

## Provider quick reference guide: self-service tools

*This communication applies to Medicaid and Dual Advantage plans from Healthy Blue.*

Self-service tools			
<b>Public website:</b> <a href="https://provider.healthybluela.com">https://provider.healthybluela.com</a>			
<i>Medicare/Medicaid:</i> <b>Provider forms/guides:</b> Various guides and forms are available under the following headings at <a href="https://provider.healthybluela.com">https://provider.healthybluela.com</a> > Provider Support > <b>Forms</b> .			
<b>Availity website:</b> * <a href="https://www.availity.com">https://www.availity.com</a> Availity Client Services: <b>800-AVAILITY (800-282-4548)</b>			
<i>Medicare/Medicaid</i> There are an array of valuable online tools through the <b>Availity Portal</b> , a secure multi-health plan website. Please refer to the <i>ProviderDigital Engagement Supplement</i> to learn more about our efforts to go digital. To access the <i>Provider Digital Engagement Supplement</i> , go to <a href="https://www.availity.com">https://www.availity.com</a> , select <b>Payer Spaces, Payer tile, Resources</b> (under the Provider Resources column), if needed <b>Select or Change a State</b> at the top right, select Category <b>Digital Tools</b> and scroll to the <b>Provider Digital Engagement Supplement</b> .  The electronic tools and applications include the secure provider website, <b>electronic data interchange (EDI)</b> and availablebusiness-to-business (B2B) application programming interfaces (APIs).			
<b>How to get started:</b> <ul style="list-style-type: none"> <li>• Learn about <b>Availity Portal Registration</b>.</li> <li>• Learn about the <b>Primary Administrator Duties</b>.</li> </ul>			
<b>Chat:</b> Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via <a href="https://www.availity.com">https://www.availity.com</a> > Payer Spaces > Payer tile > Applications > Chat with Payer.			
<b>Register for an upcoming webinar session or view a previously recorded webinar:</b> <ol style="list-style-type: none"> <li>1. Once logged into the <b>Availity Portal</b>, select Help &amp; Training &gt; Get Trained.</li> <li>2. The Availity Learning Center opens in a new browser tab.</li> <li>3. Search the Catalog by (a) webinar title or (b) a keyword to find a session and enroll.             <ul style="list-style-type: none"> <li>• To find a specific live or recorded session quickly use keywords, for example:                 <ul style="list-style-type: none"> <li>○ <b>Medical attachments</b> — use keyword <i>medattach</i></li> <li>○ <b>Claims</b> — use key word <i>claims</i></li> </ul> </li> <li>• Select the <b>Sessions</b> tab to scroll the live session calendar or access a recorded webinar.</li> </ul> </li> <li>4. After you enroll, you will receive email with instructions on how to join or access the session.</li> </ol>			
<b>Support:</b> If providers need help, or run into technical difficulties, submit a support ticket through Availity: <ol style="list-style-type: none"> <li>1. Log in to Availity at <a href="https://www.availity.com">https://www.availity.com</a></li> <li>2. Select Help &amp; Training &gt; Availity Support</li> <li>3. Select your organization &gt; Continue</li> <li>4. Select Contact Support from the top menu bar then Create Case</li> </ol>			
<b>Electronic funds transfer (EFT) / electronic remittance advice (ERA)</b>			
<i>Medicare/Medicaid</i>			
Type of transaction:	How to register, update, orcancel:	For registration related questions, contact:	To resolve issues after registration, including a decline of a registration, contact:
<b>EFT</b>	Use the <b>CAQH® SolutionsEnrollHub™</b>	EnrollHub Help Deskat <b>844-815-9763</b>	Provider Customer Service (PCS) through Chat or thenumber on the back of the member’s ID card: <b>Note:</b> PCS will engage Provider Experience to resolve, <b>only</b> for registrations that decline because

\* Carelon Specialty Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

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

**New provider joining an existing group**

*Medicare/Medicaid:*

Go to <https://provider.healthybluel.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.healthybluel.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

**Carelon Specialty Health, Inc.**

*Medicare/Medicaid*

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

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

**Carelon programs:** Visit Carelon’s program [microsite](#) to find program information, resources, clinical guidelines, interactive tutorials, worksheets & checklists, FAQs, and access to Carelon *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.

**Carelon web support:** for support accessing [www.providerportal.com](http://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.healthybluel.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.healthybluel.com/dam/publicdocuments/LALA\\_CAID\\_ProviderRelationsRepsMapRebrand.pdf](https://provider.healthybluel.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, *Provider News*, via email. Register now by going to <https://provider.healthyblue.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.healthyblue.com>.