



## Care provider quick reference guide: self-service tools

Louisiana | Healthy Blue | Medicaid Managed Care

### Self-service tools

Care provider website: <https://provider.healthybluela.com>

Provider forms and guides: Various guides and forms are available at <https://provider.healthybluela.com> > Resources > Forms.

Availity Essentials website: <https://Availity.com>      Availity Client Services: 800-282-4548

There is an array of valuable online tools available through Availity Essentials at <https://Availity.com>, a secure multi-health-plan platform. Refer to the Provider Digital Engagement Supplement for more information about our efforts to go digital. To access the Provider Digital Engagement Supplement, go to, select **Payer Spaces > Payer > Resources** (under the Provider Resources column). If needed, to change or select the state of Louisiana, select **Select or Change a State** at the top right, then select **Digital Tools** and scroll to the Provider Digital Engagement Supplement.

The electronic tools and applications include the secure website, **EDI**, and available business-to-business (B2B) application programming interfaces (APIs).

#### How to get started:

- Learn about [Availity 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 Availity Essentials > **Payer Spaces > Payer Tile > Applications > Chat with Payer**.

- Register for an upcoming webinar session or view a previously recorded webinar:
1. Once logged into Availity Essentials, select **Help & Training > Get Trained**.
  2. The Availity Learning Center opens in a new browser tab.
  3. Search the Catalog by webinar title or a keyword to find a session and enroll:
    - a. To find a specific live or recorded session quickly, use keywords, for example:
      - i. Medical attachments — use keyword **medattach**.
      - ii. Claims — use keyword **claims**.
    - b. Select the **Sessions** tab to scroll the live session calendar or access a recorded webinar.
  4. After you enroll, you will receive an email with instructions on how to access the session.

**Support:** If care providers need help or run into technical difficulties, submit a support ticket through Availity Essentials:

1. Log in to <https://Availity.com>.
2. Select **Help & Training > Availity Support**.
3. Select **your organization > Continue**.
4. Select **Contact Support** from the top menu bar, then select **Create Case**.

Type of transaction:	How to register, update, or cancel:	If you have registration-related questions, contact:	To resolve issues after registration, including a declined registration, contact:
Electronic funds transfer (EFT)	<a href="#">EnrollSafe</a> <a href="#">Enrollment Hub</a>	Enroll Hub Help Desk: 877-882-0384	Provider Customer Service (PCS) through Chat or the number on the back of the member’s ID card  <b>Note:</b> PCS will engage the Health Care Networks to resolve only registrations that decline due to the care provider being loaded incorrectly in our system. PCS will handle all other issues.  <b>Note:</b> Care providers should allow two to four weeks from successful EFT registration before contacting PCS.

Type of transaction:	How to register, update, or cancel:	If you have registration-related questions, contact:	To resolve issues after registration, including a decline of a registration, contact:
Electronic remittance advice (ERA)	Use <a href="https://Avality.com">https://Avality.com</a> to manage account changes or new registrations for ERAs (835)	Avality Client Services at 800-282-4548	Avality Client Services at 800-282-4548 <b>Note:</b> Please allow two to four weeks from successful ERA registration.

**New care provider joining an existing group — Digital Provider Enrollment**

Please log in to your organization’s Avality Essentials account at <https://Avality.com>. Select Payer Spaces > Applications > Provider Enrollment.

**Care provider demographic changes**

If you are an existing care provider group and want to make a demographic change, such as updating your address or telephone number or removing a practitioner from your practice, use the Provider Data Management (PDM) tool in Avality Essentials at <https://Avality.com>.

PDM is live in Avality Essentials. This single, easy-to-use platform, allows providers to view, maintain, update, and attest to the accuracy of their provider demographic information for Healthy Blue. The Avality Essentials platform enables providers to complete required verifications online via a simplified quick verification procedure — eliminating the need to fax, email, or use separate online forms. The PDM and the Provider Enrollment tools will replace all other ways you submit demographic updates, such as termination requests, to us.

Please find attached our PDM QuickStart Guide to help you begin the process and attest to your information. You may also find live and self-paced training webinars on Provider Data Management available on the [Healthy Blue Digital Solutions Learning Hub](#).

To verify information using the PDM tool:

1. Go to the Avality Essentials menu bar, select **My providers > Provider Data Management**.
2. On the Provider Data Management (PDM) Page, select the action menu next to the business whose information you want to verify, and then select one of the options that follow in the action menu.

## Prior authorizations

Care providers can use the following options for prior authorizations:

- The Interactive Care Reviewer (ICR) tool for online submission or status checks at <https://Avality.com> > Patient Registration > Authorization and Referrals
- The prior authorization requirements search tool at <https://Avality.com> > Payer Spaces > Healthy Blue > Applications > Precertification Lookup Tool

## CarelonRx (pharmacy benefit manager)

CarelonRx provides pharmacy benefits for our members. CarelonRx is available to answer questions about their pharmacy services at 844-521-6942 24/7.

## Care provider education and training

Contact your provider relationship management representative for any care provider education and training needs.

To register for upcoming live and recorded training demos for all Avality Essentials capabilities, go to <https://Avality.com> > select Help & Training > Get Trained.

## Health Care Networks team contact information

Use the chat feature on <https://Avality.com> for questions or issue resolution, or contact Provider Services at 844-521-6942.

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

Should you need further support, we have a dedicated team to manage and respond to inquiries submitted through our Contact Us web form: [Email a provider relationship management representative | Healthy Blue](#)

## Care provider communications and Provider News registration

Register to receive care provider communications and our monthly provider newsletter, Provider News, by email:

- Go to [providernews.healthybluel.com](http://providernews.healthybluel.com) > **Subscribe to Email** at the top of the page.
- Provider News emails will come from **ProviderCommunications@email.anthem.com**. Add the email address to the safe sender/recipient list to ensure you receive our emails.

Communications are also available online at [providernews.healthybluel.com](http://providernews.healthybluel.com).

## Roster Automation

Submit a roster using Roster Automation in three easy steps:

1. Use the standard Excel roster template [here](#).
2. See the reference document, Roster Automation Rules of Engagement, which is available to ensure error-free submissions and drive accurate and timely updates through automation. More detailed instructions on formatting and submission requirements can be found on the first tab of the standard roster template (User Reference Guide). See [Roster Automation Rules of Engagement](#).
3. Submit your roster via <https://Availity.com> by using the Upload Roster feature in The Provider Data Management tool.

## Provider Training Academy

The Healthy Blue care provider [Training Academy](#) offers an extensive library of training and continuing education opportunities. We add presentations, videos, and other training documentation as they are available.

## Care provider orientation training

Care providers are required to complete initial training within 30 days of being an active care provider. Healthy Blue offers monthly orientation training. A copy of the New provider orientation presentation can be found [here](#).

If you have questions, contact Provider Services at **844-521-6942**.

Enclosure: PDM QuickStart Guide