

## New digital provider enrollment tool added to Availity for Louisiana

**Summary of change:** In June 2021, Healthy Blue will add a new functionality to the Healthy Louisiana provider enrollment tool hosted on the Availity\* Portal to further automate and improve your online enrollment experience.

### Who can use this new tool?

Professional providers whose organizations do not have a credentialing delegation agreement with Healthy Blue may use this new tool.

**Note:** Providers who submit via roster or have delegated agreements will continue to use the process in place.

### What does the tool provide?

- The ability to add new providers to an already existing group
- The ability to apply for and request a contract as a new group of providers or as an individual/solo provider
- A dashboard for real-time status on the submitted applications
- Streamlined, complete data submissions

### How the online enrollment application works

The system automatically accesses CAQH® to pull in all updated information you've already included in your CAQH application. The information automatically populates the details Healthy Blue needs to complete the enrollment process, including credentialing and loading your new provider to our database. Please ensure that your provider information on CAQH is updated and is in a **complete** status.

The Availity online application will guide you throughout the enrollment process, providing status updates using a dashboard. As a result, you know where each provider is in the process without having to call or email for a status update.

**Please note:** For any changes to your practice profile and demographics, continue to use the new online *Provider Maintenance* form that allows you to electronically submit to Healthy Blue any changes to your practice profile and demographics. Availity administrators and assistant administrators can access the form on <https://www.availity.com> > Payer Spaces > Resources.

### Accessing the provider enrollment application

Log on to the Availity Portal and select Payer Spaces > Healthy Blue > Applications > Provider Enrollment to begin the enrollment process.

If your organization is not currently registered for the Availity Portal, the person in your organization designated as the Availity administrator should go to the Availity Portal and select **Register**. For organizations already using the Availity Portal, your organization's Availity administrator should go to **My Account Dashboard** from the Availity homepage to register new users and update or unlock accounts for existing users. Staff who need access to the provider enrollment tool need to be granted the role of provider

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

enrollment. Availity administrators and user administrators will automatically be granted access to provider enrollment.

If you are using Availity today and need access to provider enrollment, please work with your organization's administrator to update your Availity role. To determine who your administrator is, you can go to My Account Dashboard > My Administrators.

**Need assistance with registering for the Availity Portal?**

If you have questions about this communication or need assistance, contact Availity Client Services at **1-800-282-4548** or call Provider Services at **1-844-521-6942**.