Serving Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect

Anthem

Provider Enrollment Application

A new, quick, and intuitive way to enroll and become a participating provider with Anthem Blue Cross and Blue Shield (Anthem)

Agenda

- Acronyms
- What the *Provider Enrollment Application* is
- How to access the application
- Enrollment dashboard
- Enrollment process
- Contact information

Acronyms

- CAQH — Council for Affordable Quality Healthcare
- DPE — Digital provider enrollment
- PE — Provider Experience
- PMP – Primary medical provider

Submit an enrollment application online

Digital provider enrollment is a way to enroll to become a participating provider with Anthem to serve Medicaid and Medicare Advantage members. The tool is hosted in Availity and uses CAQH ProView® to extract data from the provider's CAQH profile.

Who can use this tool?

Professional providers whose organizations do not have a credentialling delegation agreement with Anthem.

Submit an enrollment application online

How can this new tool be used?

- Add new providers to an already existing group.
- Apply and request a contract.
- Enroll a group of new providers.
- Use a dashboard for real time status on the submitted applications.
- Create streamlined complete data submission.

Note: For any changes to your practice profile and demographics, continue to use the online *Provider Maintenance Form*.

Currently, **ancillary** and **facility** providers are the only excluded provider types. These providers should continue to use the current enrollment process.

General rules for submitting an application

If the provider has a CAQH profile (PMPs and specialists):

- Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
- Ensure the CAQH ProView profile is attested, and Anthem is authorized to access it.

The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **A primary specialty is mandatory**. The primary specialty is the specialty, which will be listed in the directory.

New profiles will remain in *Profile Data Submitted* status until CAQH has approved the profile.

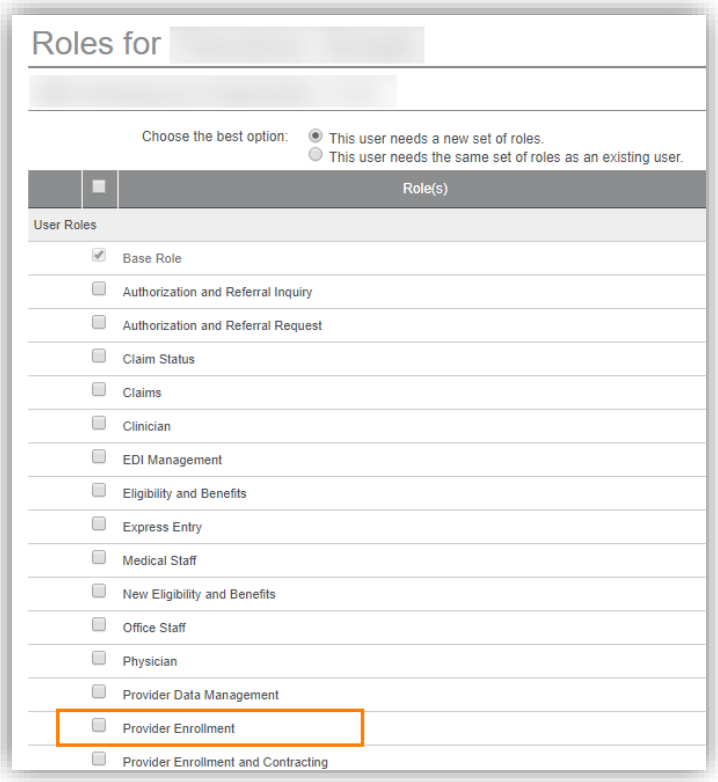
General rules for submitting an application (cont.)

For help, visit: CAQH ProView for Providers and Practice Managers.

The organization must be registered with Availity* and have an Availity login ID under the organization. The Availity user ID should be assigned the role of *Provider Enrollment*.

Before you get started

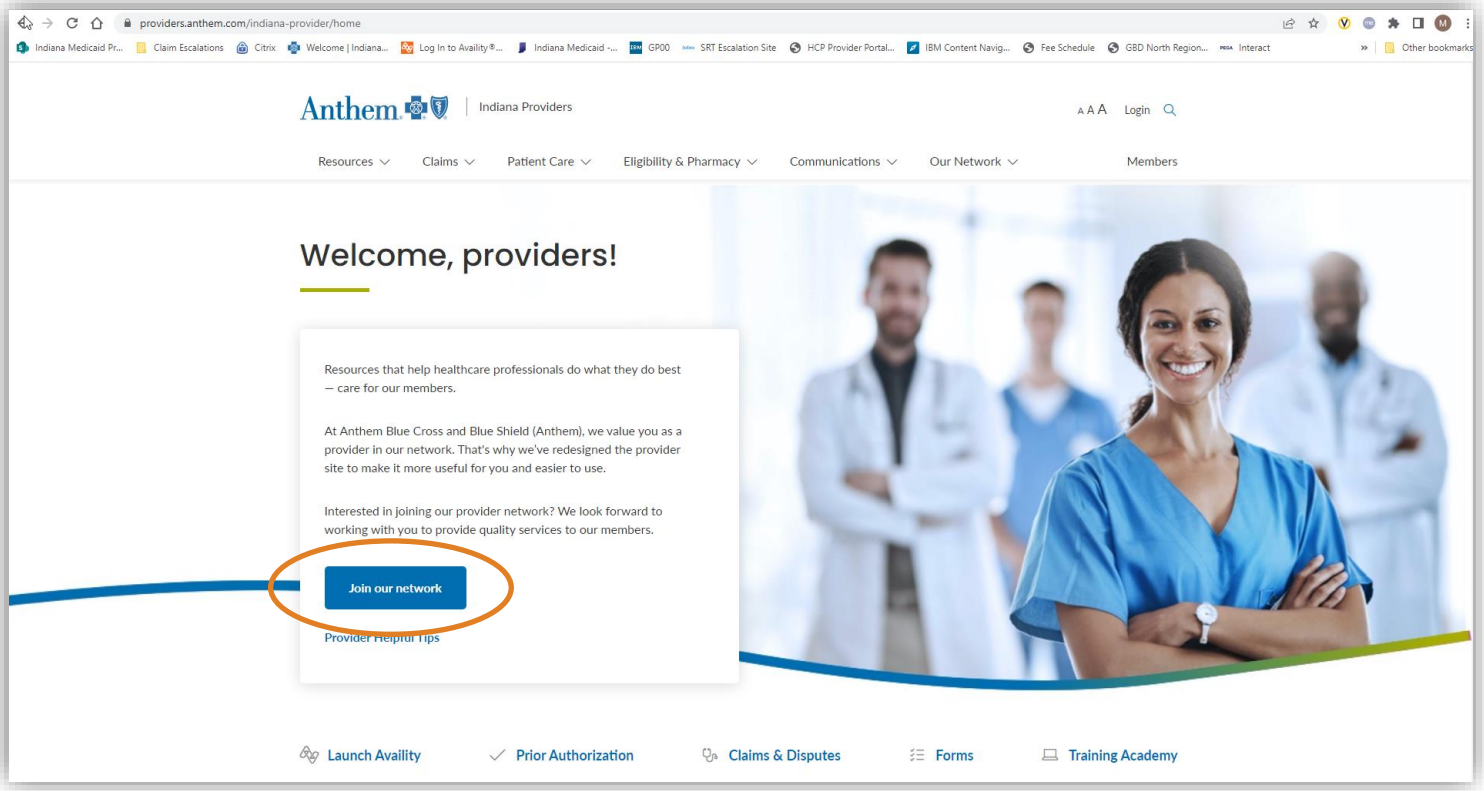
1. Register your organization on https://www.availity.com:
   - Create your personal user account under your organization within Availity:
     - Under *More,* select **Add User** or **Maintain User**.
     - Assign the user the role of **Provider Enrollment**.
2. Update your CAQH profile and complete the following:
   - Review and attest your CAQH profile.
   - Ensure Anthem is authorized to view your CAQH data.
   - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
   - Under **Payer Spaces**, select the **Anthem logo**, then select **Applications** and **Provider Enrollment**.



Where is the application located?

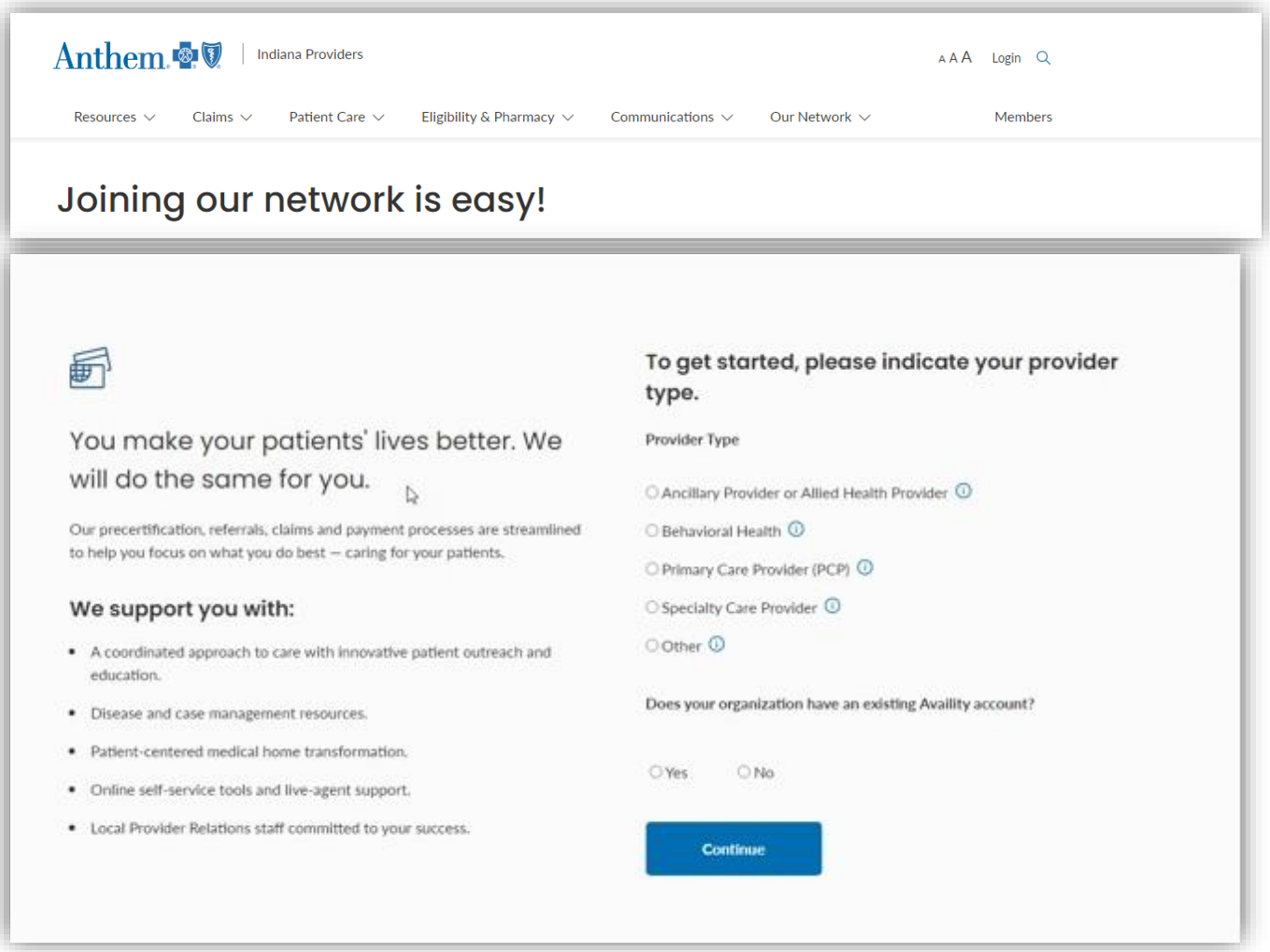
Follow the steps below to access the enrollment application:

Navigate to https://providers.anthem.com/in. Select **Join our network.**



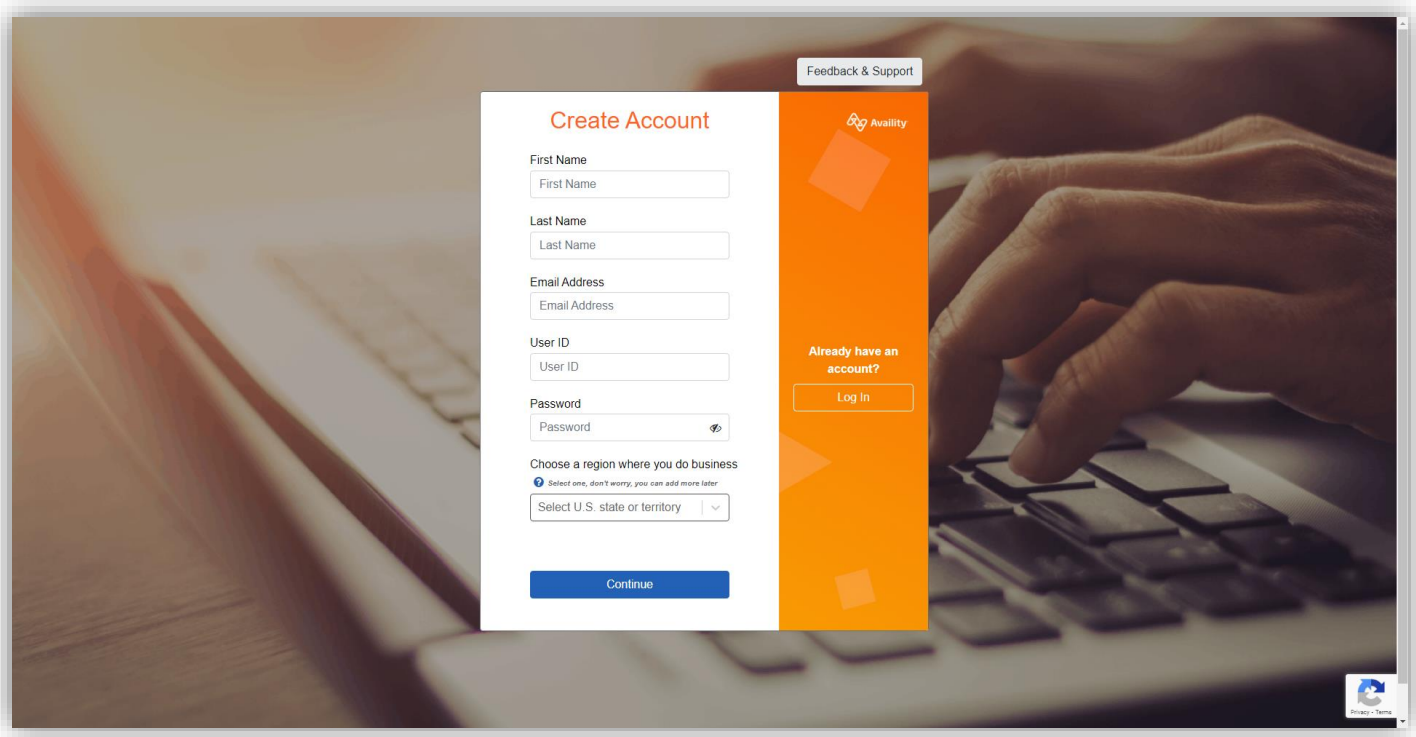
Where is the application located?

Select **Join the Anthem Network**.



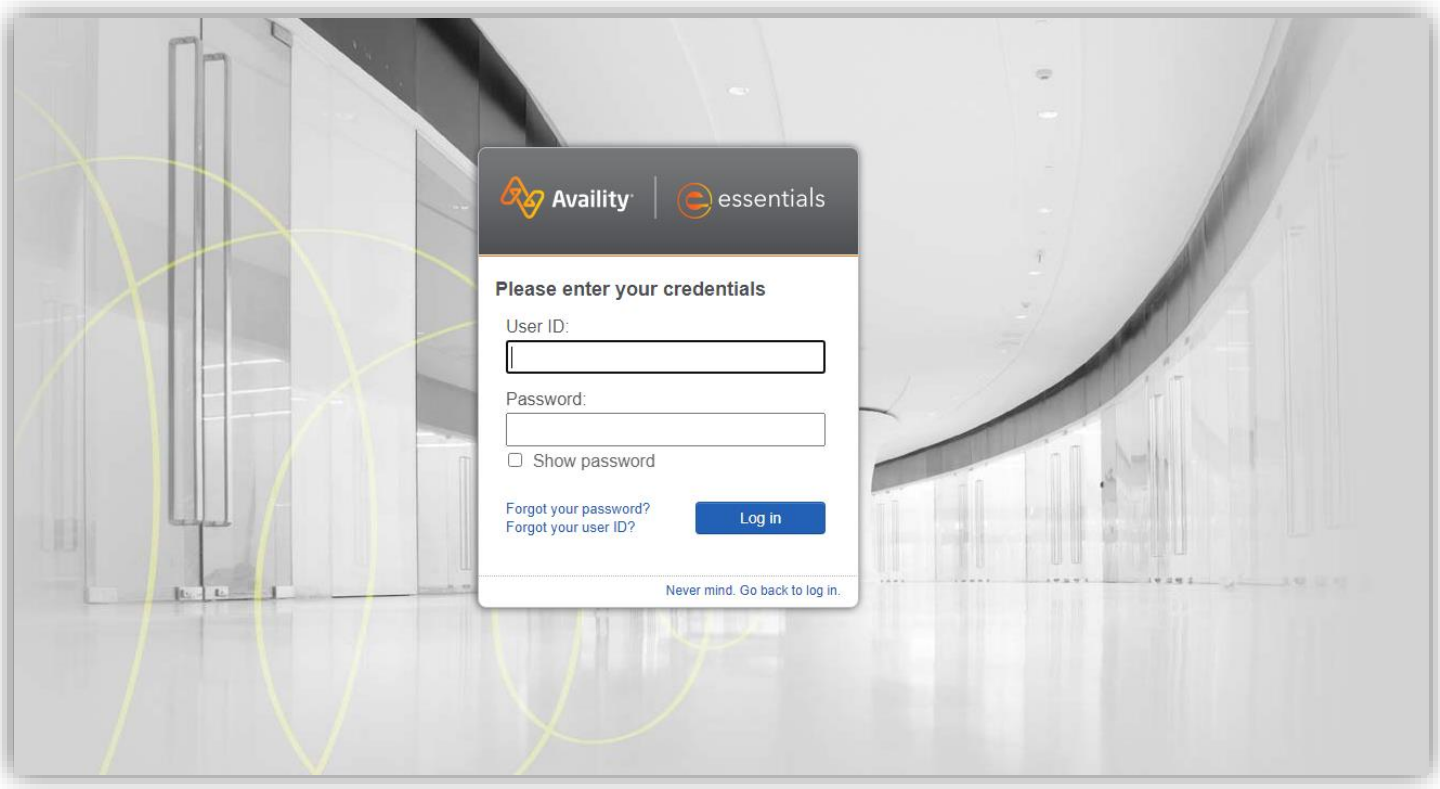
Where is the application located? (cont.)

- If the answer to the Availity question is *no*, create an Availity account.



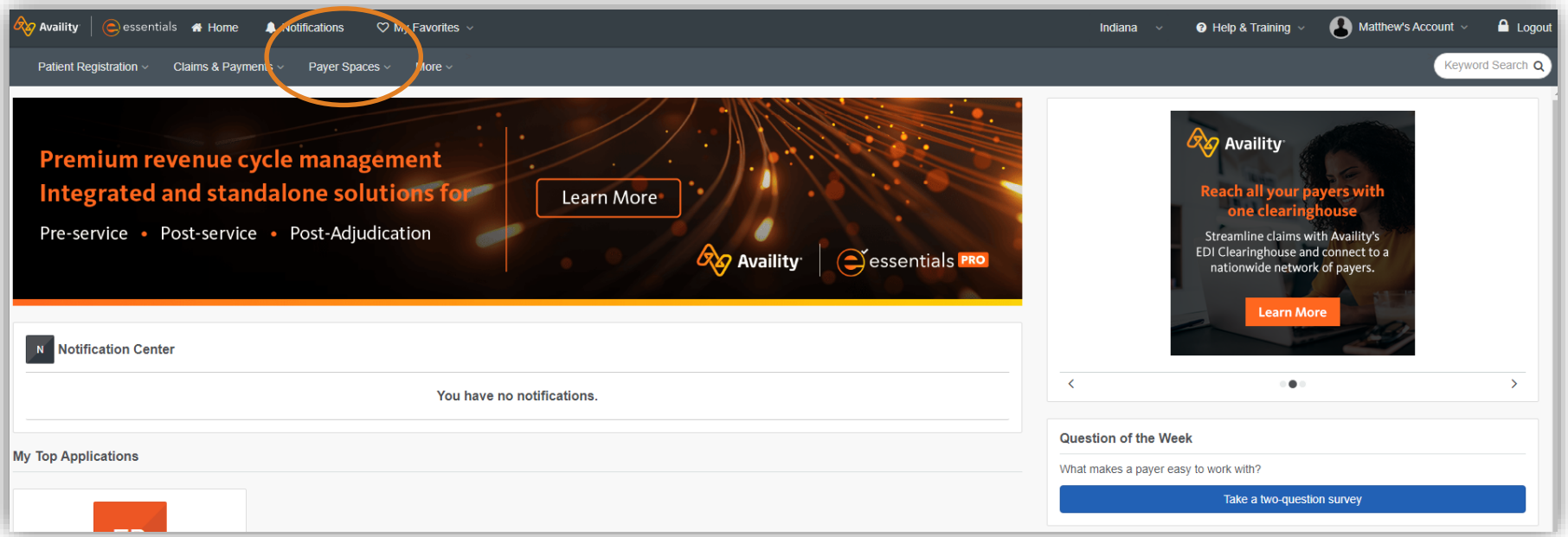
Where is the application located? (cont.)

- If the answer to the Availity question is *yes*, log into your Availity account.



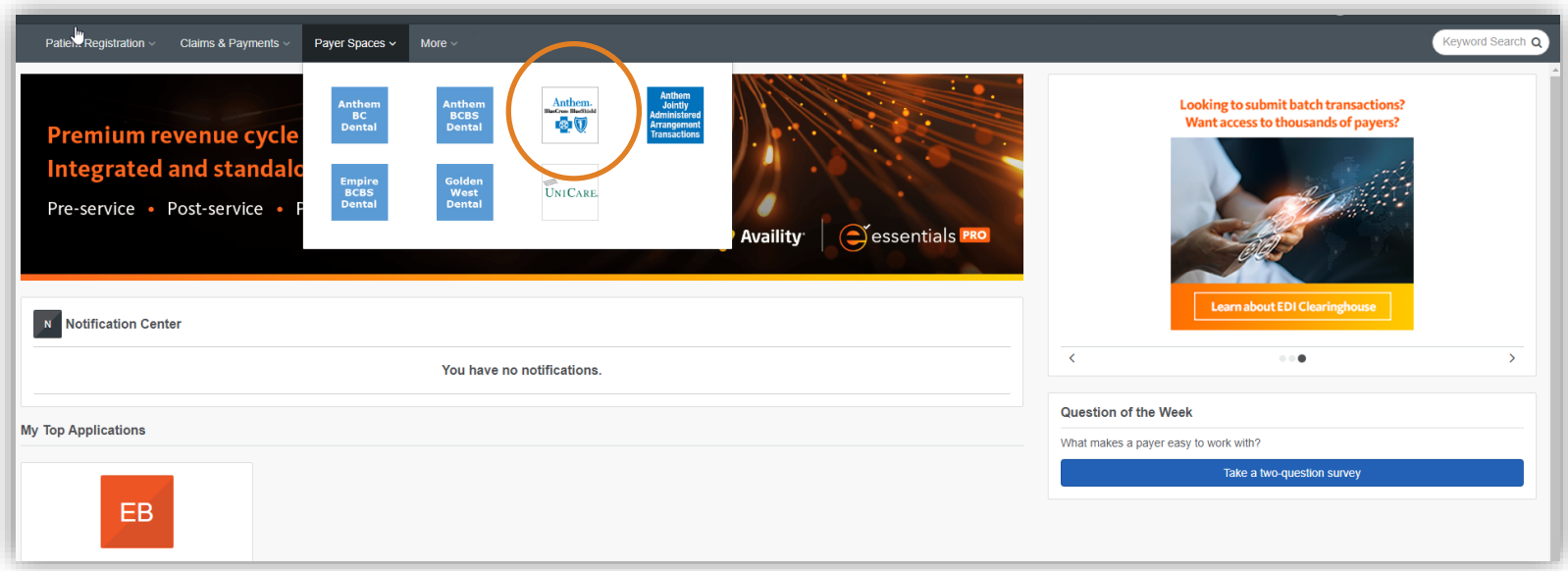
Where is the application located? (cont.)

- Select **Payer Spaces**.



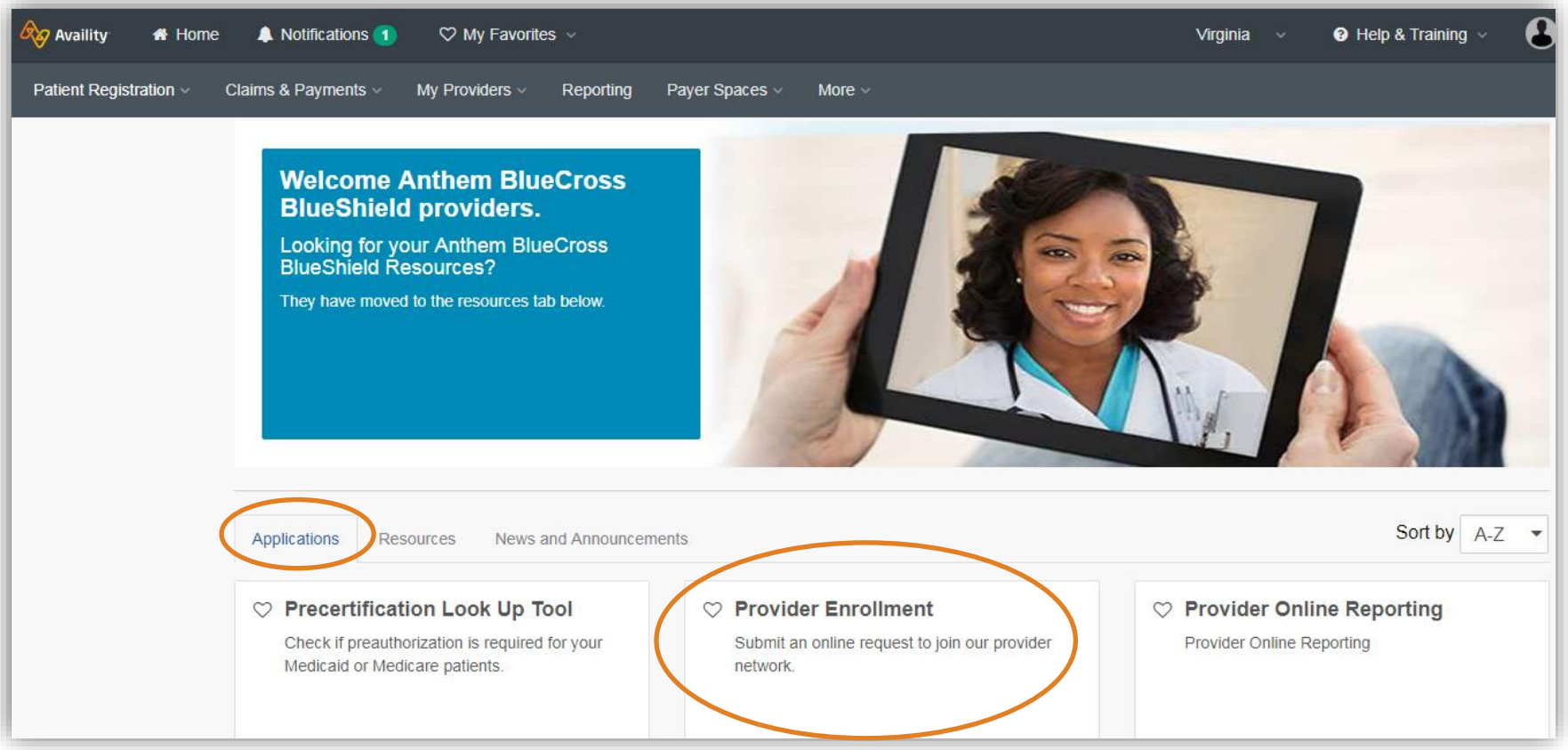
Where is the application located? (cont.)

- Select the Anthem logo.



Where is the application located? (cont.)

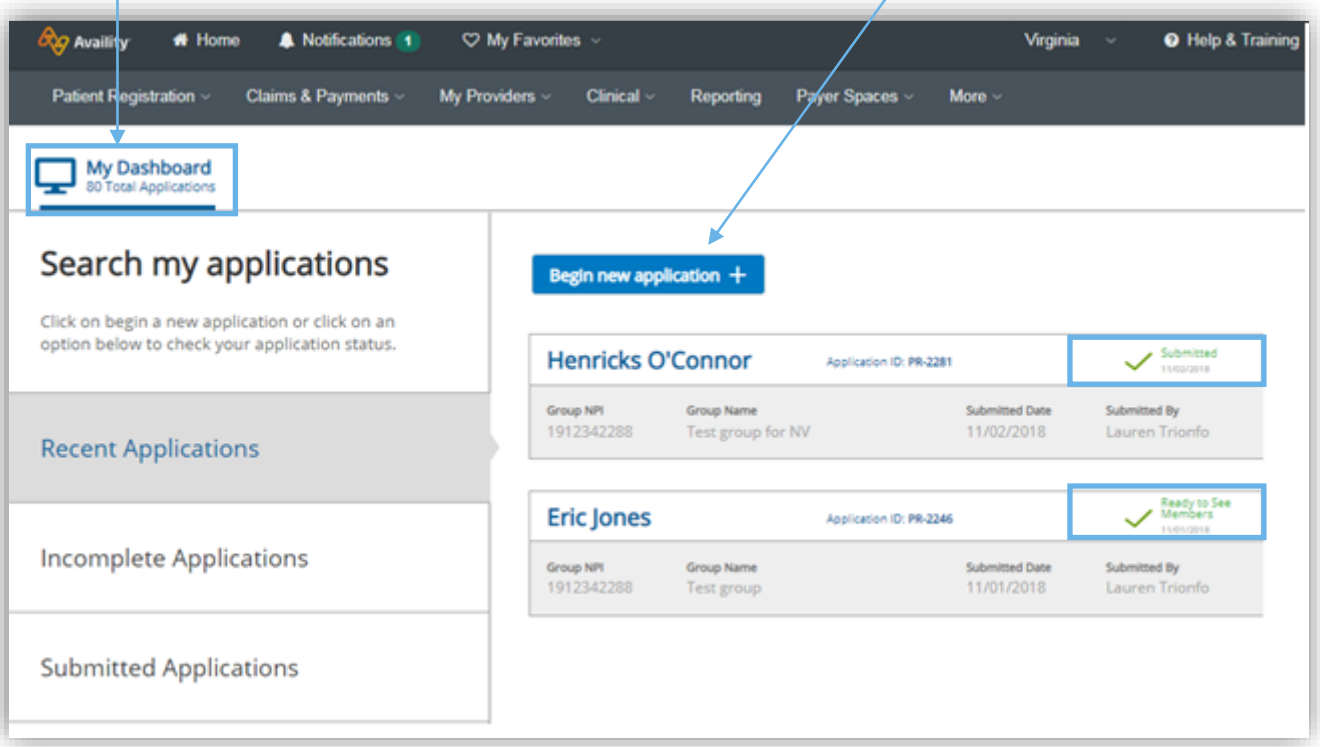
- Select **Applications**, then **Provider Enrollment**.



• Select Applications, then Provider Enrollment.

My Dashboard is the place to track your submission.

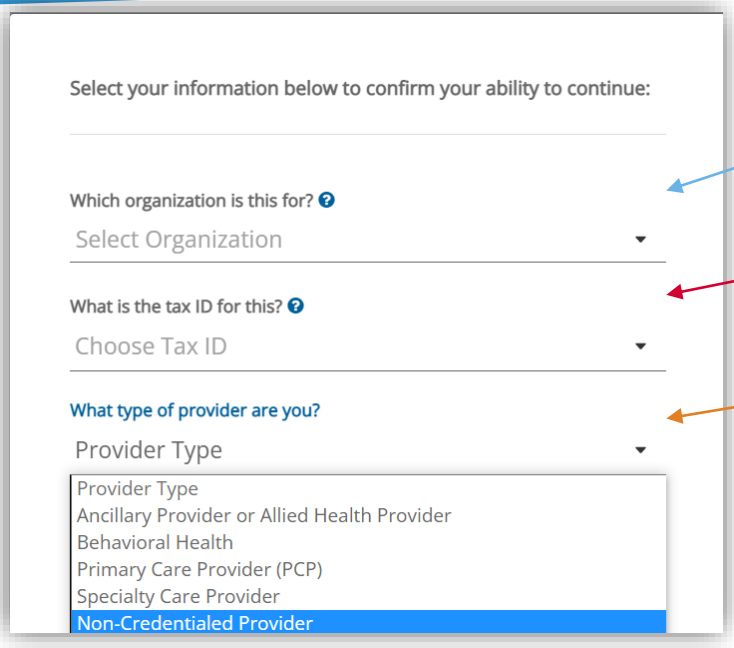
Select **Begin new application** to start the enrollment process.



The left-hand navigation options allow providers to find their applications and check their status.

Real time status updates of your applications.

Begin the enrollment process

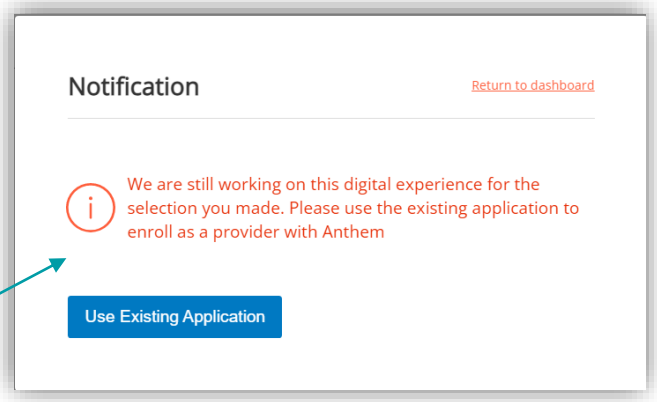


Select the organization name.

Select the tax ID.

Select the provider type. This will direct the provider to the correct enrollment experience.

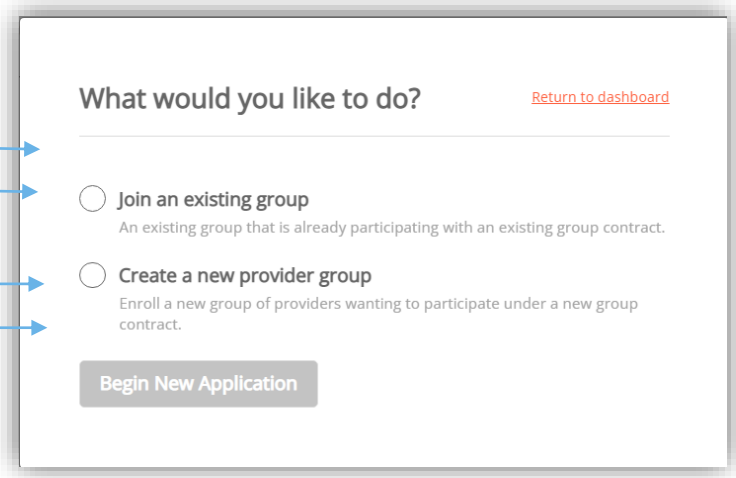
Ancillary providers will be directed to the provider website for instructions.



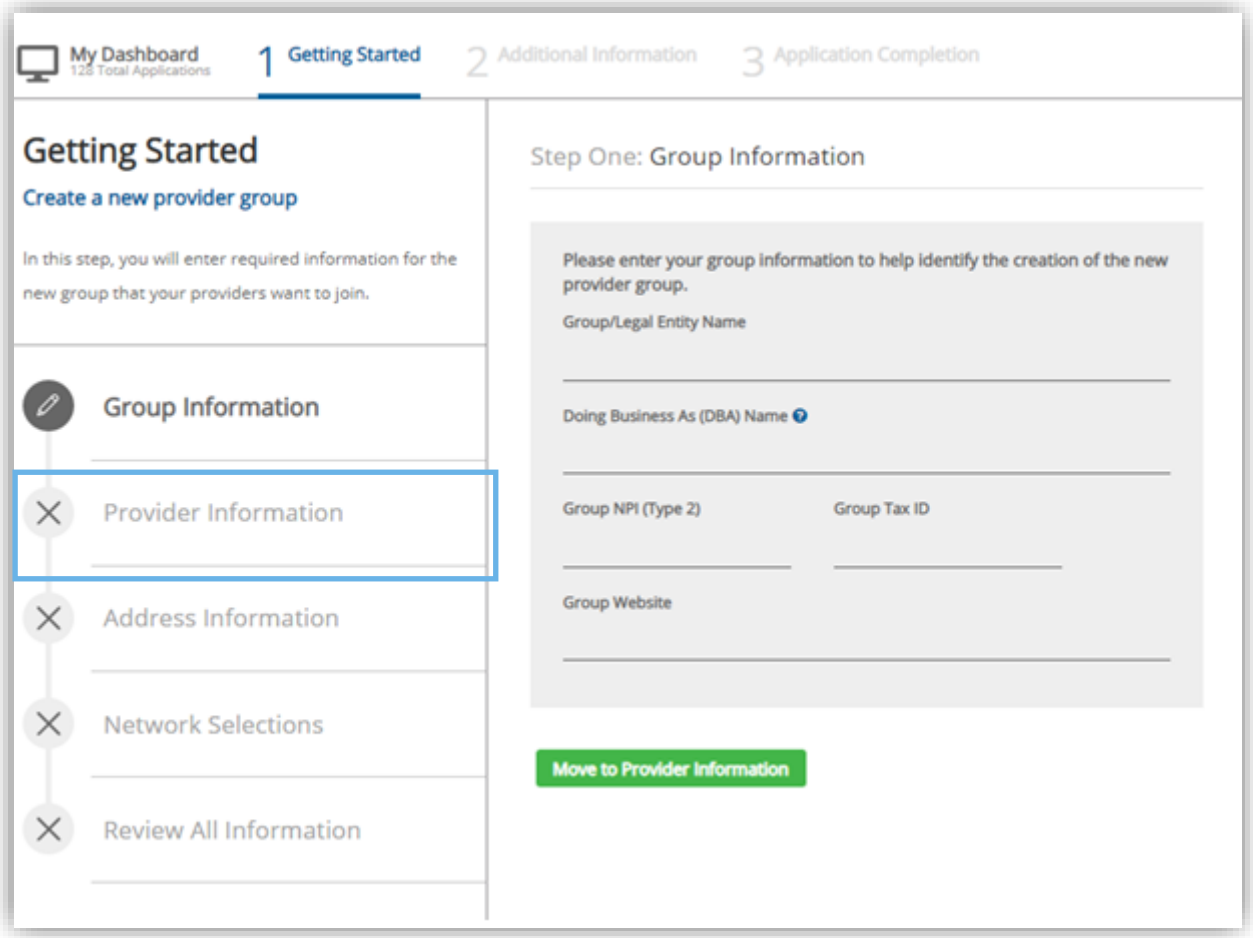
What would you like to do?

Select to add providers to an existing group.

Select to create a new provider group and receive a contract.

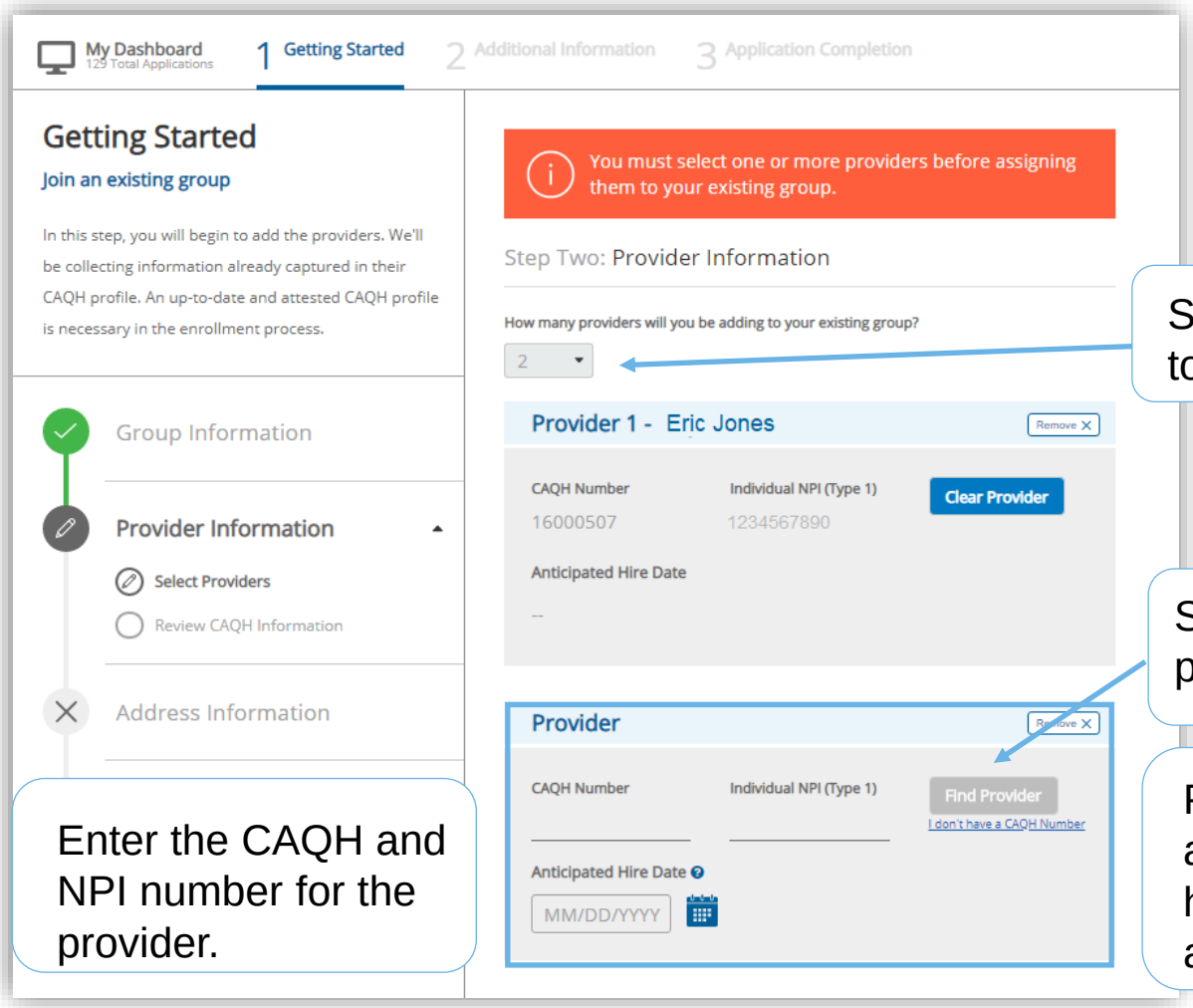


Step 1: Getting started – group information



Provide group information when you are adding a provider to an existing group or enrolling a new provider group.

Step 1: Getting started – provider information



Select the number of providers to enroll.

Select **Find Provider** — This pulls data from CAQH.

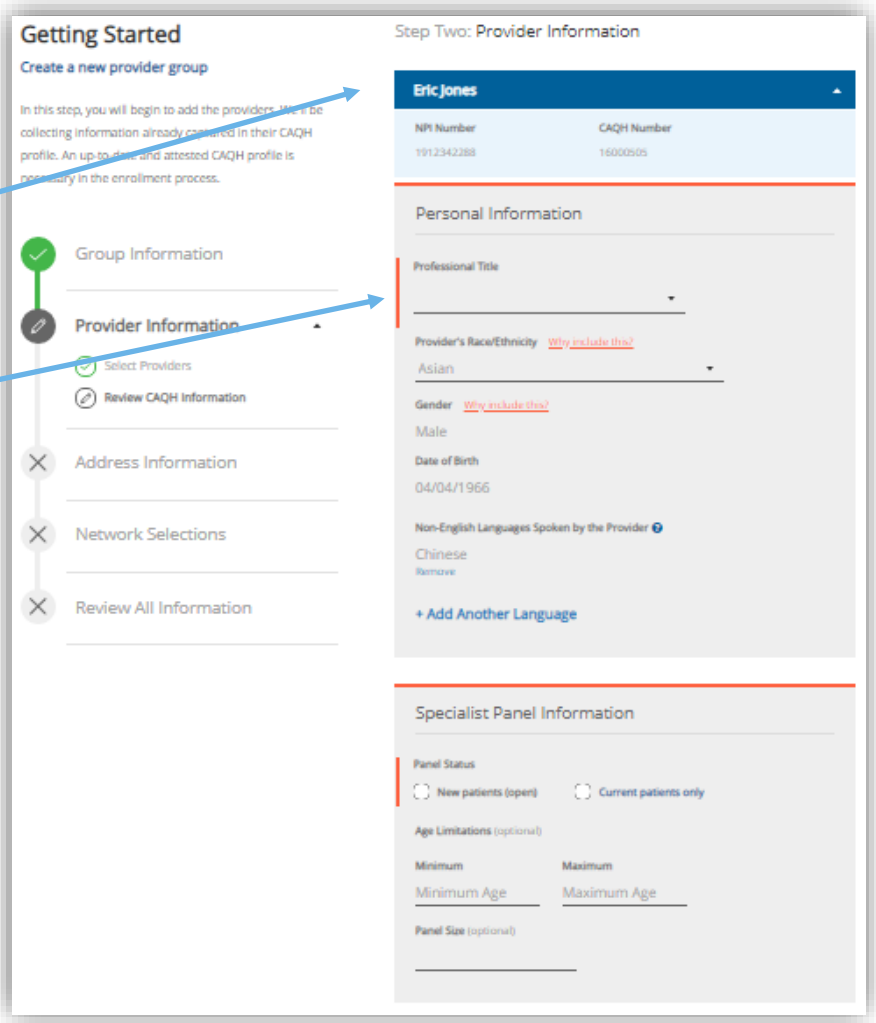
Providers must have an attested CAQH profile and have authorized Anthem to access their data.

Enter the CAQH and NPI number for the provider.

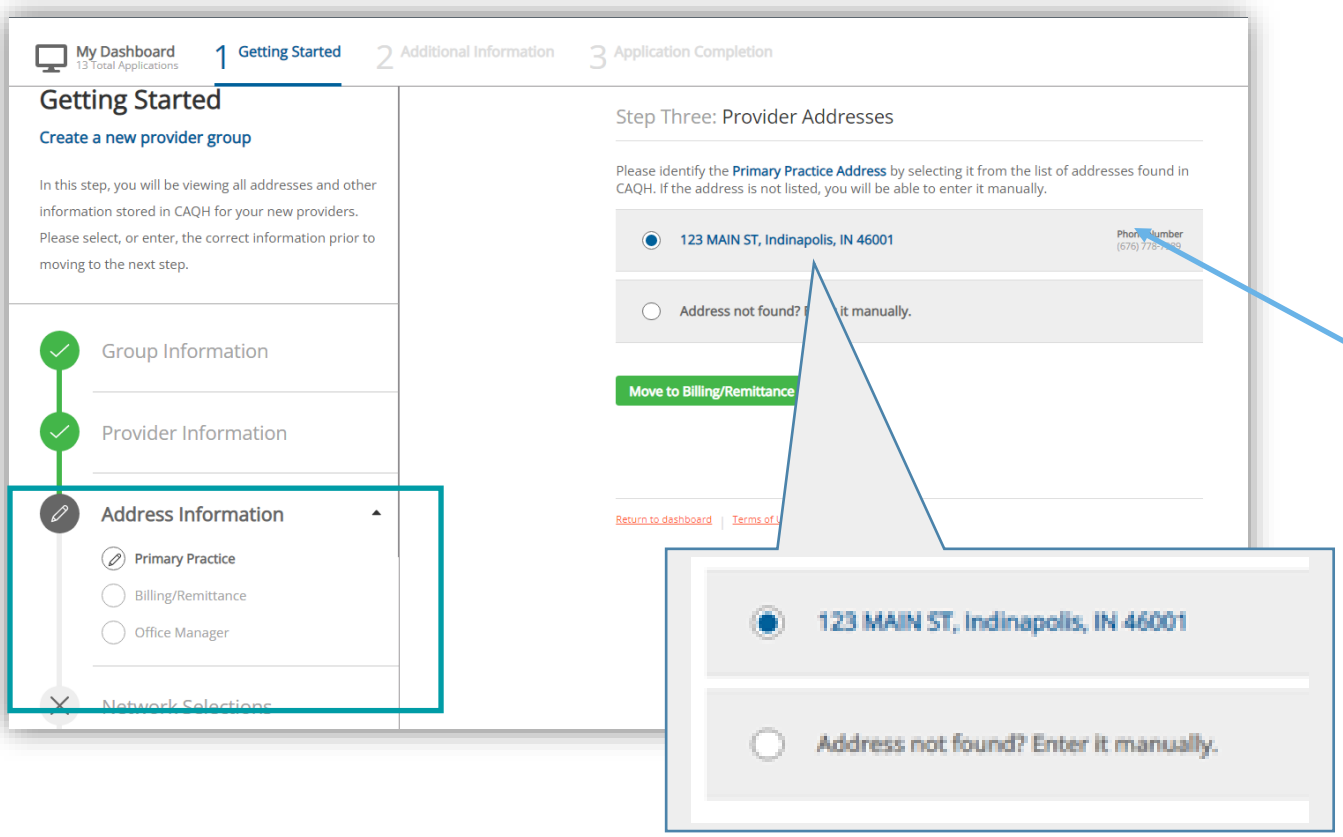
Step 1: Getting started – CAQH information

The application pulls data from the provider's CAQH profile:

- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.



Step 1: Getting started – address information



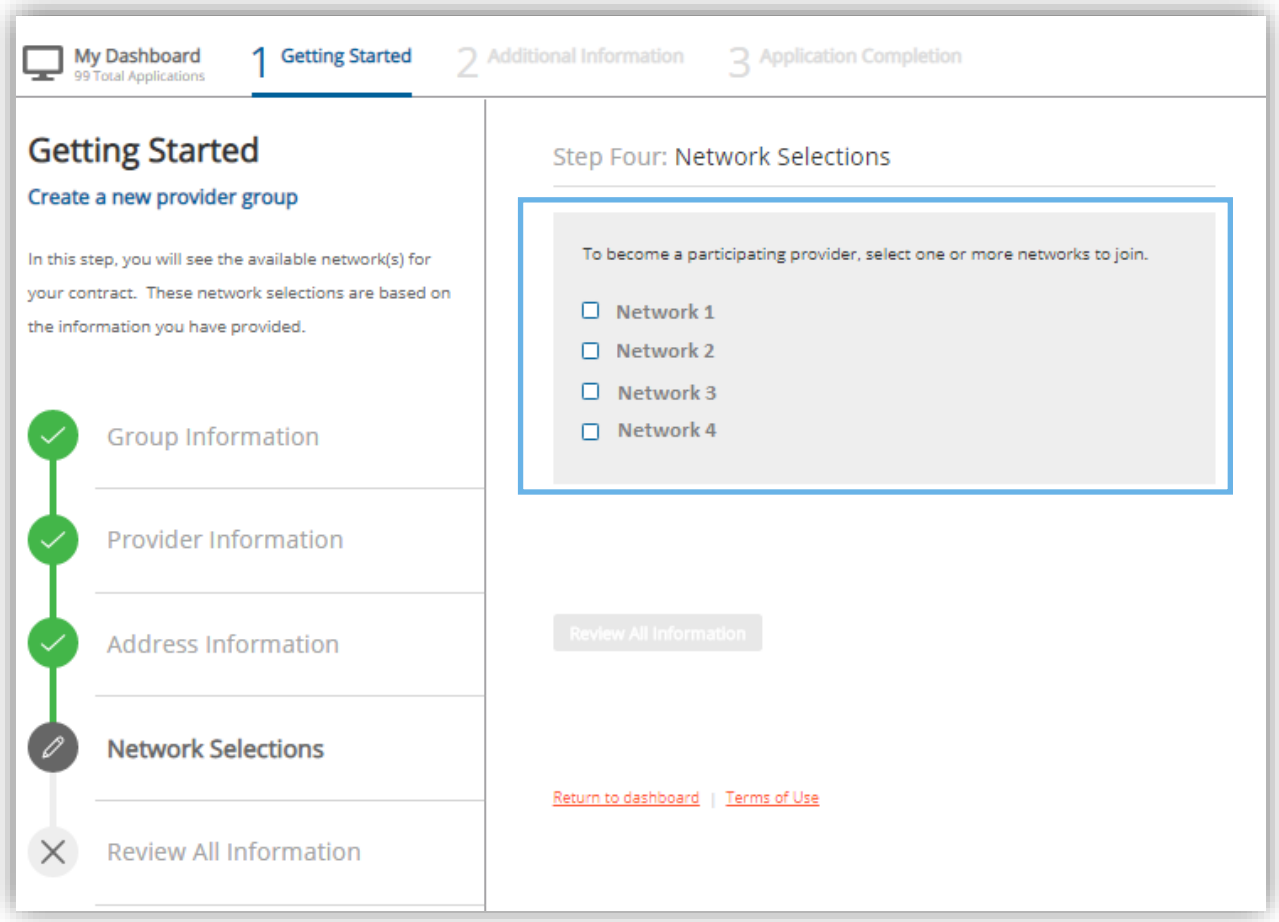
This step captures all the address information and contacts.

We are collecting the:

- Primary practice address.
- Billing/remittance address and contact.
- Office manager contact.

Choose an address/contact or add a new one (if needed).

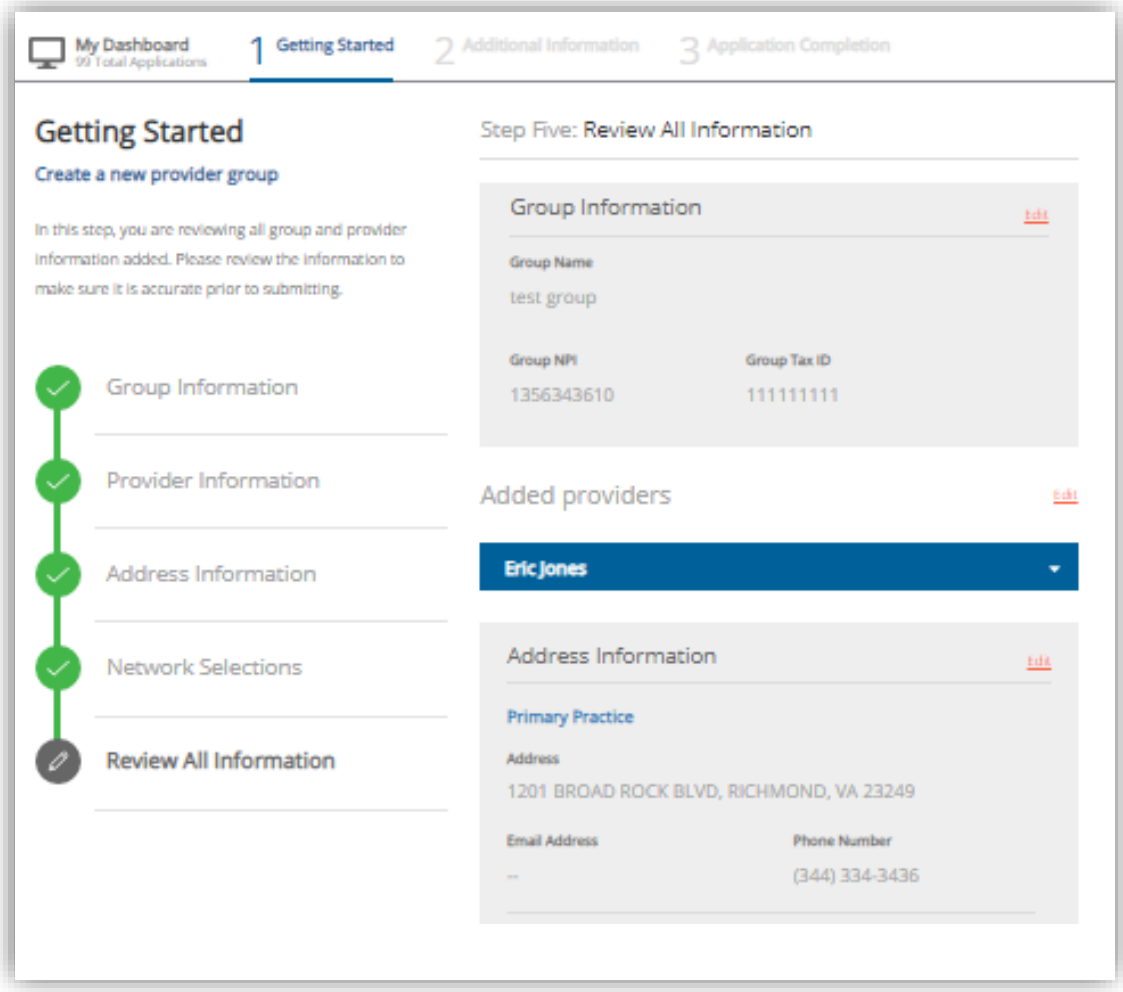
Step 1: Getting started – network selections



Providers who need contracts may be prompted to select the provider networks in which they will participate.

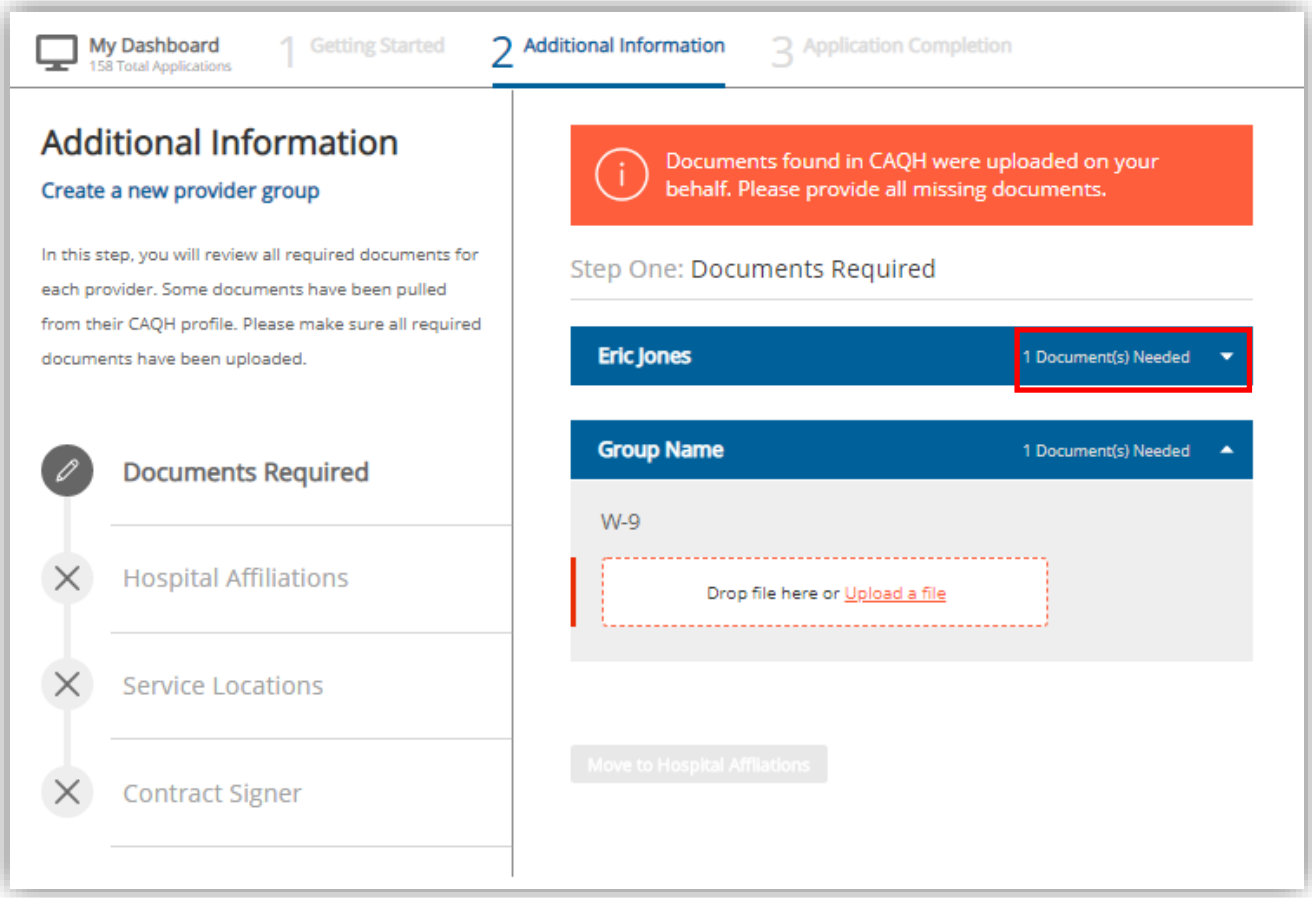
The network selections will reflect the products available in the state to which they are applying.

Step 1: Getting started – review all information



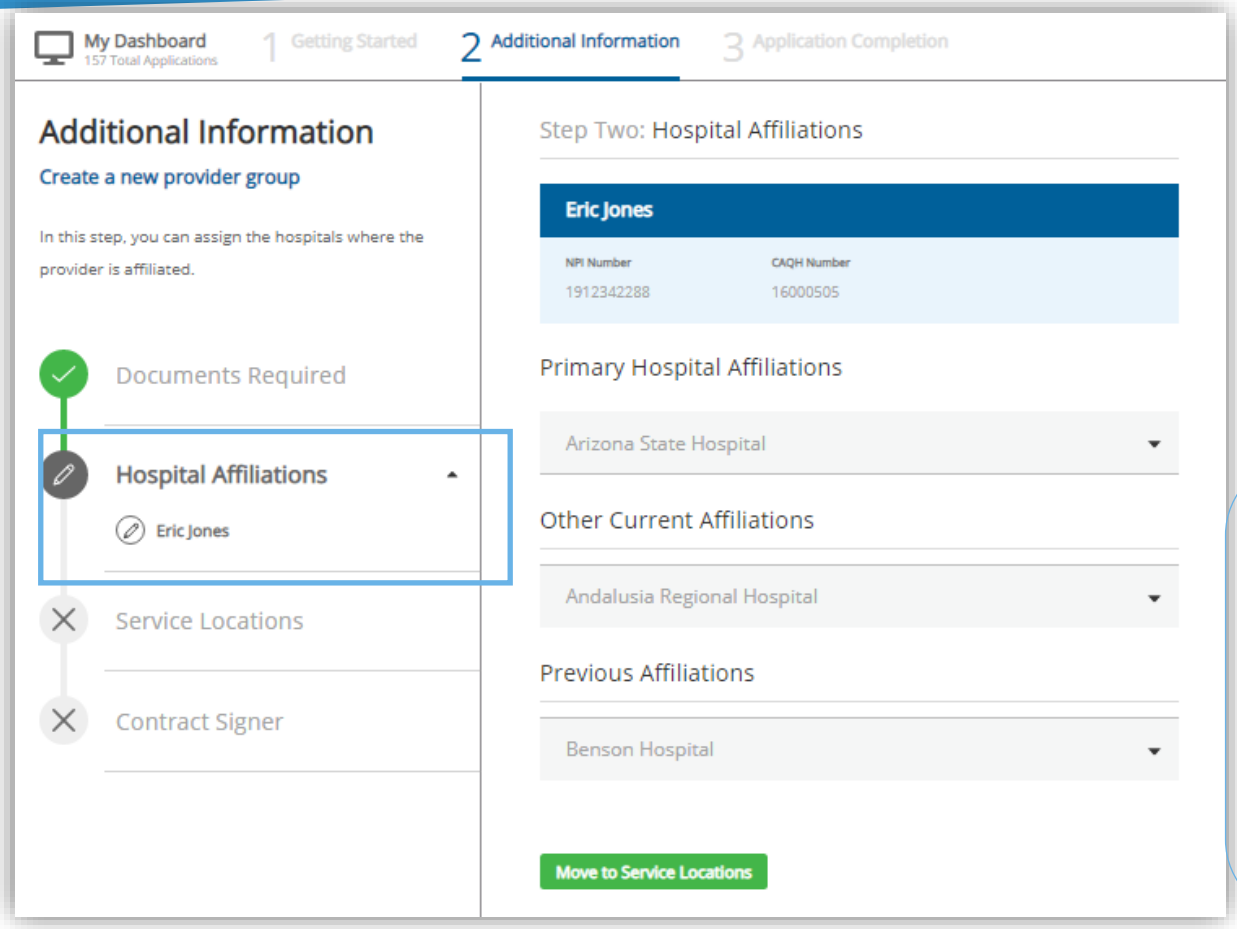
Review the data and select any of the *Edit* buttons to edit the data.

Step 2: Additional information – documents required



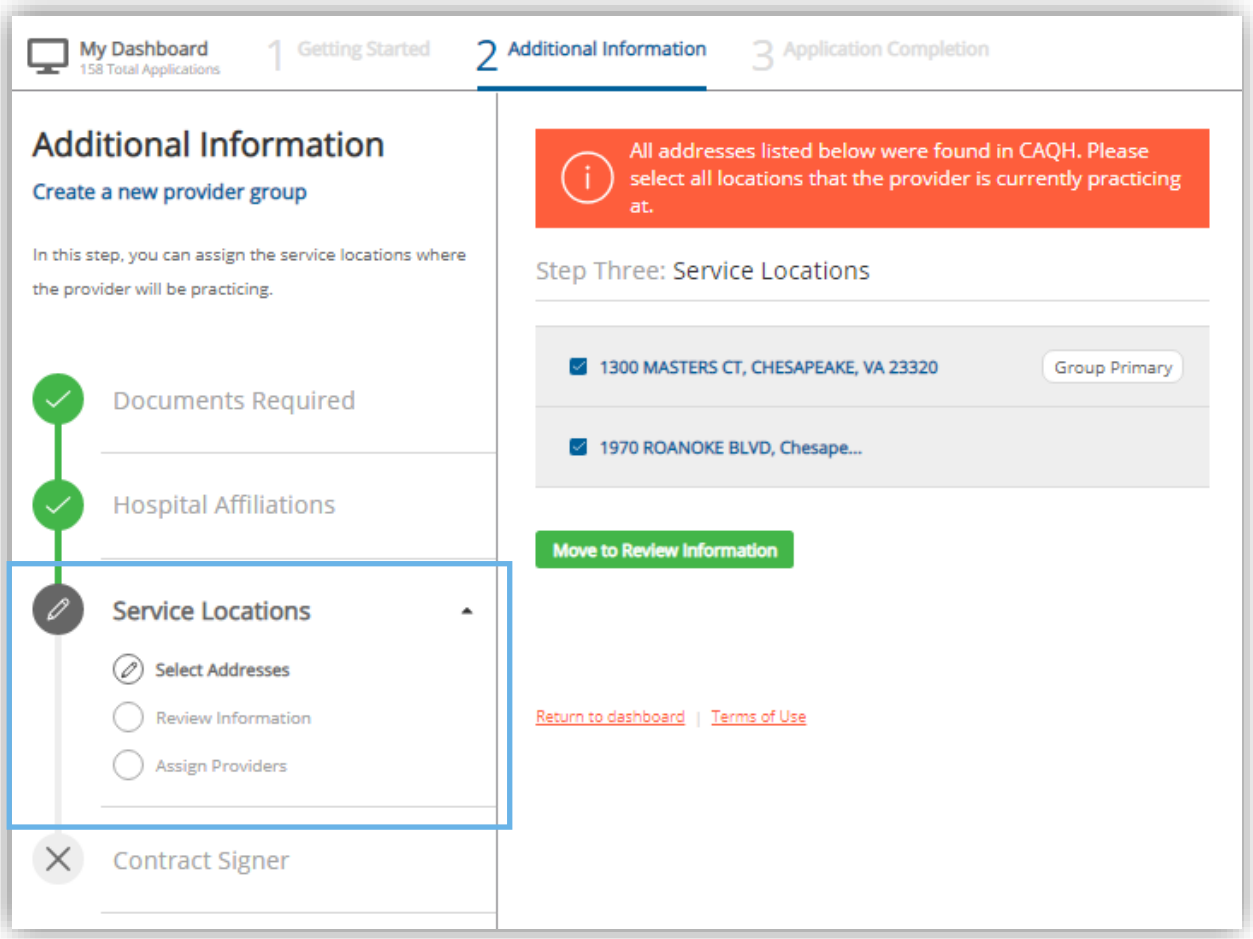
- In step two, documents and additional information are collected.
- The application will automatically pull required documents from CAQH if available.
- Documents are collected at the provider and group level.
- Drag and drop files or use the upload feature to add documents to the application.

Step 2: Additional information – hospital affiliations



Review each provider's hospital affiliation information and provide any missing information.

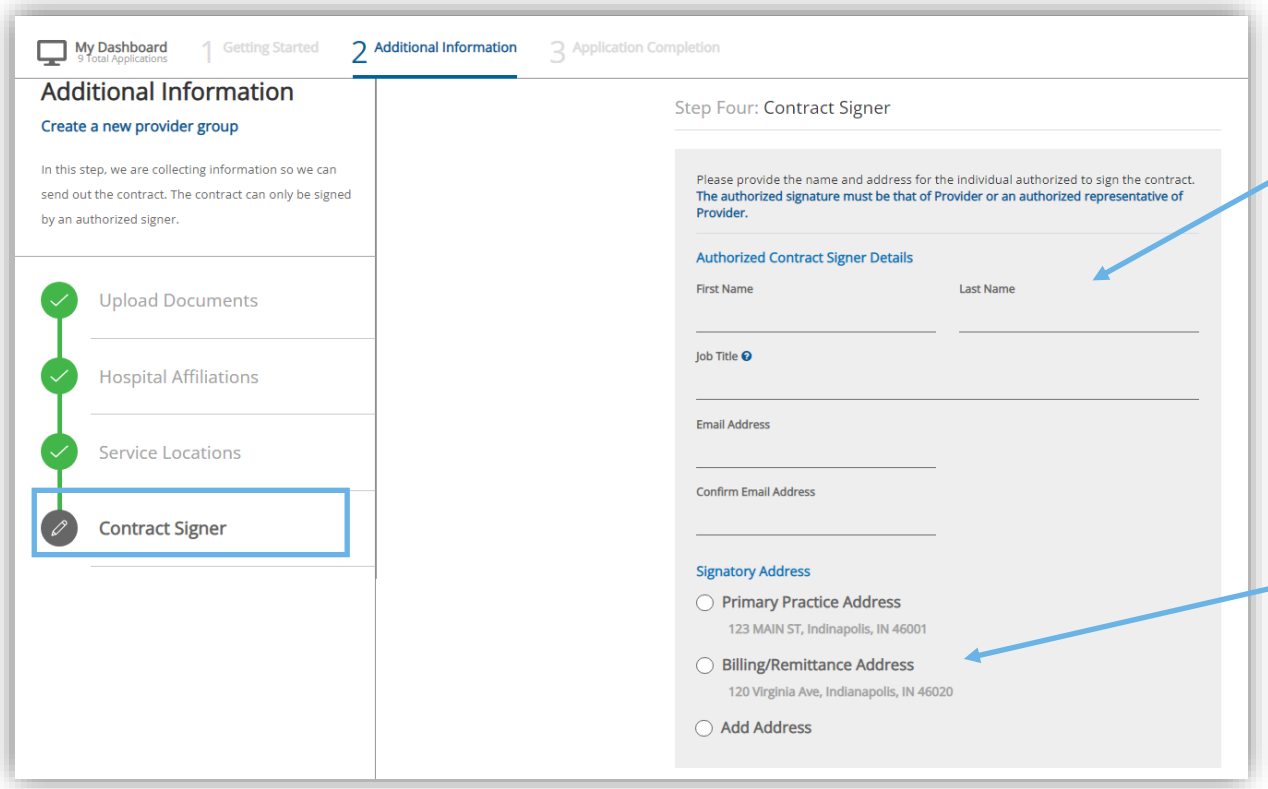
Step 2: Additional information – service locations



There are three steps within *Service Locations*:

- Select the actual addresses where providers practice.
- Review information for each location to ensure the accuracy of data.
- Assign providers to those service locations.

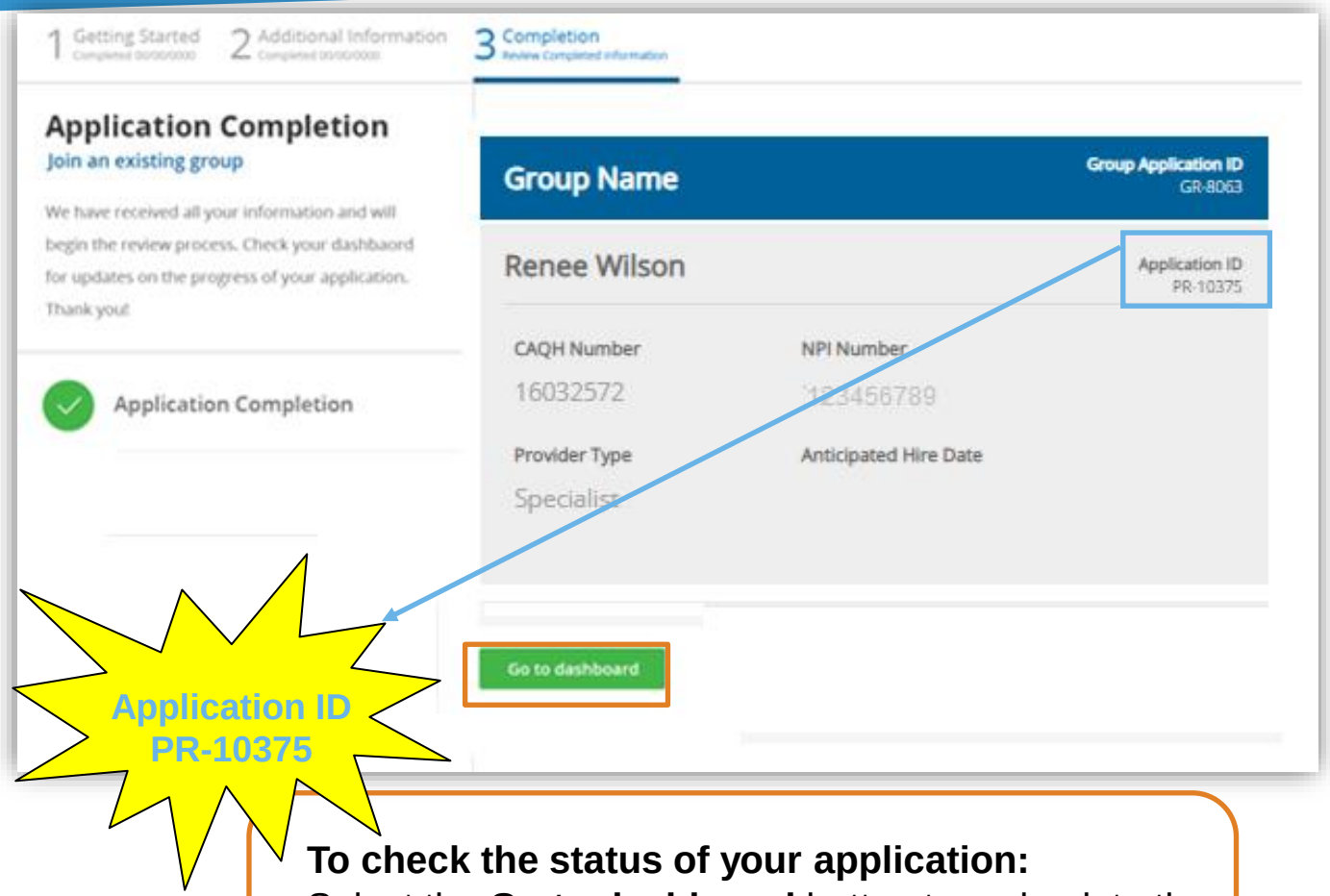
Step 2: Additional information – contract signer



Supply the name and information of the person authorized to sign the contract when enrolling a new solo provider or provider group.

Choose the address for the signatory or enter a new one.

Step 3: Completion

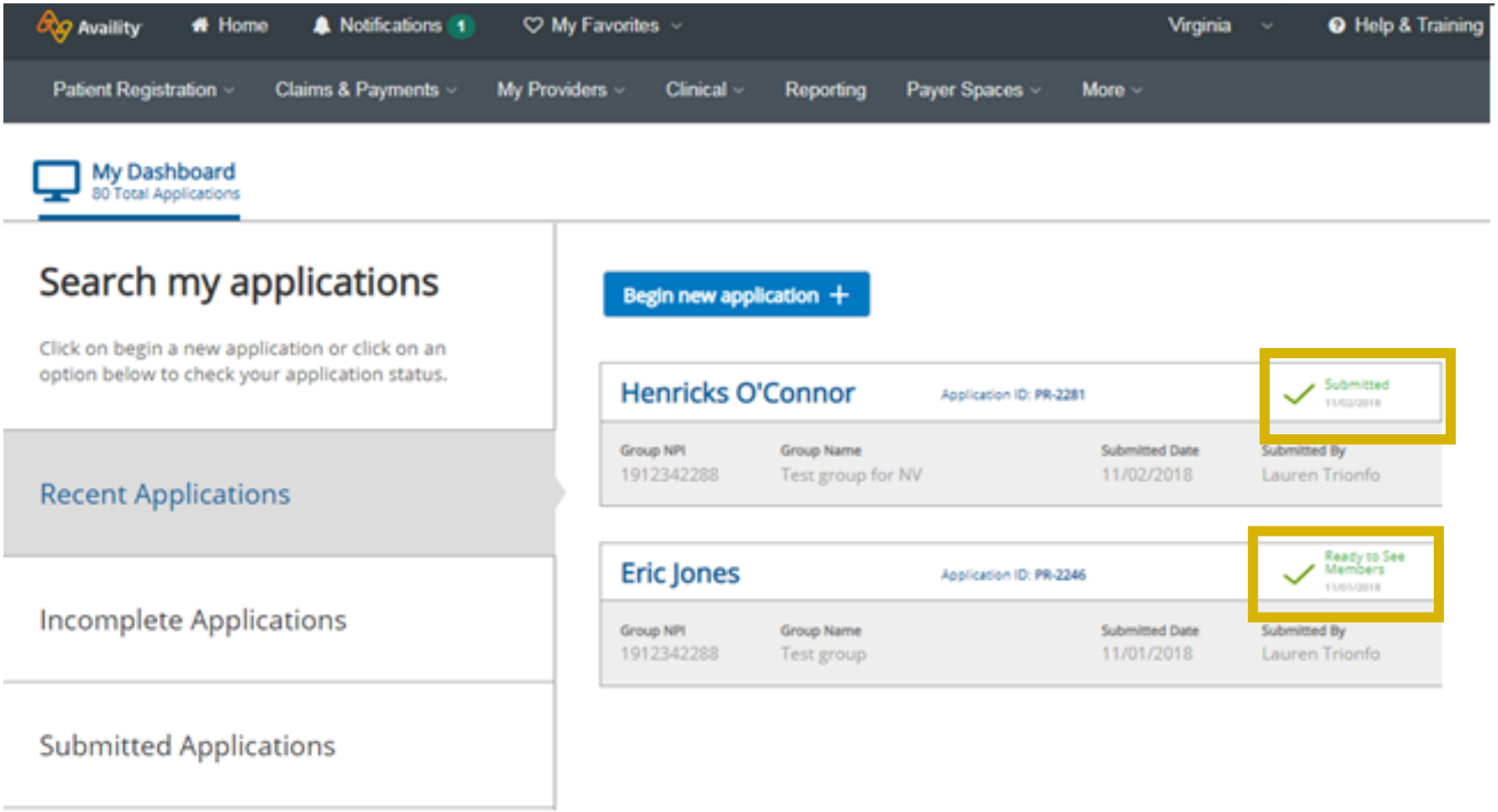


This is the final step of the application process:

- Each provider will have an **application ID**.
- The application ID allows the provider to view the status of each individual application.

To check the status of your application:
Select the **Go to dashboard** button to go back to the dashboard and **view the application status**. You will need the **application ID** to check your status.

Checking provider enrollment status from *My Dashboard*



Before you are ready to see Anthem members

1. You must complete the *Provider Enrollment Application.*
2. You must pass credentialing, if applicable, to your specialty type:
   - Refer to the Credentialing Program Summary Guide for providers that require credentialing.

   or

   - Go to https://providers.anthem.com/in > Resources > Provider manuals and guides > *Credentialing Program Summary Guide.*

   and
3. You must have a fully executed contract:
   - The contract is not valid until signed by the provider and Anthem, and the provider has met credentialing requirements.
   - You will receive a *Welcome Letter* that includes your contract **effective date**, and this is when you may start seeing members and submitting claims.

Troubleshooting tips

When working on the application, you may run into technical issues or questions. These quick tips will help you navigate this new platform by addressing some of the commonly asked questions:

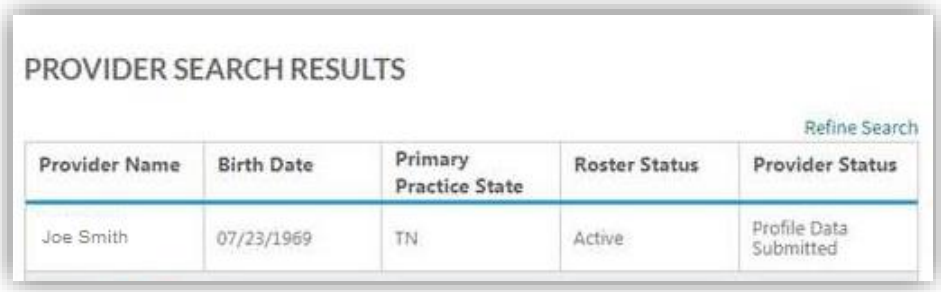
- **If you see an error messages when adding provider information, ensure:**
  - A **primary specialty** has been selected in CAQH ProView.
  - The provider's CAQH ProView profile has been **attested**.
  - The provider's CAQH ProView profile has **designated Anthem** as an authorized user.
  - The provider's CAQH profile is in an **Initial Profile Complete status**. If the profile is new, CAQH reviews the profile before moving it to Initial Profile Complete status.
  - **All documentation has been uploaded** to CAQH.

If the system is down, you will receive a *System Not Available* message. Your application will be saved, but you will need to finish at a later time. If you experience issues with Availity organization registration, call Availity support at **800-282-4548** (**800-AVAILITY**) or visit the Contact Us page on Availity.

Troubleshooting tips (cont.)

For CAQH issues:

- If you see error messages after you select **Find Provider**, check if there is a primary specialty chosen in CAQH or if the primary specialty information is incomplete:
  - The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
  - *Profile Data Submitted* status is shown when a new profile has been created and submitted to CAQH, but the profile has not been approved by CAQH.



PROVIDER SEARCH RESULTS

Refine Search

Provider Name	Birth Date	Primary Practice State	Roster Status	Provider Status
Joe Smith	07/23/1969	TN	Active	Profile Data Submitted

Questions

For eligibility and benefits questions:

- Check eligibility and benefits online through Availity
- **Chat** — via Availity > Payer Spaces > Applications > Chat with Payer
- Call Provider Customer Service at:
  - Hoosier Healthwise: **866-408-6132**
  - Hoosier Care Connect: **844-284-1798**
  - Healthy Indiana Plan (HIP): **844-533-1995**

For claims questions:

- Check claim status online through Availity
- **Chat** — via Availity > Payer Spaces > Applications > Chat with Payer Call Provider
- Call Provider Customer Service at:
  - Hoosier Healthwise: **866-408-6132**
  - Hoosier Care Connect: **844-284-1798**
  - HIP: **844-533-1995**

Provider experience physical health zone map

Physical health Provider Experience managers

Zone 1/Beacon Health Systems

Jessi Earls
Jessica.Wilkerson-Earls@anthem.com
317-452-2568

Zone 2/Ascension St. Vincent

Angelique Jones
Angelique.Jones@anthem.com
317-619-9241

Zone 3

Jamaal Wade
Jamaal.WadeSr@anthem.com
317-409-7209

Zone 4/Deaconess

Jonathan Hedrick
Jonathan.Hedrick@anthem.com
317-601-9474

Zone 5/Parkview

David Tudor
David.Tudor@anthem.com
317-447-7008

Zone 6/IU Health; St. Joseph Regional Medical Health Center; Home Health and Hospice

Matt Swingendorf
Matthew.Swingendorf@anthem.com
317-306-0077

Zone 7/Baptist Health

Sophia Brown
Sophia.Brown@anthem.com
317-775-9528

Zone 8/Eskenazi

Marvin Davis
Marvin.Davis@anthem.com
317-501-7251

Zone 9/Out-of-state providers, Franciscan, Community Health Network

Nicole Bouye
Nicole.Bouye@anthem.com
317-517-8862

Dir, Provider Experience
Jacquie Marsalis
Jacqueline.Marsalis@anthem.com

https://providers.anthem.com/docs/gpp/IN_CAID_PU_NetworkRelationsMap.pdf?v=202110061311

Provider Experience behavioral health subject matter experts

Statewide behavioral health (BH) subject matter experts (SME)

Acute hospitals
Tish Jones, Provider Experience Manager
Latisha.Willoughby@anthem.com
317-617-9481

Community mental health centers/federally qualified health centers/rural health clinics
Matthew McGarry, Provider Experience Manager
Matthew.McGarry@anthem.com
463-202-3579

Substance use disorder (SUD)/Opioid treatment program (OTP)
Alisa Phillips, Provider Experience Manager, Sr.
Alisa.Phillips@anthem.com
317-517-1008

SME – SUD/OTP
Michele Weaver, Provider Experience Manager
Michele.Weaver@anthem.com
317-601-3031

Solo BH and applied behavior analysis providers

Zones 1, 2, 5, 6
Ashley Holmes
Ashley.Holmes@anthem.com
317-315-0623

Zones 3, 4, 7, 8
Whit'ney McTush
Whitney.McTush@anthem.com
317-519-1089

Questions?

Thank you for your participation in serving our members enrolled in Hoosier Healthwise, HIP, and Hoosier Care Connect!

Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

https://providers.anthem.com/in

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc., independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

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