

Provider Newsletter

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An Anthem Company

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Remittance Inquiry tool available September 1, 2018

We've made it easy for you to access remittance advices online for all Amerigroup Community Care of New Mexico, Inc. members using the new Remittance Inquiry tool on the Availity Portal.

How to access the remittance inquiry tool:

- Log into the Availity Portal.
- From the Availity home page, select **Payer Spaces**.
- Select **Amerigroup** from the list of payer options.
- Select **Applications** and then **Remittance Inquiry**.

Here's how it works:

After selecting the organization, select the tax ID number from the drop-down menu. Then, select the provider under the *Express Entry* drop-down or enter the NPI (typically the group NPI). You have the option to sort your results by provider name, issue date, check/EFT number and check/EFT amount.

Do you need an imaged copy of the remittance for your files?

Select the **View Remittance** link associated with each remit and print or save.

Don't see this valuable tool when you log in to the Availity Portal?

Contact your administrator to request **claims status access**, which includes the Remittance Inquiry tool. If you do not know who the administrator for your organization is, log in to Availity, go to your account and select **My Administrators**.



If you have questions about the features on the Availity Portal or need additional registration assistance, contact Availity Client Services at 1-800-282-4548.

If you have questions about the tools and resources available within Payer Spaces or on the Amerigroup website, contact Provider Services at 1-866-805-4589 or your local Provider Relations representative.

NM-NL-0033-18

Accessing remittance inquiry beginning September 1, 2018

To access remittance inquiries, follow the steps below:

1. Log into the Availity Portal.
2. Access the Remittance Inquiry Tool via the **Payer Spaces** option from the top navigation.
3. Choose **Amerigroup Community Care of New Mexico, Inc.** from the *Payer Spaces* drop down box.
4. Select **Applications**, then select the **Remittance Inquiry** tile.
5. Choose your organization and tax ID from the drop-down box, and search by Check/EFT Number or Issue Date Range. After entering the appropriate information, select **Search**.
6. To search by Issue Date Range: Either select the provider from the *Express Entry* drop down or enter the NPI, indicate the date range, and then select **Search**.
7. From the *Remittance Inquiry Results* page, the results can be sorted by provider name, issue date, check/electronic funds transfer (EFT) number or check/EFT amount.

To view these instructions along with screen shots, use the following link:

[Accessing remittance inquiry](#)

Additional information:

- Remit images are available for all Amerigroup members.
- Remits of over 50 pages will return the first 50 pages for viewing.
 - To view all pages, download or print the remit.
- Search in span of seven days and up to 15 months back.
- To conduct a remittance inquiry, access to "View Claims Status Inquiry" is needed.

NM-NL-0034-18

Electronic claim payment reconsideration

As currently outlined in your provider manual, providers can submit claim payment reconsiderations verbally, in writing or electronically. We are reaching out to notify you about some exciting new tools for electronic submission that will become available through the Availity Portal. In addition, you should soon see changes in the provider manual that will outline this new information regarding claim remediation tools through the Availity Portal.

Beginning September 1, 2018, providers will have the ability to submit claim reconsideration requests through the Availity Portal with more robust functionality. For you, this means an enhanced experience when:

- Filing a claim payment reconsideration.
- Sending supporting documentation.
- Checking the status of your claim payment reconsideration.
- Viewing your claim payment reconsideration history.

New Availity Portal functionality will include:

- Acknowledgement of submission at the time of submission.
- Email notification when a reconsideration has been finalized by Amerigroup Community Care of New Mexico, Inc.
- A worklist of open submissions to check a reconsideration status.

With the new electronic functionality, when a claim payment reconsideration is submitted through the Availity Portal, we will investigate the request and communicate an outcome through the Availity Portal. Once an outcome has been determined, the Availity Portal user who submitted the claims payment reconsideration will receive an email notification informing him/her that the reconsideration review has been completed. If you are not satisfied with the reconsideration outcome, continue to follow the existing process to file an appeal, as outlined in your provider manual.

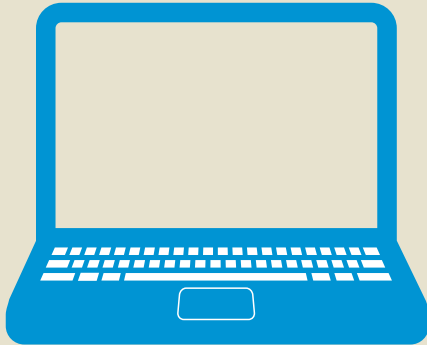
Look for announcements on the Availity Portal for upcoming training opportunities. Providers who have questions as they begin to use the new functionality should contact Amerigroup at 1-866-805-4589.

SSO-NL-0045-18



The Interactive Care Reviewer tool is available — Start using today!

The Interactive Care Reviewer (ICR) tool offers a streamlined process to request authorization of inpatient and outpatient procedures as well as locate information on previously submitted requests for Amerigroup members via the Availity Portal.



What benefits does the ICR tool provide?

- Free and easy to use
- Access almost anywhere
- Preauthorization determinations
- Inquiry capability
- Fax reduction
- Ability to view decision letter
- Ability to save favorites
- Comprehensive view of all your preauthorization requests

How do I gain access to the ICR tool?

You can access the ICR tool through Availity. (Select **Authorizations & Referrals** from the *Patient Registration* drop-down menu in the upper left of the page.)

If you have not yet registered for Availity, go to <https://www.availity.com> and select **Register** at the top of the page. Select your **Organization Type** from the available options at the bottom of the page and follow the registration wizard.

How can I learn more about ICR?

Learn more about ICR by attending one of the monthly webinars.

Who can I contact with questions?

For questions regarding our ICR tool, please contact your local Provider Network Relations representative or contact Provider Services at 1-866-805-4589.

For questions on accessing our tool via Availity, call Availity Client Services at 1-800-282-4548. Availity Client Services is available Monday-Friday from 8 a.m.-7 p.m. Eastern time (excluding holidays) to answer your questions.

Note: ICR is not currently available for requests involving transplant services or services administered by AIM Specialty Health® or OrthoNet LLC. For these requests, follow the same preauthorization process you use today.

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Electronic Data Interchange migration to Availity

Recently, Amerigroup partnered with Availity as our designated Electronic Data Interchange (EDI) gateway and E-Solutions Service Desk, and Amerigroup will not renew existing contracts with clearinghouse vendors. As a result, beginning January 1, 2019, Availity will manage all EDI trading partner relationships on behalf of Amerigroup. This new partnership will not interrupt your current services.

Transmitting 837 claims

If you currently transmit 837 claims using a clearinghouse, you should contact your clearinghouse as soon as possible to confirm your EDI submission path for Amerigroup transactions has not changed. If your clearinghouse notifies you of changes regarding connectivity, workflow or the financial cost of EDI transactions, there is a no-cost option available to you – You can submit claims directly through Availity.

Direct submitters can also use Availity for their 837 transmissions.

Registering with Availity

If you choose to submit directly through Availity but are not yet a registered user, go to <https://www.availity.com> and select **REGISTER**. The registration wizard will lead you through the enrollment process. Once complete, you will receive an email with your login credentials and next steps for getting started. If you have any questions or concerns please contact Availity at 1-800-AVAILITY (1-800-282-4548).

It is our priority to deliver a smooth transition to Availity for our EDI services. If you have questions please contact your Provider Relations representative or Provider Services at 1-866-805-4589.

SSO-PEC-1080-18

