

Provider Update

Availity Multi-Payer Web Portal – Coming Soon!

Background: Physicians, hospitals and other health care providers will soon be able to check their patients' health coverage by going to the Availity Web Portal, a multi-payer portal that gives providers access to multiple payers' information with a single, secure sign-on.

★ **What this means to you:** The Availity Web Portal will roll out in a phased approach throughout 2014. Look for future communications on registration and training opportunities.

What is the Availity Web Portal?

Availity's web portal offers a variety of online functions to help you reduce administrative costs and gain extra time for patient care by eliminating paperwork and phone calls. You will need to sign up to access this new portal. Once signed up, you can log in to a single account and perform numerous administrative tasks for patients covered by Amerigroup* or by other payers. A full list of participating payers for each state is available on Availity.com.

Why is Amerigroup* partnering with Availity?

This new service simplifies the health care benefit and claim process so you can spend more time on patient care and less time on paperwork.

Need more information?

For additional information about the transition to Availity, see the frequently asked questions about the Availity Web Portal below.

* 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.

Availity Web Portal Frequently Asked Questions

What is the Availity Web Portal?

The Availity Web Portal is an online multi-payer portal that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure sign-on.

What services are available through the Availity Web Portal?

The Availity Web Portal offers the following transactions for Amerigroup providers:

- Eligibility and Benefits Inquiries
- Claim Status Inquiries
- Claim Submissions
- A direct link to the Amerigroup provider self-service website for all other functionality including panel listings, precertification requests and appeals. You can access the link located under the My Payer Portal in the left hand navigation bar on the Availity website.

Why is Amerigroup partnering with Availity?

Availity's Web Portal offers a variety of additional online solutions to help reduce administrative costs by eliminating paperwork and phone calls. This new service simplifies the health care benefit and claim process so you can spend more time on patient care and less time on paperwork.

What are the technical requirements to access the Availity Web Portal?

To access the Availity Web Portal, you must have:

- A computer with Internet access; high speed is recommended for best results
- Microsoft Internet Explorer 8.0 or higher
- A 1024 x 768 or greater pixel display for best results

Is the Availity Web Portal HIPAA compliant?

Yes; the Availity Web Portal is HIPAA compliant.

How does the Availity Web Portal protect the privacy and security of health information?

Information is protected by registration and can only be accessed by designated Availity Web Portal users. Availity does not store health information; it only exchanges the information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by providers.

Is there a charge to use the Availity Web Portal?

No. The standard transactions previously completed on the Amerigroup provider self-service website (e.g., eligibility and benefits, claim status inquiries, claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Availity Web Portal. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

If I'm already registered for the Amerigroup provider self-service website, do I also need to register for the Availity Web Portal?

Yes, the Availity Web Portal requires providers to register and obtain a user ID and password. Every provider in your practice should have their own individual User ID and password for Availity. Once logged into the Availity Web Portal, you have the ability to directly access multiple payer organizations, eliminating the need to visit multiple sites and remember multiple passwords.

Are the tools to check eligibility and benefits, claim status inquiries, and claim submissions on the Amerigroup provider self-service website going away?

Yes. Access to eligibility and benefits, claim status inquiries and claim submissions will soon be available only at Availity.com. To avoid any disruption to accessing information electronically, you will need to be fully transitioned to the Availity Web Portal as the services listed will no longer be available on the Amerigroup provider self-service website. The Amerigroup provider self-service website will continue to offer you the tools you are familiar with but not listed above (e.g., panel listings, precertification requests, appeals, etc).

If your office is not registered to use the Availity Web Portal, please register at Availity.com today so you and your staff can have immediate access to the online tools. Click on the Get Started button under Register Now for the Availity Web Portal, then complete the online registration wizard.

If you are already using the Availity Web Portal, no additional registration is needed. Amerigroup will appear as one of the options in your dropdown. If you experience any difficulties, contact Availity Client Services at 1-800-Availity (1-800-282-4548).

What is a Primary Access Administrator (PAA)?

Each provider group registering for the Availity Web Portal will designate a Primary Access Administrator (PAA). The PAA will perform the account administration functions, such as registering new users, assigning business functions to users, revoking user access if needed and controlling the group's information within the Availity Web Portal.

What is the difference between Electronic Data Interchange (EDI), the Availity Web Portal and the Amerigroup provider self-service website?

- **EDI** allows providers to submit claims and retrieve remittance advices and claim file acknowledgements from their computer via modem and phone lines directly to and from the insurance carrier or clearinghouse.
- **Availity's web portal** offers both a multi-payer portal and an EDI clearinghouse. The Availity Web Portal optimizes the flow of information between health care stakeholders (including professional and facility providers, health plans, pharmacies and others) through a secure

web-based exchange. We encourage you to continue submitting claims through your third party vendor or clearinghouse.

- **The Amerigroup provider self-service website** is a secure site offering a wide range of online tools and resources to perform daily tasks. Through the provider self-service website, providers access online services to make inquiries for referrals and precertifications/prior authorizations, view claim edit rules on ClearClaimConnection, download commonly used forms, reference materials and provider manuals and view policy and procedure information.

Are there training opportunities available?

Yes, free training webinars are available for providers. For a list of upcoming webinars, visit rsvpbook.com/Amerigroup. Once you are registered for the Availity Web Portal, you will have access to free live and on-demand webinars, online demonstrations, tip sheets and more.

Who should I call if I have questions about the Availity Web Portal?

Contact Availity Client Services at **1-800-Availity (1-800-282-4548)** or email questions to support@availity.com. Availity Web Portal Client Services is available Monday through Friday, 5 a.m. to 4 p.m. Pacific Time (excluding holidays).