documents are collected at the provider and group level.
- Drag and drop files or use the upload feature to add documents to the application.

Step 2: additional information: hospital affiliations

My Dashboard 157 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Additional Information

Create a new provider group

In this step, you can assign the hospitals where the provider is affiliated.

- Documents Required
- Hospital Affiliations**
 - Eric Jones
- Service Locations
- Contract Signer

Step Two: Hospital Affiliations

Eric Jones	
NPI Number	CAQH Number
1912342288	16000505

Primary Hospital Affiliations

Arizona State Hospital

Other Current Affiliations

Andalusia Regional Hospital

Previous Affiliations

Benson Hospital

[Move to Service Locations](#)

Review each provider's hospital affiliation information and provide any missing information.

Step 2: additional information: service locations

My Dashboard
158 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Additional Information

Create a new provider group

In this step, you can assign the service locations where the provider will be practicing.

- Documents Required
- Hospital Affiliations
- Service Locations**
 - Select Addresses
 - Review Information
 - Assign Providers
- Contract Signer

Service Locations

- Select Addresses
- Review Information
- Assign Providers

i All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.

Step Three: Service Locations

<input checked="" type="checkbox"/> 1300 MASTERS CT, CHESAPEAKE, VA 23320	Group Primary
<input checked="" type="checkbox"/> 1970 ROANOKE BLVD, Chesape...	

[Move to Review Information](#)

[Return to dashboard](#) | [Terms of Use](#)

There are three steps within *Service Locations*:

- Select the actual addresses where providers practice.
- Review information for each location to ensure the accuracy of data.
- Assign providers to those service locations.

Step 2: additional information: contract signer

Additional Information

Create a new provider group

In this step, we are collecting information so we can send out the contract for e-signature. The contract can only be signed by an authorized signer.

- ✓ Documents Required
- ✓ Hospital Affiliations
- ✓ Service Locations
- ✎ Contract Signer

Step Four: Contract Signer

Please provide the name and address for the individual authorized to sign the contract.

Contact Details

First Name

Last Name

Job Title

Email Address

Confirm Email Address

Signatory Address

- Primary Practice Address
1201 BROAD ROCK BLVD, RICHM...
- Correspondence Address
1970 ROANOKE BLVD, SALEM, VA 24153
- Billing/Remittance Address
123 East Main Street, , VA 22212
- Add Address

Supply the name and information for the person authorized to sign the contract when enrolling a new solo provider or provider group.

Choose the address for the signatory or enter a new one.


Step 2: additional information: contract signer

1 Getting Started Completed 01/01/2020 2 Additional Information Completed 01/01/2020 3 **Completion** Review Completed information

Application Completion

Join an existing group

We have received all your information and will begin the review process. Check your dashboard for updates on the progress of your application. Thank you!

 **Application Completion**

Group Name		Group Application ID GR-8063
Renee Wilson		Application ID PR-10375
CAQH Number	NPI Number	
16032572	123456789	
Provider Type	Anticipated Hire Date	
Specialist		

[Go to dashboard](#)

This is the final stage of the application process.

- Each provider will have an **application ID**.
- The application ID allows the provider to view the status on each individual application.

Application ID
PR-10375

To check the status of your application:

Select the **Go to dashboard** button to go back to the dashboard and **view the application status**. You will need the **application ID** to check your status.

Before you are ready to see Amerigroup members

- You must complete the *Provider Enrollment* application or the Amerigroup *Letter of Interest*.
- All Credentialing Documents received will be sent to Aperture / Verisys for primary source verification.
- You must pass credentialing if applicable to your specialty type:
 - Refer to the provider manual for providers that require credentialing.
 - Go to <https://provider.amerigroup.com/TX> and under *Resources*, select **Provider Manuals and Guides**.
- You must have a fully executed contract:
 - The contract is not valid until signed by provider and Amerigroup, and the provider has met credentialing requirements.

Troubleshooting tips

- When working in the application, you may run into technical issues or questions. These quick tips will help you navigate this new platform by addressing some of the commonly asked questions:
- **If you see an error messages when adding provider information, ensure:**
 - A **primary specialty** has been selected in CAQH ProView.
 - The provider's CAQH ProView profile has been **attested**.
 - The provider's CAQH ProView profile has **designated Amerigroup** as an authorized user.
 - The provider's CAQH profile is in an **Initial Profile Complete status**. If the profile is new, CAQH reviews the profile before moving it to Initial Profile Complete status.
 - **All documentation has been uploaded** in CAQH.
- If the system is down, you will receive a *System Not Available* message. Your application will be saved, but you will need to finish at a later time. If you experience issues with Availity organization registration, call Availity support at **1-800-282-4548 (1-800-AVAILITY)** or visit the [Contact Us](#) page on the Availity Portal.

Troubleshooting tips (cont.)

- **For CAQH issues:**
- If you see error messages after you select **Find Provider**, check if there is no primary specialty chosen in CAQH or if the primary specialty information is incomplete:
 - The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
 - *Profile Data Submitted* status is shown when a new profile has been created and submitted to CAQH, but the profile has not been approved by CAQH.

PROVIDER SEARCH RESULTS

PROVIDER SEARCH RESULTS					Refine Search
Provider Name	Birth Date	Primary Practice State	Roster Status	Provider Status	
Joe Smith	07/23/1969	TN	Active	Profile Data Submitted	



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

<https://provider.amerigroup.com>