

Provider enrollment application

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



Submit an enrollment application online

Digital provider enrollment is a way to enroll to become a participating provider with Wellpoint to serve Medicaid members. The tool is hosted in the Availity Essentials.* It 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 Wellpoint is authorized to access.

For information on how to attest and authorize Wellpoint to access the data, please refer to the [CAQH ProView Provider User Guide](#).

The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **Primary specialty is mandatory.**

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*.

For additional information on Availity, review the *Availity New User Guide*.



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 Wellpoint is authorized to view your CAQH data.
 - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
 - Under Payer Spaces, select the Wellpoint 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



General rules for submitting an application (cont.)

The enrollment application is located on the Availity Essentials:

- Navigate to <https://www.availity.com>.
- After logging in, select **Payer Spaces**.
- Select the **Wellpoint 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.

The screenshot shows the Avallity web application interface. At the top is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, Virginia, and Help & Training. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Paye Spaces, and More. The main content area features a 'My Dashboard' section with a computer icon and '80 Total Applications'. Below this is a 'Search my applications' section with a sub-instruction: 'Click on begin a new application or click on an option below to check your application status.' The left-hand navigation pane contains three options: 'Recent Applications', 'Incomplete Applications', and 'Submitted Applications'. A blue button labeled 'Begin new application +' is located in the top right of the main content area. Below this button are two application cards. The first card is for 'Jane Doe' with Application ID PR-2281, Group NPI 1234567890, Group Name Example Group 1, Submitted Date 11/02/2018, and Submitted By Lauren Trionfo. The status is 'Submitted' with a green checkmark and the date 11/02/2018. The second card is for 'John Doe' with Application ID PR-2246, Group NPI 1234567899, Group Name Example Group Name, Submitted Date 11/01/2018, and Submitted By Lauren Trionfo. The status is 'Ready to See Members' with a green checkmark and the date 11/01/2018. Callout boxes with arrows point to the 'My Dashboard' link, the 'Begin new application +' button, the left-hand navigation pane, and the status indicators for Jane Doe and John Doe.

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.

Ancillary providers will be directed to the provider website for instructions.

Notification

[Return to dashboard](#)

 We are still working on this digital experience for the selection you made. Please use the existing application to enroll as a provider.

Use Existing Application



Choose an application type

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 ▼

Application type [?](#)

Import my CAQH profile

Use State Application

[Continue](#) [Return to dashboard](#)

Select one of the application types to start the application process.

Import the provider's CAQH data into the application automatically.

Submit the provider's Provider Source data as part of the application.



What would you like to do?

- Select to enroll as an individual provider and get a contract.
- 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](#)

- Enroll as an individual provider**
An individual/solo practitioner, or an individual provider within a group but contracting individually
- 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



The application process

The stage bar indicates where you are in the process.

The navigation bar prompts for the information that is required throughout the application process.

Depending on the application type, these choices will vary.

The screenshot shows a web application interface for creating a new provider group. At the top, there is a dashboard header with a computer icon, the text "My Dashboard", and "125 Total Applications". Below this is a progress bar with three steps: "1 Getting Started" (highlighted with a blue underline), "2 Additional Information", and "3 Application Completion".

The main content area is titled "Getting Started" and "Create a new provider group". It includes a sub-header "Step One: Group Information" and a form with the following fields:

- Group/Legal Entity Name
- Doing Business As (DBA) Name
- Group NPI (Type 2)
- Group Tax ID
- Group Website

A green button labeled "Move to Provider Information" is located at the bottom of the form.

On the left side, there is a navigation sidebar with a pencil icon next to "Group Information" (which is highlighted with a blue border) and "X" icons next to "Provider Information", "Address Information", "Network Selections", and "Review All Information".



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

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 - Jane Doe [Remove X]

CAQH Number: 1122334455 Individual NPI (Type 1): 1234567890 [Clear Provider]

Anticipated Hire Date: --

Provider [Remove X]

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

Anticipated Hire Date: [MM/DD/YYYY] [Calendar Icon]

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 Wellpoint to access their data.

Enter the CAQH and NPI number for the provider.



Step 1: getting started — provider information (cont.)

The application may prompt the provider for additional data:

- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.

The screenshot shows a 'Getting Started' form for 'Provider Information'. The form is titled 'Step Two: Provider Information' and is for a provider named 'Jane Doe'. The form is divided into several sections: 'Personal Information' and 'Specialist Panel Information'. The 'Personal Information' section includes fields for 'Professional Title', 'Provider's Specialty', 'Gender', 'Date of Birth', and 'Non-English Languages Spoken by the Provider'. The 'Specialist Panel Information' section includes fields for 'Panel Status', 'Age Limitations', 'Minimum Age', 'Maximum Age', and 'Panel Size'. A red vertical bar is visible on the left side of the 'Personal Information' section, indicating a required field. Two blue arrows point from the text on the left to the 'Professional Title' field and the red bar.

Getting Started
Create a new provider group

In this step, you will begin to add the providers, including entering information already captured in the group profile. An update date will be displayed for each provider. Review the information for each provider.

Step Two: Provider Information

Jane Doe

NP Number: 1234567890 | OQH Number: 1234567890

Personal Information

Professional Title: _____

Provider's Specialty:

Gender:

Male

Date of Birth: 04/04/1985

Non-English Languages Spoken by the Provider:

Choose None

+ Add Another Language

Specialist Panel Information

Panel Status: New patients only Current patients only

Age Limitations:

Minimum: _____ Maximum: _____

Minimum Age: _____ Maximum Age: _____

Panel Size:



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"/> Address 1, City, State, Zip code	Phone Number (971) 283-3333
<input type="radio"/> Address 2, City, State, Zip code	Phone Number (913) 998-9999
<input type="radio"/> Address not found? Enter it manually.	

[Move to Correspondence](#)

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

If addresses are required, 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](#)

Some applications require contracts. If prompted, 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 97 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

Group Name
test_group

Group NPI	Group Tax ID
1356343610	111111111

Added providers

Jane Doe

Address Information

Primary Practice

Address
1201 BROAD ROCK BLVD, RICHMOND, VA 23249

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

General Correspondence

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



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

Jane Doe	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:

- 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

Jane Doe

NPI Number	CAQH Number
1234567890	11230344EE

Primary Hospital Affiliations

Arizona State Hospital

Other Current Affiliations

Andalusia Regional Hospital

Previous Affiliations

Benson Hospital

[Move to Service Locations](#)

If prompted, review each provider's hospital affiliation information and provide any missing information.



Step 2: additional information — service locations

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard 158 Total Applications', '1 Getting Started', '2 Additional Information', and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, a vertical progress indicator shows four steps: 'Documents Required' (checked), 'Hospital Affiliations' (checked), 'Service Locations' (active, highlighted with a blue box), and 'Contract Signer' (marked with an X). The 'Service Locations' section contains a red informational banner stating: 'All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.' Below the banner, the heading 'Step Three: Service Locations' is followed by a list of two addresses, each with a checked checkbox and a 'Group Primary' button: '1300 MASTERS CT, CHESAPEAKE, VA 23320' and '1970 ROANOKE BLVD, Chesape...'. A green button labeled 'Move to Review Information' is positioned below the list. At the bottom of the main content area, there are links for 'Return to dashboard' and 'Terms of Use'.

If prompted, 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

My Dashboard 157 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

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

Some applications require contracts. If prompted, 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 3: Completion

1 Getting Started Completed 10/15/2020 2 Additional Information Completed 10/15/2020 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
Jane Doe		GR-8063
CAQH Number	NPI Number	Application ID
1122334455	1234567890	PR-10375
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.



Before you are ready to see members

- You must complete the *Provider Enrollment* application.
- You must pass credentialing if applicable to your specialty type:
 - For providers that require credentialing, refer to the provider manual available at <https://provider.wellpoint.com/WA/>.
- You must have a fully executed contract:
 - The contract is not valid until signed by provider and Wellpoint, 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 message 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 Wellpoint** as an authorized user.
 - The provider's CAQH profile is in **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 **800-282-4548 (800-AVAILITY)** or visit the Contact Us page on the Availity Essentials.



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





provider.wellpoint.com/wa/

Services provided by Wellpoint Washington, Inc.

WAWP-CD-039639-23 October 2023