

Provider quick reference guide: self-service tools

This communication applies to the Medicaid and Dual Advantage programs for Healthy Blue.

| Self-service tools | | | |
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| Public website: https://provider.healthybluelouisiana.com | | | |
| <i>Medicare/Medicaid:</i> Provider forms/guides: Various guides and forms are available under the following headings at https://provider.healthybluelouisiana.com > Provider Support > Forms . | | | |
| Availity Portal: * https://www.availity.com | | Availity Client Services: 800-AVAILITY (800-282-4548) | |
| <i>Medicare/Medicaid</i> There are an array of valuable online tools through the Availity Portal , a secure multi-health plan website. Please refer to the <i>Provider Digital Engagement Supplement</i> to learn more about our efforts to go digital. To access the <i>Provider Digital Engagement Supplement</i> , go to https://www.availity.com , select Payer Spaces , Payer tile , Resources (under the Provider Resources column), if needed Select or Change a State at the top right, select Category Digital Tools and scroll to the Provider Digital Engagement Supplement . | | | |
| The electronic tools and applications include the secure provider website, electronic data interchange (EDI) and a available business-to-business (B2B) application programming interfaces (APIs). | | | |
| How to get started: | | | |
| <ul style="list-style-type: none"> Learn about Availity Portal Registration. Learn about the Primary Administrator Duties. | | | |
| Chat: Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via https://www.availity.com > Payer Spaces > Payer tile > Applications > Chat with Payer. | | | |
| Register for an upcoming webinar session or view a previously recorded webinar: | | | |
| <ol style="list-style-type: none"> Once logged into the Availity Portal, select Help & Training > Get Trained. The Availity Learning Center opens in a new browser tab. Search the Catalog by (a) webinar title or (b) a keyword to find a session and enroll. <ul style="list-style-type: none"> To find a specific live or recorded session quickly use keywords, for example: <ul style="list-style-type: none"> Medical attachments — use keyword <i>medattach</i> Claims — use keyword <i>claims</i> Select the Sessions tab to scroll the live session calendar or access a recorded webinar. After you enroll, you will receive email with instructions on how to join or access the session. | | | |
| Support: If providers need help, or run into technical difficulties, submit a support ticket through Availity: | | | |
| <ol style="list-style-type: none"> Login to Availity at https://www.availity.com Select Help & Training > Availity Support Select your organization > Continue Select Contact Support from the top menu bar then Create Case | | | |
| Electronic funds transfer (EFT) / electronic remittance advice (ERA) | | | |
| <i>Medicare/Medicaid</i> | | | |
| Type of transaction: | How to register, update, or cancel: | For registration related questions, contact: | To resolve issues after registration, including a decline of a registration, contact: |
| EFT | Use the CAQH® Solutions EnrollHub™ | EnrollHub Help Desk at 844-815-9763 | Provider Customer Service (PCS) through Chat or the number on the back of the member's ID card: Note: PCS will engage Provider Experience to resolve, only for registrations that decline because |

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue. AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.

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| | | | the provider is loaded incorrectly in our system. PCS will handle all other issues. Note: Providers should allow 2-4 weeks from successful EFT registration before contacting PCS. |
| ERA | Use Availity https://www.availity.com to manage account changes or new registrations for ERAs (835) | Availity Client Services at 800-AVAILITY (800-282-4548) | Availity Client Services at 800-AVAILITY (800-282-4548) Note: Please allow 2 to 4 weeks from successful ERA registration. |

New provider joining an existing group

Medicare/Medicaid:
 Go to <https://provider.healthybluea.com> > **The Healthy Blue Network** for information or to join the Healthy Blue network.

Provider demographic changes

Medicare/Medicaid:
 If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice, please use the following forms by line of business:
 Go to <https://provider.healthybluea.com> > Provider Support > Forms > Other Forms > **Practice Profile Update Form**.

Prior authorizations

Medicare/Medicaid:
 Provider can use the following options for prior authorizations:

- Online Submission and/or to check status: online via the Interactive Care Reviewer (ICR) tool through <https://www.availity.com> > Patient Registration > Authorization and Referrals
- Prior authorization requirements search tool:
 - <https://www.availity.com> > Payer Spaces > Healthy Blue tile > Applications > Precertification Lookup Tool

AIM Specialty Health® (AIM)*
Medicare/Medicaid

For AIM managed programs, ordering and servicing physicians may submit a prior authorization request to AIM in one of the following ways:

1. Access AIM **ProviderPortal_{SM}** directly at www.providerportal.com, available 24/7 to process orders in real-time
2. Access AIM via the Availity Web Portal at <https://www.availity.com>
3. Call the AIM Specialty Health Call Center toll-free number: **(833) 342-1254**

AIM programs: Visit AIM's program **microsite** to find program information, resources, clinical guidelines, interactive tutorials, worksheets & checklists, FAQs, and access to AIM **ProviderPortal_{SM}**

OptiNet®: The **OptiNet** Registration is an important tool that assists ordering providers in real-time decision support information to enable ordering providers to choose high quality, low-cost imaging providers for their patients. Servicing providers need to complete the **OptiNet** Registration online.

AIM web support: for support accessing www.providerportal.com or **OptiNet** registration **800-252-2021**

Provider education and training

Contact your Provider Experience consultant for any provider education and training needs.
Medicare and Medicaid: <https://provider.healthybluea.com>

Provider Experience team contact information

Please use normal channels for questions or issue resolution through the chat feature on Availity or contacting Provider Customer Service on the back of the member's ID card.

- **Chat:** Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via **Availity** > Payer Spaces > Payer tile > Applications > Chat

If you've followed normal channels and require additional assistance, please reference our Provider Experience team information online at: https://provider.healthybluea.com/dam/publicdocuments/LALA_CAID_ProviderRelationsRepsMapRebrand.pdf

Provider communications/Provider News registration

Medicare/Medicaid: Register to stay in touch and receive all provider communications and our monthly provider newsletter, **ProviderNews**, via email. Register now by going to <https://provider.healthybluea.com> > Providers > Communications > News > **select Subscribe Now**. **Provider News** emails will come from ProviderCommunications@email.anthem.com so add them to your safe sender/recipient list to ensure you will receive our emails.

Contact your Provider Experience consultant to be added to our email distribution list. Communications are also available online at <https://provider.healthybluea.com>.