

Our new provider site arrives June 25, 2021

At Healthy Blue, we value you as a provider in our network. As a result, we've recently redesigned the provider website to make it more useful for you.

Our organization conducted an extensive research project in 2018 and 2019 to redefine our provider website experience. We engaged physicians, clinical team members, and office/administration staff in multiple research activities including:

- Interviews and surveys.
- Card sorting and topical content exercises.
- Usability and user testing.
- Focus groups.

Based on the feedback we received, we have reorganized the site in a way that makes sense to providers and their teams.

Features of the new site:

- **Navigation:** Our new design simplifies how you navigate to the information you need most.
- **User-friendly design:** You now have access to a provider site that streamlines your work, keeps you up to date more than ever before, and provides critical information.
- **Improved secure portal access:** Easier access and more support to the secure portal (Availity*).
- **Provider Training Academy:** The Provider Training Academy is the hub of all your training needs. You can find resources, training schedules, and much more. We are adding self-paced educational videos and tools all the time, so please check back often.

If you have questions about this communication or are experiencing access issues, contact your local Provider Relations representative, call Provider Services at **844-521-6942** or email us at LAinterPR@HealthyBlueLA.com.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.