

Provider quick reference guide: self-service tools

This guide was created to help providers work with Amerigroup Washington, Inc.

Self-service tools			
Public website:			
Medicare: Self-service tools			
Medicaid: Self-service tools			
Availity Portal:* https://www.availity.com			
Availity Client Services: 800-AVAILITY (800-282-4548) Medicare/Medicaid			
There are many provider self-service tools available through the Availity Portal , a secure multi-health plan portal. Please refer to the <i>Provider Digital Engagement Supplement</i> to learn more about our efforts to go digital. To access the <i>Provider Digital Engagement Supplement</i> , go to https://www.availity.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.			
These electronic tools and applications include the secure provider portal, Electronic Data Interchange (EDI) and available business-to-business (B2B) application programming interfaces (APIs).			
How to get started: <ul style="list-style-type: none"> • 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 https://www.availity.com > Payer Spaces > Payer tile > Applications > Chat with Payer.			
Register for an upcoming webinar session or view a previously recorded webinar: <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> o To find a specific live or recorded session quickly, use keywords, for example: <ul style="list-style-type: none"> ▪ Medical Attachments — Use keyword <i>medattach</i> ▪ Claims — Use keyword <i>claims</i> o 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 Providers need help or run into technical difficulties, submit a support ticket through Availity: <ol style="list-style-type: none"> 1. Log in to Availity at https://www.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. You will receive a confirmation email once the case is submitted. 			
Electronic funds transfer (EFT)/electronic remittance advice (ERA) Medicare/Medicaid			
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:
EFT	Use Availity to be redirected to EnrollSafe or visit EnrollSafe (https://enrollsafe.payeehub.org) directly to register and manage EFT account changes	PayeeHUB Support at 877-882-0384 or support@payeehub.org	Availity Client Services at 800-AVAILITY (800-282-4548) or PayeeHUB Support at 877-882-0384 or support@payeehub.org

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Washington, Inc. American Specialty Health is an independent company providing health management services on behalf of Amerigroup Washington, Inc. AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup Washington, Inc. EyeQuest is an independent company providing vision benefit management services on behalf of Amerigroup Washington, Inc. DentaQuest is an independent company providing dental benefit management services on behalf of Amerigroup Washington, Inc.

ERA (835)	Use Availity (https://www.availity.com) to manage <i>account changes</i> or <i>new registrations</i> for ERAs (835)	Availity Client Services at 800-AVAILITY (800-282-4548)	Availity Client Services at 800-AVAILITY (800-282-4548) <i>Note: Please allow 2 to 4 weeks from successful ERA registration.</i>
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New provider joining an existing group

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

Medicare/Medicaid: Provider submits rosters through the **Provider Data Management Email Box**. The roster template and group maintenance forms can be found here: **Demographic Forms**. If you need assistance, please outreach to your Provider Experience consultant.

Non-delegated

Medicare/Medicaid:

- The digital Provider Enrollment application form is available through **Availity**. To use the Provider Enrollment application, ensure your provider data on CAQH is current and in a *complete* or *re-attested* status, then:
- Log into **Availity** > WA > Payer Spaces > Amerigroup icon > Applications > Provider Enrollment.
- New and current **Availity** users should ensure their User ID has been assigned with *Provider Enrollment* functionality to use this tool.
- See your organization's Availity Administrator if you need access. If you don't know your Administrator, contact Availity Client Service at **800-AVAILITY (800-282-4548)**.

If you are a chiropractic, acupuncture, massage, and registered dietician provider, please contact American Specialty Health* (ASH) at **800-972-4226** or via **the ASH provider website**. If you are a vision provider, please contact EyeQuest* at **855-230-4656** or via EyeQuest provider link. If you are a dental provider, please contact DentaQuest* at **855-230-1855** or **DentaQuest provider link**.*

Provider enrollment application status inquiry

Medicare/Medicaid:

Once your Provider Enrollment application has been submitted through Availity (*follow the steps listed above under "Join our Provider Network"*), you will receive an Application ID that starts with "PR-". Check the status of your Provider Enrollment application by logging into <https://www.availity.com> > WA > Payer Spaces > Amerigroup icon > Applications > Provider Enrollment.

Your *My Dashboard* will include your Application ID (aka PR-#) and the following categories: *Recent Applications*, *Incomplete Applications*, and *Submitted Applications*. Once your application is submitted, you will see status messages, including: Submitted, In process, or Ready to See Members.

Note: The credentialing process may take 30 to 90 days. If you have concerns about your application, email the Provider Contracting team at wcontractintake@anthem.com for a further update.

Before you are Ready to See Members, you must have:

- Passed credentialing (if applicable to your specialty type).
- Received a fully executed contract.
- Received a welcome letter that includes your effective date.

Provider demographic changes

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 the Practice Profile Update form or Washington **Provider Master Roster** and send to **Provider Data Management**.

Medicaid/Medicare: **Washington Provider Master Roster**

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

If you have claims-related questions, please follow the path below path before reaching out to the Provider Experience team.

Medicare/Medicaid: <https://www.availity.com> > Payer Spaces > Payer tile > *Applications* > Chat with Payer

Prior authorizations
<p><i>Medicare/Medicaid:</i></p> <ul style="list-style-type: none"> • Online submission and/or to check status: online via the Interactive Care Reviewer (ICR) tool through https://www.availity.com > Patient Registration > Authorization and Referrals <ul style="list-style-type: none"> ○ Educational materials regarding the ICR tool can be located at the ICR Tool ○ Register to attend the next live ICR Webinar • Prior authorization requirements search tool: <ul style="list-style-type: none"> ○ https://www.availity.com > Payer Spaces > Amerigroup WA > Applications > Prior Authorization Lookup Tool or visit the following link on our provider page: Prior authorization look up tool.
AIM Specialty Health® (AIM)*
<p><i>Medicare/Medicaid:</i> For AIM managed programs, ordering and servicing physicians may submit a prior authorization request to AIM in one of the following ways:</p> <ol style="list-style-type: none"> 1. Access AIM ProviderPortals_{SM} directly at www.providerportal.com, available 24/7 to process orders in real-time 2. Access AIM via the Availity Portal at https://www.availity.com 3. Call the AIM Specialty Health Call Center toll-free number: 800-714-0040
<p>AIM programs: Visit AIM's program microsite to find program information, resources, clinical guidelines, interactive tutorials, worksheets and checklists, FAQ, and access to AIM ProviderPortals_{SM}</p>
<p>OptiNet: The <i>OptiNet</i> 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 <i>OptiNet</i> Registration online</p>
<p>AIM Web Support: For support accessing www.providerportal.com or <i>OptiNet</i> registration 800-252-2021</p>
Provider Experience team contact information
<p>Please use normal channels for questions or issue resolution through the Chat feature on Availity or by contacting the Provider Services number on the back of the member's ID card.</p> <ul style="list-style-type: none"> • Chat: Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via https://www.availity.com > Payer Spaces > Payer tile > <i>Applications</i> > Chat.
<p><i>Medicare/Medicaid:</i> If our self-service tools, Provider Services, or submitting a claim payment dispute did not resolve the issue to your satisfaction, then reach out to your dedicated Provider Experience consultant. If you don't know your designated representative, please use the Chat tool through Availity or contact Provider Services for your assigned Provider Experience consultant.</p>
Provider communications/ Provider News registration
<p><i>Medicare/Medicaid:</i> Register to stay in touch and receive all provider communications and our monthly provider newsletter, <i>Provider News</i>, via email. Complete the fillable fields within the form. Once you hit Submit, an email will open to send the request to Amerigroup to register. Register here. <i>Provider News</i> emails will come from our Provider Communications team. Add ProviderCommunications@email.anthem.com to your safe sender/recipient list to ensure you will receive our emails.</p>
Provider education and training
<p>Contact your Provider Experience consultant for any provider education and training needs.</p>
<p><i>Medicare/Medicaid:</i> If our self-service tools, Provider Services, or submitting a claim payment dispute did not resolve the issue to your satisfaction, then reach out to your dedicated Provider Experience consultant. If you don't know your designated representative, please utilize the Chat tool through Availity or contact Provider Services for your assigned Provider Experience consultant.</p>