

## Your 2015 Guide to the Amerigroup Provider Website Updates

We are always looking for ways to improve, and in 2014, we made great changes to our secure provider website, including:

- A new look and feel for the secure provider website
- Accessing patient information and provider resources
- The Availity Web Portal
- The enhanced precertification tool
- Additional resources

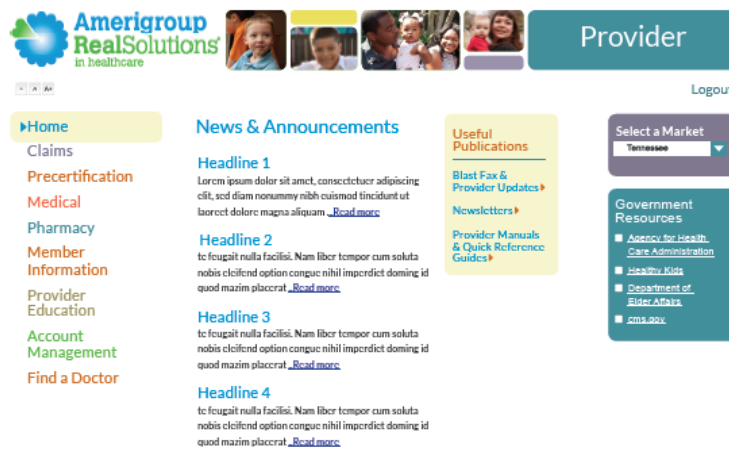
### A new look and feel

Amerigroup Community Care is working with Availity, a multi-payer portal (website), to help reduce administrative costs for providers.

To support this change and further improve your experience, we made several updates to our website.

When you log into the new secure Amerigroup provider website using your Availity ID and password, you will see:

- **Improved navigation** – We moved the main navigation categories you use the most to the left hand side of the homepage.
- **Structured content** – We reorganized our forms, resources and educational materials for easier access.
- **Conveniently placed publications** – We placed links to the most frequently used resources under “Useful Publications” on the homepage.



## Accessing patient information and provider resources

You can access the secure Amerigroup provider website by going to either providers.amerigroup.com or www.Availity.com.

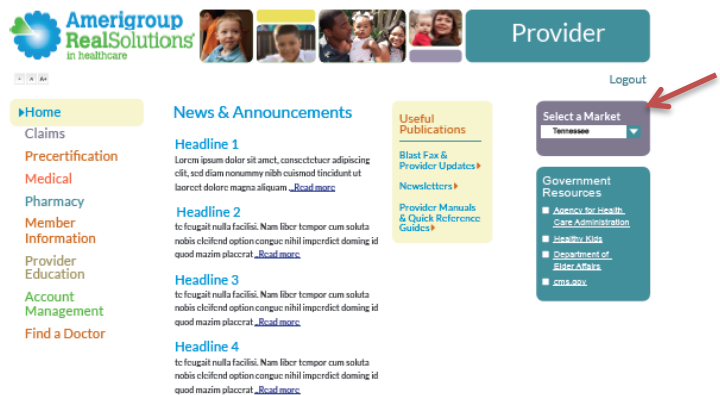
### Access through providers.amerigroup.com

If you are navigating to the new secure Amerigroup provider website from providers.amerigroup.com:

- Click *Login*
- Enter your Availity ID and password



- Select your state from the *Select a Market* drop-down list located on the right hand side of the homepage



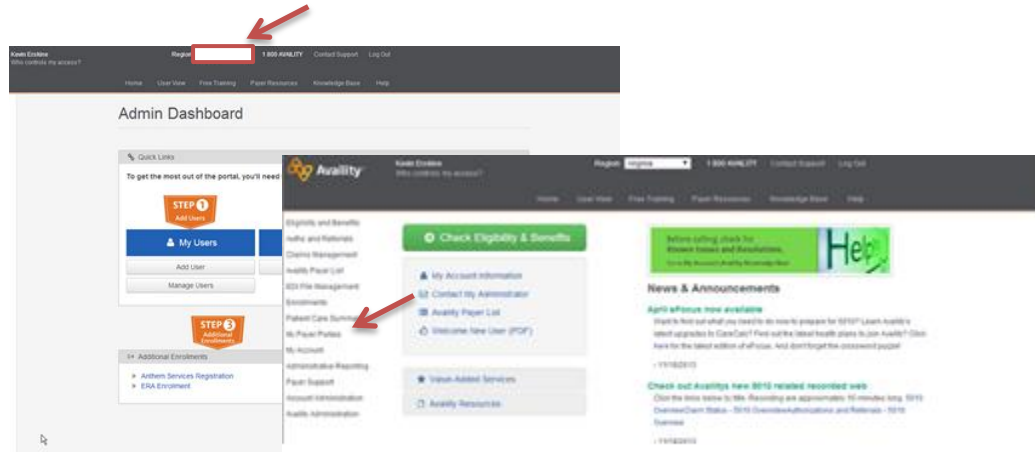
### Access through www.Availity.com

If you are navigating to the new secure Amerigroup provider website from www.Availity.com:

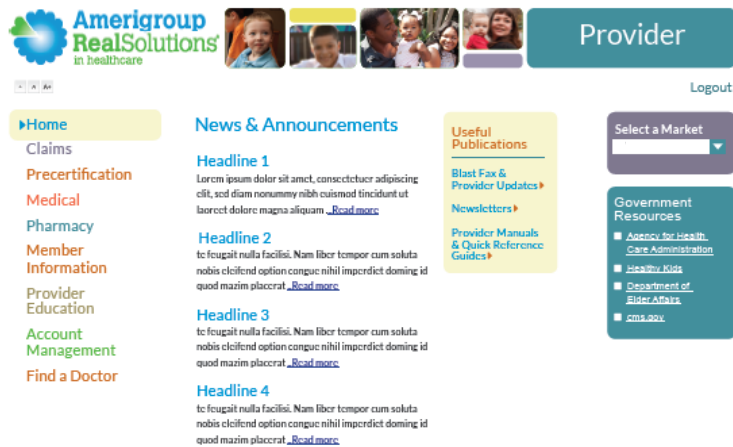
- Click *Log in*
- Enter your Availity ID and password



- Select your state, then *Amerigroup Provider Self-Service*, from My Payer Portals list located in the left hand navigation of either the Account Administrator or normal user screen



- You will automatically be directed to the secure Amerigroup provider website homepage

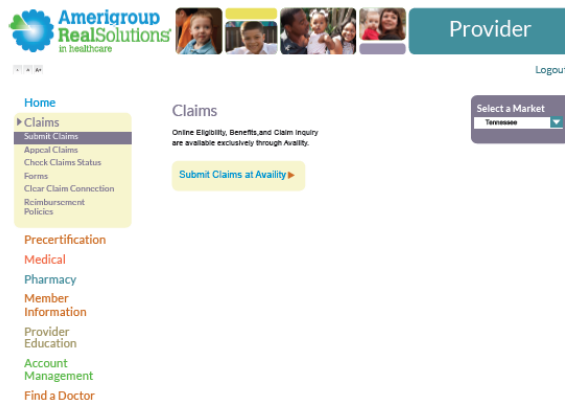


## Availity Web Portal

Member eligibility, benefit information, claims status inquiry and claims submission functions are available on the Availity Web Portal at [www.Availity.com](http://www.Availity.com). Users can no longer access this information on the Amerigroup provider website.

### Claims

To submit a claim or view claim status, click *Claims* on the left hand navigation of the Amerigroup provider self-service website and go to the Availity Web Portal using the link provided.

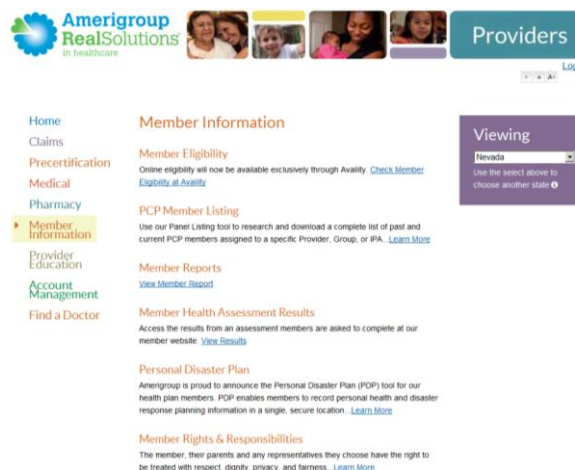


For more information on submitting and viewing claims on Availity go to [www.Availity.com](http://www.Availity.com) and click tutorials located on the upper navigation bar.

To appeal a final or denied claim on the Availity portal in the Claims Status Inquiry, click on the *Appeal a Claim* link and complete the request. This is generally the fastest way to get appeals processed.

### Eligibility and benefits

To view eligibility and benefit information, click *Member Information* on the left hand navigation of the Amerigroup provider self-service website and go to the Availity Web Portal using the link provided.



## Panel listing

To download your panel listing, click *Member Information* on the left hand navigation of the Amerigroup provider self-service website. For more information on downloading your member panels, review the Eligibility and Panel Listing Guide located on the Provider Education tab on the left hand navigation.



## Not registered yet?

Register at [www.Availity.com](http://www.Availity.com) today for immediate access to these online tools. Click *Get Started* under Register now for the Availity Web Portal. Then complete the online registration wizard.

## Enhanced Precertification Tool

In 2014, Amerigroup introduced an enhanced online precertification tool for providers.



Changes to the tool include:

- **Navigation enhancements** – An improved navigation format including tabs and service icons for emergent admissions, precertification and OB global to help users easily identify the precertification categories.
- **Submission enhancements** – To improve the submission process for a precertification request, the enhanced tool allows users to:
  - Attach supporting documentation.
  - Review and print the authorization prior to submitting the request.
  - View an immediate Approved or Pending response to an authorization request.
  - Include up to 10 diagnosis codes with associated description displayed.
  - Enter available baby information for delivery notifications.
  - Enter specific conditions with high-risk OB diagnosis.
- **Search enhancements** – To assist providers with locating member or provider information, the new tool has:
  - Multiple criteria selection feature for provider and member searches.
  - An option to add provider information for a manual search if no results are returned during a provider search.

## Additional Questions

For questions or additional registration assistance related to Availity, contact Availity Client Services at 1-800-282-4548, Monday through Friday, 5 a.m. – 4 p.m., Pacific time.

If you need assistance with any other item, contact your local Amerigroup Provider Relations representative or call our Provider Services team at 1-800-454-3730.