

Availity Essentials reminder

Summary: Physicians, hospitals and other health care providers can check their patients' health coverage by going to Availity Essentials, a multi-payer platform that gives providers access to multiple payers' information with a single, secure logon.

Availity Essentials is available for providers to register and get started.

What is Availity Essentials?

Availity Essentials offers a variety of online functions to help providers reduce administrative resources by eliminating paperwork and phone calls. Providers are required to complete a one-time registration to access this platform. Once registered, providers log in to a single account and are able to perform numerous administrative tasks for patients covered by Wellpoint as well as other payers. A full list of participating payers for each state is available on [Availity.com](https://www.availity.com).

Why is Wellpoint working with Availity?

This service simplifies the health care benefit and claim process so providers can spend more time on patient care and less time on paperwork.

What if I need more information?

For additional information about Availity Essentials, see the frequently asked questions about the Availity Essentials platform on the following pages or call Provider Services at **833-731-2274**.

Availity Essentials frequently asked questions

Q: What is Availity Essentials?

A: Availity Essentials is an online multi-payer platform that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure logon.

Q: What services are accessible through Availity Essentials?

A: Availity Essentials offers the following transactions for Wellpoint providers:

- Eligibility and benefits inquiries
- Claim status inquiries
- Claim submissions
- A direct link to the Wellpoint provider self-service website for all other functionality, including PCP member panel listings, precertification requests and payment appeals
 - Using the top navigation category *Payer Spaces*, providers select the **Payer, Resources** tab and then **Provider Self Service**.

Q: Why is Wellpoint working with Availity?

A: The Availity Essentials platform offers a variety of additional online solutions to help reduce administrative resources by eliminating paperwork and phone calls. This service simplifies the health care benefit and claim process so providers can spend more time on patient care and less time on paperwork.

Q: What are the technical requirements to access Availity Essentials?

A: To access Availity Essentials, providers must have the following:

- A computer with internet access; high speed is recommended for best results
- Microsoft Internet Explorer 11.0 (or higher), Google Chrome or Firefox browsers
- A 1024 x 768 pixels or greater screen resolution for best results
- The ability to enable pop-up windows, allow JavaScript and allow images to load automatically
- Up-to-date antivirus software
- The latest version of Adobe Reader to view PDF forms

Q: Is the Availity Essentials platform HIPAA compliant?

A: Yes, the Availity Essentials platform is *HIPAA* compliant.

Q: How does Availity Essentials protect the privacy and security of health information?

A: Information is protected by registration and can only be accessed by designated Availity Essentials users. Availity Essentials does not store health information; it only exchanges the

information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by providers.

Q: Is there a charge to use Availity Essentials?

A: No, the standard transactions previously completed on the Wellpoint provider self-service website (for example, eligibility and benefits, claim status inquiries, claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Availity Essentials platform. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

If a provider's office is not registered to use the Availity Essentials platform, they can register at [Availity.com](https://www.availity.com) today. Providers and their staff can have immediate access to the online tools by clicking on the **Register** button at [Availity.com](https://www.availity.com). Then, select **Availity Essentials Registration - Let's get started!** to complete the online registration wizard.

If providers are already using the Availity Essentials platform, no additional registration is needed. Wellpoint will appear as one of the options in the drop-down menu. If providers experience any difficulties, they should contact Availity Client Services at **800-AVAILITY (800-282-4548)**.

Q: What is an Administrator?

A: Each provider organization registering for Availity Essentials designates an Administrator. The Administrator performs the account administration functions, such as registering new users, assigning business roles to users, revoking user access, if needed, and controlling the organization's information within Availity Essential. It is recommended that the Administrator set up one of their users as an Administrator Assistant role in Availity to avoid business disruption if the Administrator is not available for a length of time or leaves the organization.

Q: What is the difference between Electronic Data Interchange (EDI), Availity Essentials and the Wellpoint provider self-service website?

A:

- EDI allows providers to submit claims and retrieve remittance advices and claim file acknowledgements from their computer via modem and phone lines directly to and from the insurance carrier or clearinghouse.
- The Availity Essentials platform offers both a multipayer platform and an EDI clearinghouse. Availity Essentials optimizes the flow of information between health care stakeholders, including professional and facility providers, health plans, pharmacies and others, through a secure web-based exchange. We encourage providers to continue submitting claims through their third-party vendor or clearinghouse.
- Payer Spaces and the payer provider self-service website are accessed from the Availity Essentials platform under the secure single sign-on. These sites offer a wide range of online tools and resources to perform daily tasks including but not limited to viewing claim edit rules

on ClearClaimConnection™; downloading commonly used forms, reference materials and provider manuals; and viewing policy and procedure information.

Q: Are there training opportunities available?

A: Yes, providers have access to multiple resources and free training on Availity Essentials after they are registered and logged into [Availity.com](https://www.availity.com). For training opportunities, select **Help & Training** from the top navigation to gain access to a variety of help topics and training opportunities.

Q: Whom should I call if I have questions about the Availity Essentials platform?

A: Contact Availity Client Services at **800-AVAILITY (800-282-4548)** or select **My Support Tickets** under *Help & Training* from the top navigation. Availity Essentials Client Services is available Monday to Friday, 8 a.m. to 7 p.m. Eastern time (excluding holidays). For additional help, call Provider Services at **833-731-2274**.