

Provider Update

This provider bulletin is an update about information in the Amerigroup Iowa, Inc. Provider Manual. For access to the latest Provider Manual go online to <https://providers.amerigroup.com/ia>.

Register today for Availity!

Background: Amerigroup Iowa, Inc. uses 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, 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 www.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 drop-down menu.

What is the Availity Web Portal? Who can use it?

Health care providers in our network can use the secure Web 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 menu 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 www.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 one: Tell us about yourself	You will be asked about yourself to determine if you already have a user account. If no account exists, you will need to create one.
Step two: 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 NPI.5. Select your provider type (e.g., physician practice, hospital or multi-physician practice).6. Click Next.

<p>Step three: Select your organization <i>This screen will display if details on your organization exist.</i></p>	<p>The Your Organization Information page will prepopulate based on information previously entered. If you don't see your practice or specific practice location, click I don't see my organization.</p>
<p>Step four: Your organization information</p>	<p>Review your information, edit any incorrect fields and enter any missing information. If your organization operates in more than one state, check the box next to My organization does business in more than one region. Availity automatically assigns your organization access to payers in your physical address state. Click Next.</p>
<p>Step five: Complete your registration</p>	<ol style="list-style-type: none"> 1. Review all the information entered and edit, if necessary. 2. Under the Organization Access Agreement heading, click Organization Access Agreement to print. 3. After reading the agreement, click the check box to verify that the person registering the organization has the authority to enter into agreements for the organization and agree to the terms of the Organization Access Agreement. 4. Click Register Now.
<p>Step six: Next steps</p>	<ol style="list-style-type: none"> 1. Your designated administrator will receive a separate email from Availity with their user ID and password within three to five business days from the date the agreement is received and approved. 2. Your designated administrator must sign in to Availity within 14 calendar days from receipt of the email. 3. Administrators can add 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 at 1-800-AVAILITY (1-800-282-4548) Monday through Friday, 7 a.m. to 6 p.m. Central time.