Amerigroup

Provider Enrollment Application

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

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.

Amerigroup

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*.

Amerigroup

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**.

5

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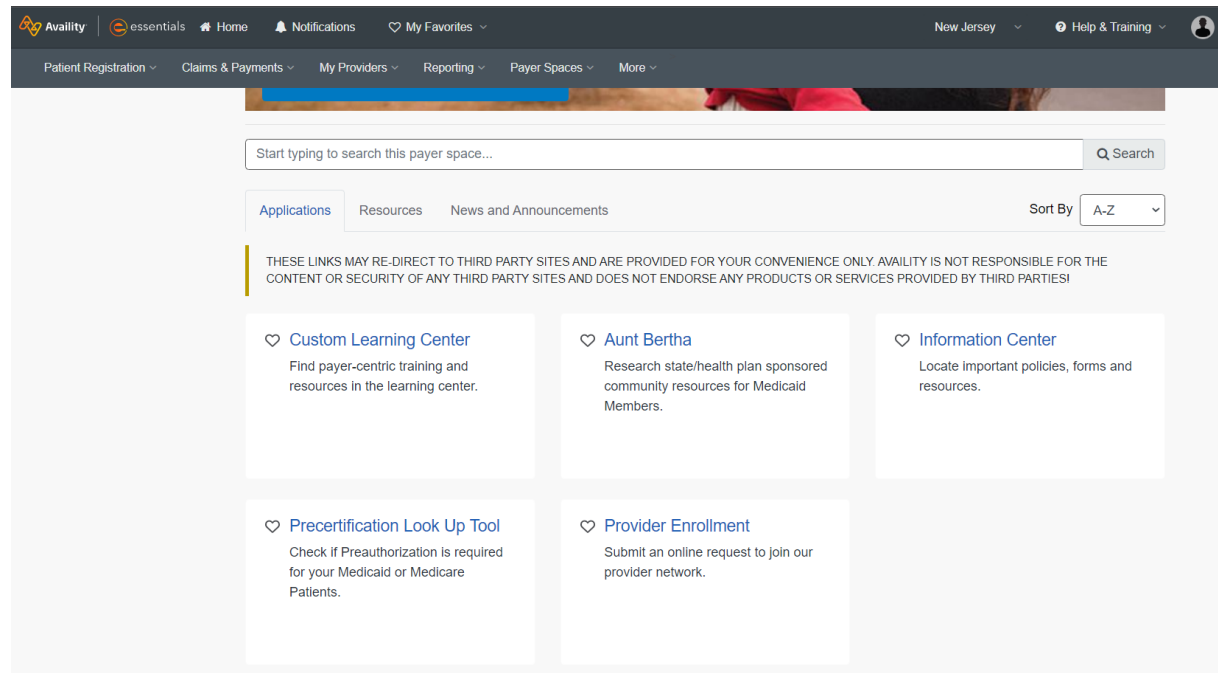
- The enrollment application is located on the Availity Portal:
- Navigate to **https://www.availity.com**.
- After logging in, select **Payer Spaces**.
- Select the **Amerigroup logo**.
- Select **Applications**, then **Provider Enrollment**.
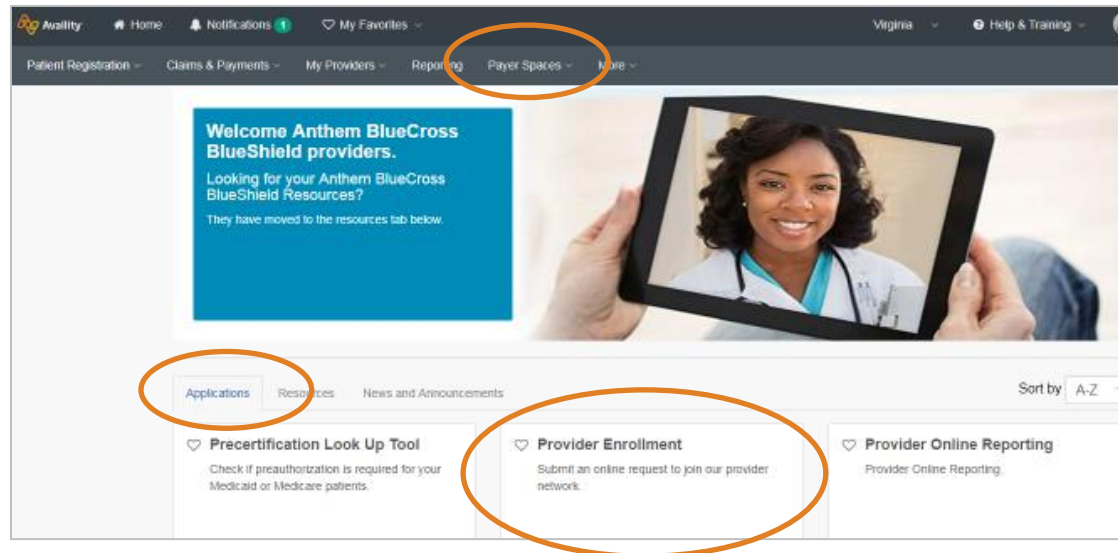
Enroll through Availity

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**.

Enrollment dashboard

My Dashboard is the place to track your submission.

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

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

Amerigroup

What would you like to do?

What would you like to do?   Return to dashboard

Select to add providers to an existing group.   → ● Join an existing group
                                                      An existing group that is already participating with an existing
                                                      group contract

Select to create a new provider group and receive a   → ○ Create a new provider group
contract.   Enrolling a new group of providers wanting to participate under
                                                            a new group contract

Begin new application

Amerigroup

Step 1: getting started: group 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

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

> ⓘ 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 ✕]

CAQH Number   Individual NPI (Type 1)   [Clear Provider]
16000507   1234567890

Anticipated Hire Date

--

Provider   [Remove ✕]

CAQH Number   Individual NPI (Type 1)   [Find Provider]
_____   _____   I don't have a CAQH Number

Anticipated Hire Date ❓

[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.

Enter the CAQH and NPI number for the provider.

Amerigroup

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 in 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
1912342288

CAQH Number
16000505

Personal Information

Professional Title

Provider's Race/Ethnicity   Why include this?
Asian

Gender   Why include 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)

Amerigroup

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.

◉ 1300 MASTERS CT, CHESAPEAKE, VA 23320   Phone Number (617) 283-3333

○ 1970 ROANOKE BLVD, Chesape...   Phone Number (513) 098-9089

○ 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).

Amerigroup

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.

Amerigroup

15

Step 1: getting started: review all information

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

Step 2: additional information: documents required

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

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

Step 2: additional information: service locations

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

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 00/00/0000

2 Additional Information
Completed 00/00/0000

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 dashbaord 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

Application ID PR-10375

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.

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.

Amerigroup

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:

  o Refer to the provider manual for providers that require credentialing.

  o 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.

Amerigroup

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

Refine Search

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

Amerigroup

Amerigroup

https://provider.amerigroup.com