

Provider Update

Availity – Register Today!

Background: Recently, Amerigroup* introduced the Availity Web Portal, a tool to help reduce costs and reduce administrative burden for our physicians and hospitals. Whether you work with one managed care organization (MCO) or hundreds, you can quickly and easily file claims, check eligibility and process payments and more using the Availity Web Portal.

✦ **What this means to you:** It's time to register for the Availity Web Portal! Go to availity.com to register today. If you already use Availity, no additional registration is needed. Amerigroup will appear as one of your options in the dropdown menu.

What is the Availity Web Portal, and who can use it?

Health care providers in our network can use the secure Web-based portal to quickly and easily:

- Get current patient insurance coverage information (including eligibility and benefits)
- Submit claims online
- Monitor the status of claims submissions
- Link back to the Amerigroup provider self-service website for all other transactions, including panel listings, precertification requests and appeals. A direct link to the provider self-service website is accessible on the My Payer Portal in the left-hand navigation bar on the Availity website.

If you experience any difficulties, contact Availity Client Services at 1-800-Availity (1-800-282-4548).

How do I register with Availity?

Registration is easy; go to Availity.com and click the green **Get Started** button under **Register now for the Availity Web Portal**. Click **Start Registration**. You will be asked to complete the following steps to confirm your registration:

STEP 1: Tell Us About Yourself	You will be asked about yourself to determine if you already have a user account. If no account exists, you need to create one.
STEP 2: Tell Us About Your Organization	<ol style="list-style-type: none">1. Select your organization type (provider, billing service, technology company or MCO).2. Enter your organization name.3. Enter your tax identification number.4. Enter your organization's National Provider ID.5. Select your provider type (e.g., physician practice, hospital, multi-physician practice).6. Click Next.



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<p>STEP 3: Select Your Organization (This screen displays if details on your organization exist.)</p>	<p>The Your Organization Information Page will prepopulate based on information previously entered.</p> <p>If you don't see your practice or specific practice location, click I don't see my organization.</p>
<p>STEP 4: Your Organization Information</p>	<ol style="list-style-type: none"> 1. Review your information, edit any incorrect fields and enter any missing information. 2. If your organization operates in more than one state, check the box My Organization Does Business in More Than One Region. Availity automatically assigns your organization access to payers in your physical address state. 3. Click Next.
<p>STEP 5: Select Your Administrators</p>	<p>In this section you must identify the persons that will be responsible for the following roles:</p> <ul style="list-style-type: none"> • Primary Controlling Authority (PCA): The person who is legally entrusted to sign documents • Primary Access Administrator (PAA): The person who is responsible for maintaining users and organization information • Back-up PAA: The person who can serve as a secondary PAA (although this is optional, we encourage the designation of a Back-up PAA)
<p>STEP 6: To complete your registration</p>	<ol style="list-style-type: none"> 1. Review all the information entered and edit, if necessary. 2. Click Submit Registration. 3. Print both registration agreements (Application and Business Associate Trading Partner). 4. Documents must be signed by your designated PCA. 5. Fax signed agreements to 904-470-4778 within 7 days to avoid delays.
<p>STEP 7: Next Steps:</p>	<ol style="list-style-type: none"> 1. Your designated PAA will receive a separate email from Availity with his or her user ID and password within 3-5 business days from date agreement is received and approved. 2. Your designated PAA must sign in to Availity within 14 calendar days from receipt of the email. 3. PAAs can register additional users by selecting Account on the Availity menu on the left side of the page.

What if I have questions?

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

** In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.*

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