

## Provider registration and enrollment FAQ

*This communication applies to Long-Term Services and Supports providers applying for the PathWays for Aging program with Anthem Blue Cross and Blue Shield (Anthem).*

### Availity\* registration

**Q: I do not have an Availity account. Do I need to register with Availity to complete my application?**

A: Yes, Providers who are new to Availity can initiate registration on Availity Essentials at [[Availity.com](https://www.availity.com)]. Select *Get Started* at the top right corner of the page. Scroll down and select the option that best describes the situation:

- **Healthcare provider:** Providers who are part of a physician's practice, mental health provider, or non-physician provider. These providers typically have a national provider identifier (NPI) and are also known as *medical providers*.
- **Caregiver or atypical provider:** This category would include PathWays for Aging's home- and community-based service providers. This provider type is often referred to as *atypical* or *non-medical* providers.

**Q: What information is needed to create my Availity user account?**

A: Basic information about your organization, including your federal tax ID. The name of someone with the legal authority to sign agreements for your organization. The name of the primary access administrator to oversee implementation and maintain access for your entire organization.

**Q: What if I do not have an NPI number?**

A: Providers without an NPI are able to register on the Availity site, using the designated route for atypical providers/caregivers. Atypical providers will select the bubble noting that this organization does not have an NPI:

- You will have the option to include your local provider identifier as your identifier.
- Availity strongly recommends that if your provider organization is atypical and you have an NPI, you enter the NPI when you are completing the registration.

### Provider enrollment

**Q: Is an Availity Essentials account required to use the provider enrollment tool?**

A: Yes.

**Q: Where can I find the *Provider Enrollment* option?**

A: Under *Availity > Payer Spaces > Anthem Blue Cross and Blue Shield > Provider Enrollment*

**Q: Which provider type should I select in the Digital Provider Enrollment tool?**

A: Long-Term Services and Supports

\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://providers.anthem.com/in>

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RR2023 INBCBS-CD-040271-23 [rdate]

**Q: What if I do not have an NPI number?**

A: When using the Digital Provider Enrollment Application, you must include your LPI as an identifier.

**Q: What is the turnaround time once the application is submitted?**

A: Within [30] days upon receipt of a complete application.

**Q: What is considered a complete application?**

A: A complete provider application is defined as:

- Completing all required fields on the online application.
- Attaching supporting documentation:
  - Copy of certification documents verifying that the provider is approved/certified through the Division of Aging and Indiana Medicaid.
  - Copy of current *Certificate of Insurance*.
  - Provider's primary email address and signatory name.
  - Copy of current *W-9* form.

**Q: Will I receive notification if our application is incomplete?**

A: Yes, Anthem will reach out to providers within [24] hours in the event the application is determined to be incomplete.

**Q: Will I receive email correspondence when enrollment is complete, or should I continue checking the website?**

A: Throughout the enrollment process, the status of your network participation application is visible in the Digital Provider Enrollment application dashboard. Additionally, once fully enrolled, Anthem will send a welcome letter that includes the effective date of your contract. Once the welcome letter is received and you are an effective provider with Anthem, you may begin providing services and submitting claims. You can also reach out to your Provider Relationship Management representative for additional assistance. {Link to PR Regional Map}