



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 credentialing 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**.

Roles for [redacted]

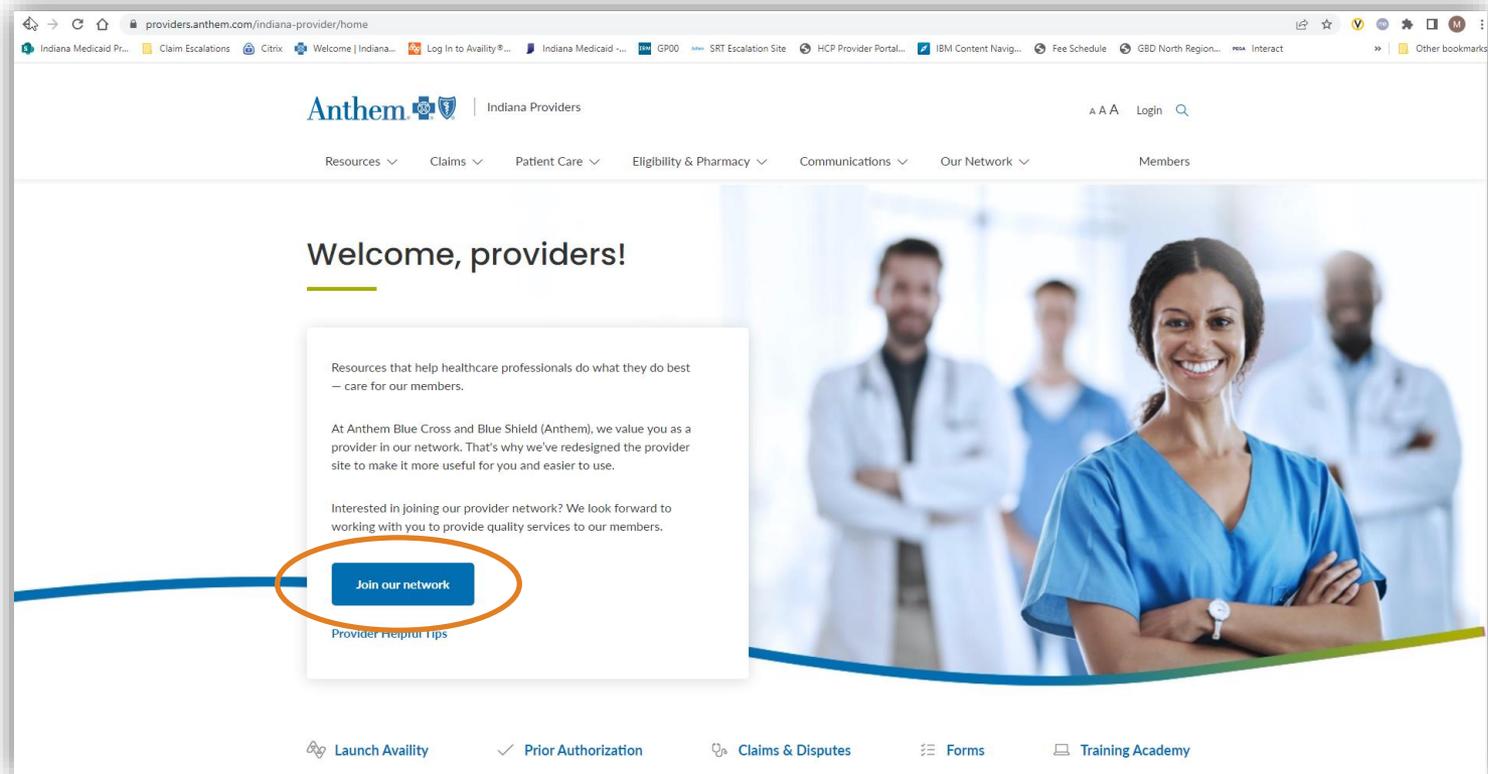
Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)
<input checked="" type="checkbox"/>	Base Role
<input type="checkbox"/>	Authorization and Referral Inquiry
<input type="checkbox"/>	Authorization and Referral Request
<input type="checkbox"/>	Claim Status
<input type="checkbox"/>	Claims
<input type="checkbox"/>	Clinician
<input type="checkbox"/>	EDI Management
<input type="checkbox"/>	Eligibility and Benefits
<input type="checkbox"/>	Express Entry
<input type="checkbox"/>	Medical Staff
<input type="checkbox"/>	New Eligibility and Benefits
<input type="checkbox"/>	Office Staff
<input type="checkbox"/>	Physician
<input type="checkbox"/>	Provider Data Management
<input checked="" type="checkbox"/>	Provider Enrollment
<input type="checkbox"/>	Provider Enrollment and Contracting

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**.



The screenshot displays the Anthem Indiana Providers website. The page features a navigation bar with the Anthem logo and the text "Indiana Providers". Below the navigation bar, there are several menu items: Resources, Claims, Patient Care, Eligibility & Pharmacy, Communications, Our Network, and Members. The main content area is titled "Welcome, providers!" and includes a white box with text and a blue button labeled "Join our network". The button is circled in orange. The background of the page shows a group of healthcare professionals in a clinical setting.

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

Welcome, providers!

Resources that help healthcare professionals do what they do best — care for our members.

At Anthem Blue Cross and Blue Shield (Anthem), we value you as a provider in our network. That's why we've redesigned the provider site to make it more useful for you and easier to use.

Interested in joining our provider network? We look forward to working with you to provide quality services to our members.

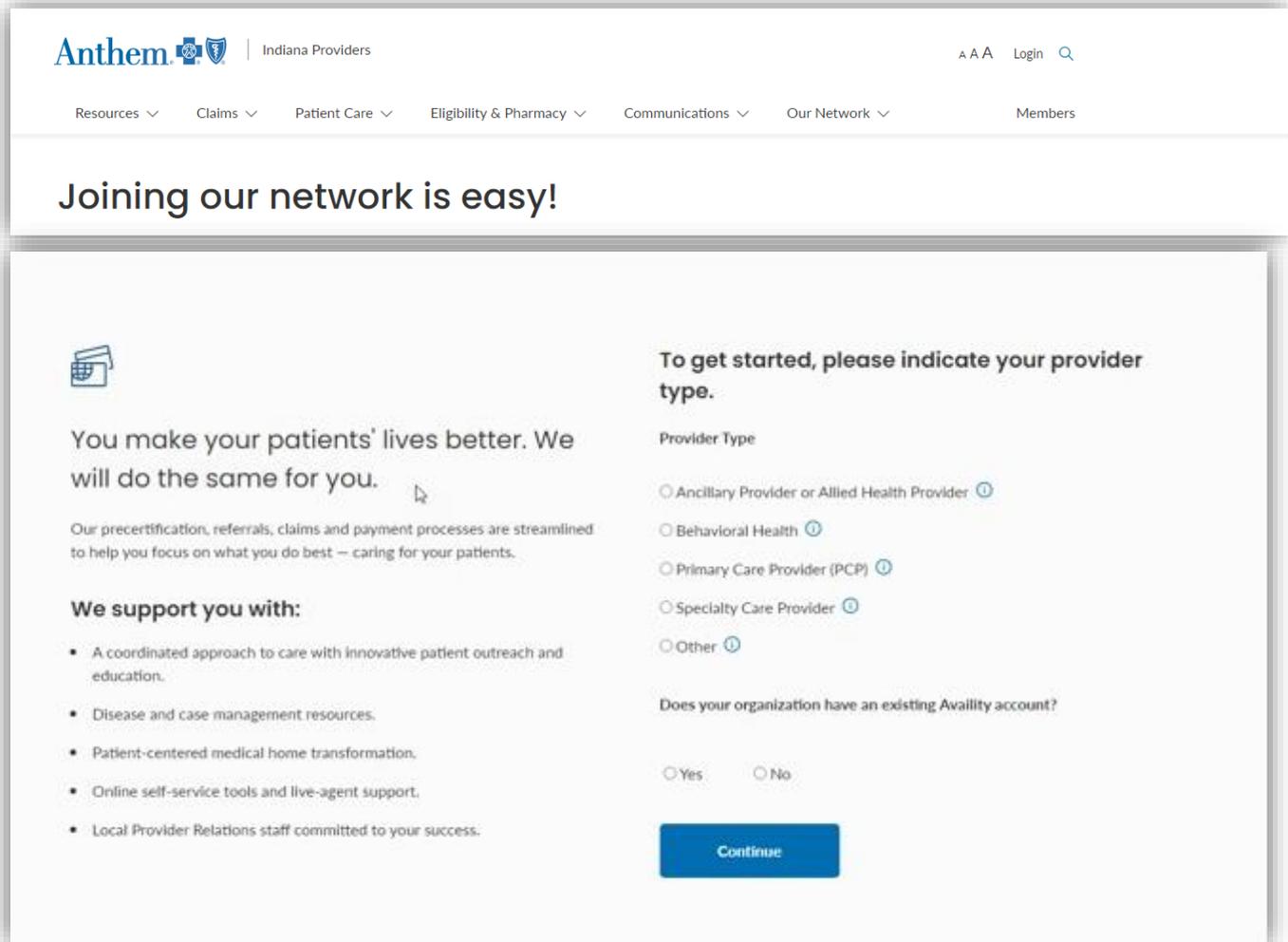
[Join our network](#)

Provider Helpful Tips

Launch Availability ✓ Prior Authorization 🔔 Claims & Disputes ☰ Forms 📁 Training Academy

Where is the application located?

Select **Join the Anthem Network.**



The screenshot shows the Anthem Indiana Providers website. The header includes the Anthem logo, 'Indiana Providers', and navigation links for Resources, Claims, Patient Care, Eligibility & Pharmacy, Communications, Our Network, and Members. A search bar and 'Login' link are also present. The main content area features a heading 'Joining our network is easy!' and a form titled 'To get started, please indicate your provider type.' The form includes a 'Provider Type' section with radio button options: Ancillary Provider or Allied Health Provider, Behavioral Health, Primary Care Provider (PCP), Specialty Care Provider, and Other. Below this is a question 'Does your organization have an existing Availity account?' with 'Yes' and 'No' radio button options. A blue 'Continue' button is at the bottom of the form.

Anthem | Indiana Providers A A A Login

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

Joining our network is easy!



You make your patients' lives better. We will do the same for you.

Our precertification, referrals, claims and payment processes are streamlined to help you focus on what you do best — caring for your patients.

We support you with:

- A coordinated approach to care with innovative patient outreach and education.
- Disease and case management resources.
- Patient-centered medical home transformation.
- Online self-service tools and live-agent support.
- Local Provider Relations staff committed to your success.

To get started, please indicate your provider type.

Provider Type

Ancillary Provider or Allied Health Provider ⓘ

Behavioral Health ⓘ

Primary Care Provider (PCP) ⓘ

Specialty Care Provider ⓘ

Other ⓘ

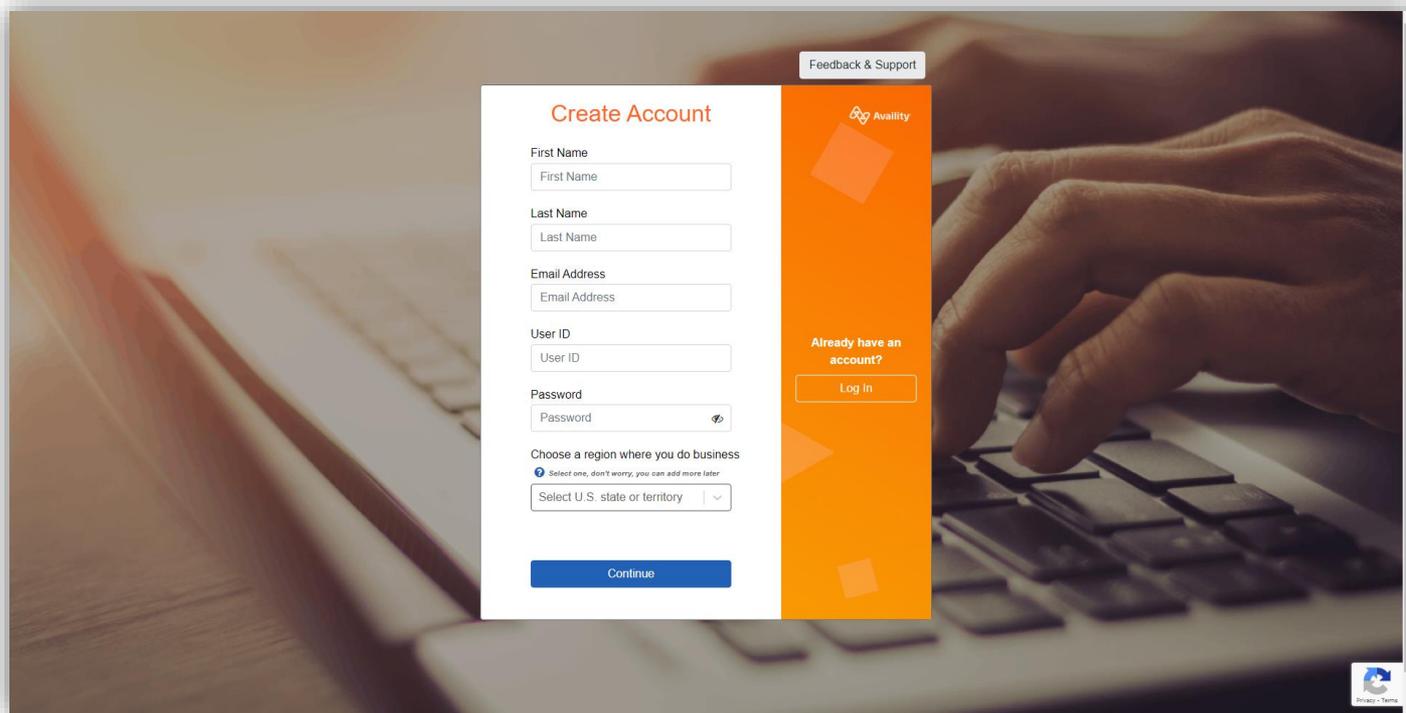
Does your organization have an existing Availity account?

Yes No

Continue

Where is the application located? (cont.)

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

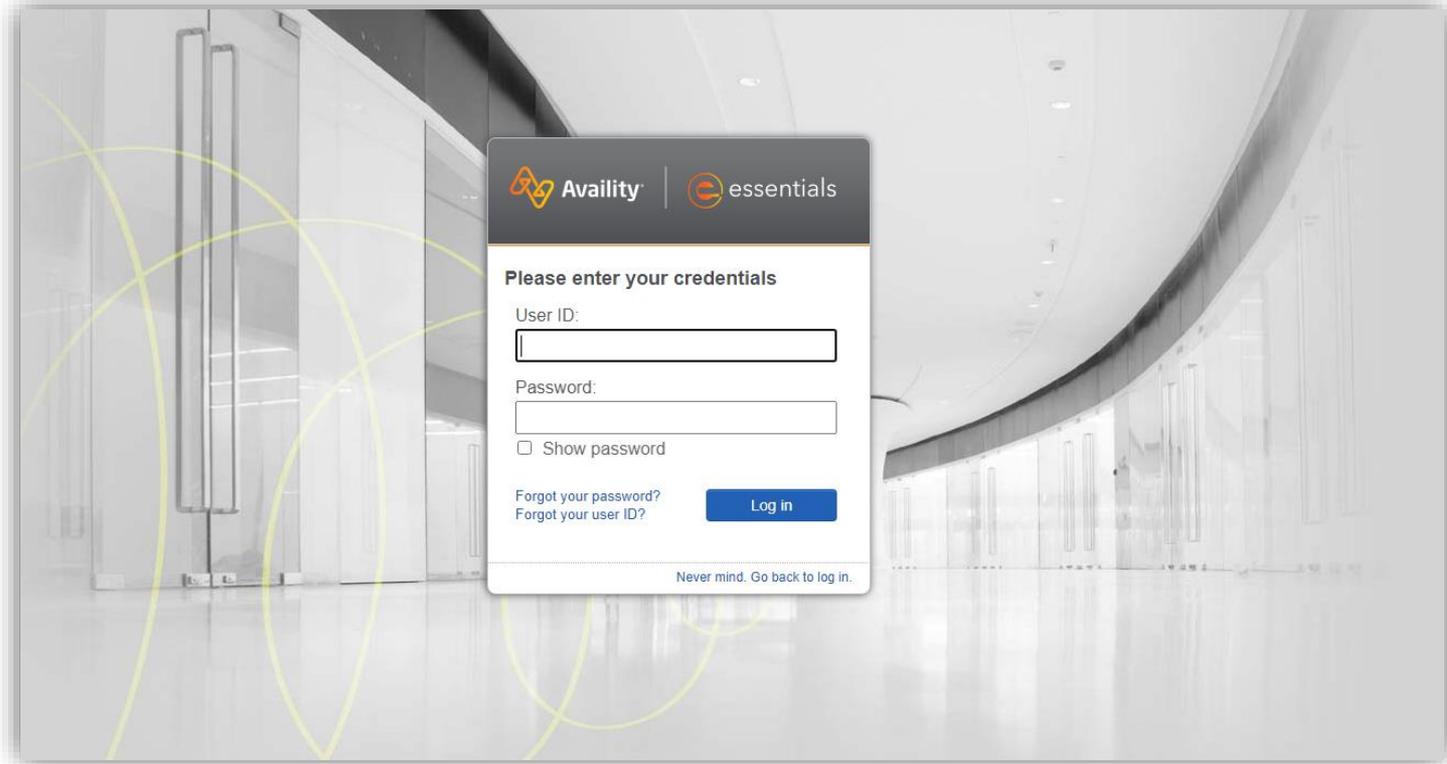


The image shows a screenshot of the Availity 'Create Account' form. The form is overlaid on a background image of hands typing on a laptop keyboard. The form is titled 'Create Account' and includes the following fields and options:

- Feedback & Support** (link)
- Availity** logo
- First Name** (text input)
- Last Name** (text input)
- Email Address** (text input)
- User ID** (text input)
- Password** (text input with a strength indicator icon)
- Choose a region where you do business** (dropdown menu with a help icon and the text 'Select one, don't worry, you can add more later')
- Continue** (blue button)
- Already have an account?** (text)
- Log In** (button)
- Privacy - Terms** (link)

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**.

The screenshot displays the Avality Essentials PRO web application interface. The top navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. The 'Payer Spaces' menu item is circled in orange. Below the navigation bar, there is a banner for 'Premium revenue cycle management' with a 'Learn More' button. A 'Notification Center' section shows 'You have no notifications.' On the right side, there is a 'Question of the Week' section with a 'Take a two-question survey' button.

Where is the application located? (cont.)

- Select the Anthem logo.

The screenshot displays a web application interface. At the top, there is a navigation bar with the following items: Patient Registration, Claims & Payments, Payer Spaces, and More. A search bar labeled 'Keyword Search' is located in the top right corner. Below the navigation bar, there is a main content area. On the left, there is a banner with the text 'Premium revenue cycle' and 'Integrated and standard'. In the center, there is a grid of logos for various dental providers: Anthem BC Dental, Anthem BCBS Dental, Anthem BCBS Dental, Golden West Dental, Anthem (circled in orange), and UNICARE. To the right of the grid, there is a banner for 'Avality' and 'essentials PRO'. On the right side of the interface, there is a sidebar with a card titled 'Looking to submit batch transactions? Want access to thousands of payers?' and a button 'Learn about EDI Clearinghouse'. Below this, there is a 'Question of the Week' section with the text 'What makes a payer easy to work with?' and a button 'Take a two-question survey'. At the bottom left, there is a 'Notification Center' section with the text 'You have no notifications.' and a 'My Top Applications' section with a button 'EB'.

Where is the application located? (cont.)

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

The screenshot shows the Avallity provider portal interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, Virginia, and Help & Training. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area features a blue banner with the text: "Welcome Anthem BlueCross BlueShield providers. Looking for your Anthem BlueCross BlueShield Resources? They have moved to the resources tab below." Below the banner is a photo of a smiling female doctor holding a tablet. At the bottom, there is a tabbed interface with three tabs: Applications (circled in orange), Resources, and News and Announcements. To the right of the tabs is a "Sort by" dropdown menu set to "A-Z". Below the tabs are three cards: "Precertification Look Up Tool", "Provider Enrollment" (circled in orange), and "Provider Online Reporting".

• 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.

The screenshot displays the Avallity web application interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, and a location dropdown for Virginia. Below this is a secondary navigation bar with menu items: Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area is titled 'My Dashboard' and shows '90 Total Applications'. On the left, there is a navigation sidebar with sections: 'Search my applications' (with a sub-instruction to click on 'begin a new application' or an application option), 'Recent Applications', 'Incomplete Applications', and 'Submitted Applications'. The main content area features a 'Begin new application +' button and a list of application cards. Two cards are visible: one for 'Henricks O'Connor' (Application ID: PR-2281) with a 'Submitted' status (11/02/2018), and one for 'Eric Jones' (Application ID: PR-2246) with a 'Ready to See Members' status (11/01/2018). Each card includes fields for Group NPI, Group Name, Submitted Date, and Submitted By (Lauren Trionfo).

Real time status updates of your applications.

Begin the enrollment process

Select your information below to confirm your ability to continue:

Which organization is this for? [?](#)

Select Organization

What is the tax ID for this? [?](#)

Choose Tax ID

What type of provider are you?

Provider Type

- Provider Type
- Ancillary Provider or Allied Health Provider
- Behavioral Health
- Primary Care Provider (PCP)
- Specialty Care Provider
- Non-Credentialed Provider

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.

Notification [Return to dashboard](#)

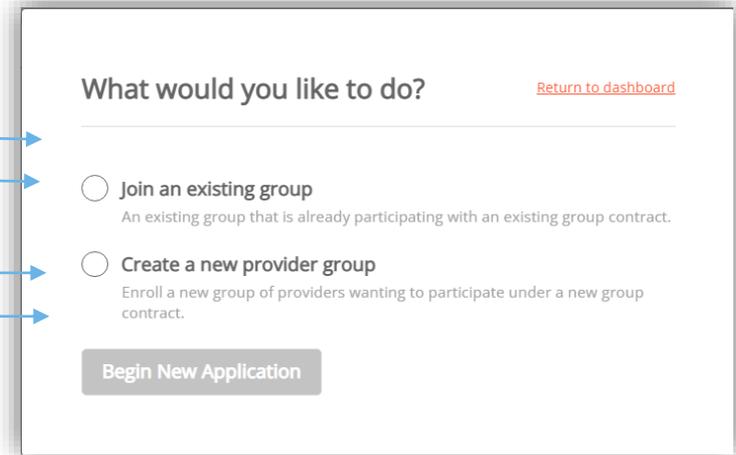
 We are still working on this digital experience for the selection you made. Please use the existing application to enroll as a provider with Anthem

[Use Existing Application](#)

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.



What would you like to do? [Return to dashboard](#)

Join an existing group
An existing group that is already participating with an existing group contract.

Create a new provider group
Enroll a new group of providers wanting to participate under a new group contract.

[Begin New Application](#)

Step 1: Getting started – group information

My Dashboard
128 Total Applications

1 **Getting Started** 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will enter required information for the new group that your providers want to join.

- Group Information
- Provider Information**
- Address Information
- Network Selections
- Review All Information

Step One: Group Information

Please enter your group information to help identify the creation of the new provider group.

Group/Legal Entity Name

Doing Business As (DBA) Name

Group NPI (Type 2) Group Tax ID

Group Website

[Move to Provider Information](#)

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

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.

Getting Started
Create a new provider group

In this step, you will begin to add the providers. There will be collecting information already prepared in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- ✓ Group Information
- ✎ **Provider Information**
- ✓ Select Providers
- ✓ Review CAQH Information
- ✕ Address Information
- ✕ Network Selections
- ✕ Review All Information

Step Two: Provider Information

Eric Jones

NPI Number	CAQH Number
1912342288	16000505

Personal Information

Professional Title

Provider's Race/Ethnicity [Why include this?](#)
Asian

Gender [Why include this?](#)
Male

Date of Birth
04/04/1966

Non-English Languages Spoken by the Provider [+](#)
Chinese
[Remove](#)

[+ Add Another Language](#)

Specialist Panel Information

Panel Status
 New patients (open) Current patients only

Age Limitations (optional)

Minimum Maximum

Minimum Age Maximum Age

Panel Size (optional)

Step 1: Getting started – address information

The screenshot shows a web application interface with a sidebar on the left and a main content area on the right. The sidebar has a navigation menu with four items: 'Group Information' (checked), 'Provider Information' (checked), 'Address Information' (selected and highlighted with a red box), and 'Network Selections' (disabled). The main content area is titled 'Step Three: Provider Addresses' and contains a form with two radio button options: '123 MAIN ST, Indianapolis, IN 46001' (selected) and 'Address not found? Enter it manually.' A green button labeled 'Move to Billing/Remittance' is located below the form. A blue callout box points to the selected address option, and a red callout box points to the 'Address Information' sidebar item.

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

The screenshot shows a web application interface with a top navigation bar. On the left, a sidebar titled 'Getting Started' contains a vertical list of steps: 'Group Information', 'Provider Information', 'Address Information', 'Network Selections', and 'Review All Information'. The 'Network Selections' step is currently active, indicated by a pencil icon. The main content area is titled 'Step Four: Network Selections' and contains a grey box with the instruction: 'To become a participating provider, select one or more networks to join.' Below this instruction is a list of four checkboxes, each followed by a network name: 'Network 1', 'Network 2', 'Network 3', and 'Network 4'. A 'Review All Information' button is located below the list. At the bottom of the main content area, there are two links: 'Return to dashboard' and 'Terms of Use'.

My Dashboard
99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will see the available network(s) for your contract. These network selections are based on the information you have provided.

- Group Information
- Provider Information
- Address Information
- Network Selections**
- Review All Information

Step Four: Network Selections

To become a participating provider, select one or more networks to join.

- Network 1
- Network 2
- Network 3
- Network 4

Review All Information

[Return to dashboard](#) | [Terms of Use](#)

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

My Dashboard
99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you are reviewing all group and provider information added. Please review the information to make sure it is accurate prior to submitting.

- Group Information
- Provider Information
- Address Information
- Network Selections
- Review All Information

Step Five: Review All Information

Group Information [Edit](#)

Group Name
test group

Group NPI Group Tax ID
1356343610 111111111

Added providers [Edit](#)

Eric Jones

Address Information [Edit](#)

Primary Practice

Address
1201 BROAD ROCK BLVD, RICHMOND, VA 23249

Email Address Phone Number
-- (344) 334-3436

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

Step 2: Additional information – documents required

My Dashboard
158 Total Applications

1 Getting Started **2 Additional Information** 3 Application Completion

Additional Information

Create a new provider group

In this step, you will review all required documents for each provider. Some documents have been pulled from their CAQH profile. Please make sure all required documents have been uploaded.

- Documents Required
- Hospital Affiliations
- Service Locations
- Contract Signer

Eric Jones 1 Document(s) Needed

Group Name 1 Document(s) Needed

W-9

Drop file here or [Upload a file](#)

Move to Hospital Affiliations

- 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

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard' (157 Total Applications), '1 Getting Started', '2 Additional Information' (highlighted), and '3 Application Completion'. The main content area is split into two columns. The left column, titled 'Additional Information', contains a 'Create a new provider group' section with instructions and a progress indicator. The 'Hospital Affiliations' item is highlighted with a blue box and a pencil icon. Below it are 'Service Locations' and 'Contract Signer' items, each with an 'X' icon. The right column, titled 'Step Two: Hospital Affiliations', displays information for 'Eric Jones' in a table with NPI Number (1912342288) and CAQH Number (16000505). Below this are sections for 'Primary Hospital Affiliations' (Arizona State Hospital), 'Other Current Affiliations' (Andalusia Regional Hospital), and 'Previous Affiliations' (Benson Hospital). A green button labeled 'Move to Service Locations' is at the bottom.

Additional Information
Create a new provider group

In this step, you can assign the hospitals where the provider is affiliated.

- Documents Required
- Hospital Affiliations** (Eric Jones)
- Service Locations
- Contract Signer

Step Two: Hospital Affiliations

Eric Jones	
NPI Number	CAQH Number
1912342288	16000505

Primary Hospital Affiliations
Arizona State Hospital

Other Current Affiliations
Andalusia Regional Hospital

Previous Affiliations
Benson Hospital

[Move to Service Locations](#)

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

Step 2: Additional information – service locations

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard' (158 Total Applications), '1 Getting Started', '2 Additional Information' (highlighted), and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, there is a description: 'In this step, you can assign the service locations where the provider will be practicing.' A vertical progress indicator on the left shows four steps: 'Documents Required' (checked), 'Hospital Affiliations' (checked), 'Service Locations' (active, highlighted with a blue box), and 'Contract Signer' (marked with an 'X'). The 'Service Locations' section contains three radio buttons: 'Select Addresses' (selected), 'Review Information', and 'Assign Providers'. The main content area features a red information banner stating: 'All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.' Below this is the heading 'Step Three: Service Locations' and a list of two addresses, each with a checked checkbox and a 'Group Primary' button: '1300 MASTERS CT, CHESAPEAKE, VA 23320' and '1970 ROANOKE BLVD, Chesape...'. A green button labeled 'Move to Review Information' is positioned below the list. At the bottom of the main content area, there are links for 'Return to dashboard' and 'Terms of Use'.

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

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard' (9 Total Applications), '1 Getting Started', '2 Additional Information' (highlighted), and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, a vertical progress indicator shows four steps: 'Upload Documents', 'Hospital Affiliations', 'Service Locations', and 'Contract Signer' (highlighted with a blue box). The 'Contract Signer' section is titled 'Step Four: Contract Signer' and contains the following text: 'Please provide the name and address for the individual authorized to sign the contract. The authorized signature must be that of Provider or an authorized representative of Provider.' Below this text are two columns of input fields: 'First Name' and 'Last Name' (with a blue arrow pointing to it), 'Job Title', 'Email Address', and 'Confirm Email Address'. At the bottom, there is a 'Signatory Address' section with three radio button options: 'Primary Practice Address' (with address '123 MAIN ST, Indianapolis, IN 46001'), 'Billing/Remittance Address' (with address '120 Virginia Ave, Indianapolis, IN 46020'), and 'Add Address' (with a blue arrow pointing to it).

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

The screenshot displays the 'Application Completion' page. At the top, there are three progress steps: 1. Getting Started (Completed 00/00/0000), 2. Additional Information (Completed 00/00/0000), and 3. Completion (Review Completed Information). The main heading is 'Application Completion' with the sub-heading 'Join an existing group'. A message states: 'We have received all your information and will begin the review process. Check your dashboard for updates on the progress of your application. Thank you!'. Below this is a green checkmark icon and the text 'Application Completion'. The main content area shows a summary for 'Renee Wilson' with the following details:

Group Name		Group Application ID
Renee Wilson		GR-8063
CAQH Number	NPI Number	Application ID
16032572	123456789	PR-10375
Provider Type	Anticipated Hire Date	
Specialist		

At the bottom of the summary, there is a green button labeled 'Go to dashboard'. A blue arrow points from the 'Application ID' field in the summary to a yellow starburst graphic containing the text 'Application ID PR-10375'.

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*

The screenshot shows the Avallity My Dashboard interface. The top navigation bar includes Avallity, Home, Notifications (1), My Favorites, Virginia, and Help & Training. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area is titled "My Dashboard" with "80 Total Applications". On the left, there are four filter tabs: "Search my applications", "Recent Applications", "Incomplete Applications", and "Submitted Applications". The "Submitted Applications" tab is selected. The main content area features a "Begin new application +" button and a table of applications. Two applications are highlighted with yellow boxes: "Henricks O'Connor" (Application ID: PR-2281) with status "Submitted 11/02/2018" and "Eric Jones" (Application ID: PR-2246) with status "Ready to See Members 11/01/2018".

Search my applications

Click on begin a new application or click on an option below to check your application status.

Recent Applications

Incomplete Applications

Submitted Applications

Begin new application +

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

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.



The screenshot shows a table titled "PROVIDER SEARCH RESULTS" with a "Refine Search" link in the top right corner. The table has five columns: "Provider Name", "Birth Date", "Primary Practice State", "Roster Status", and "Provider Status". A single row of data is displayed, showing "Joe Smith" as the provider name, "07/23/1969" as the birth date, "TN" as the primary practice state, "Active" as the roster status, and "Profile Data Submitted" as the provider status.

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 [Avality](#)
- **Chat** — via [Avality](#) > 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 [Avality](#)
- **Chat** — via [Avality](#) > 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
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Zone 3

Jamaal Wade
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Zone 4/Deaconess

Jonathan Hedrick
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Zone 5/Parkview

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

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Zone 7/Baptist Health

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Zone 8/Eskenazi

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

Nicole Bouye
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Dir, Provider Experience

Jacque Marsalis
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https://providers.anthem.com/doc/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
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463-202-3579

Substance use disorder (SUD)/Opioid treatment program (OTP)

Alisa Phillips, Provider Experience Manager, Sr.
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SME – SUD/OTP

Michele Weaver, Provider Experience Manager
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317-601-3031

Solo BH and applied behavior analysis providers

Zones 1, 2, 5, 6

Ashley Holmes
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317-315-0623

Zones 3, 4, 7, 8

Whit'ney McTush
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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

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