



## Provider quick reference guide: self-service tools

This communication applies to Medicaid under Anthem Blue Cross and Blue Shield Healthcare Solutions and Medicare Advantage and Commercial plans under Anthem Blue Cross and Blue Shield (Anthem).

Self-service tools	
<b>Public website:</b>	
<i>Commercial:</i> The provider public website is designed to make navigation easy and more useful for Providers. The website holds timely and important information to assist providers. Go to <a href="http://www.anthem.com">www.anthem.com</a> > Providers. Includes Provider Forms, Provider Manual, Policies, EDI information, , Provider News, Contact Us information, Credentialing information, plus more.	
<b>Provider forms/guides:</b> Various guides and forms are available under the following headings at <a href="http://www.anthem.com">www.anthem.com</a> > Providers > Forms & Guides:	
<ul style="list-style-type: none"><li>• Demographic updates: <i>Provider Maintenance Form</i></li><li>• Claim adjustment: <i>Claim Action Request Form</i></li><li>• Claim appeal requests: <i>Provider Dispute Resolution Form</i></li></ul>	
<i>Medicare:</i> <a href="https://www.anthem.com/medicareprovider">https://www.anthem.com/medicareprovider</a>	
<i>Medicaid:</i> <a href="https://providers.anthem.com/nevada-provider/home">https://providers.anthem.com/nevada-provider/home</a>	
<b>Availity Portal:</b> * <a href="https://www.availity.com">https://www.availity.com</a>	Availity Client Services: <b>1-800-AVAILITY (1-800-282-4548)</b>
<i>Commercial/Medicare/Medicaid</i>	
There are an array of valuable online tools through the <b>Availity Portal</b> , a secure multi-health plan portal. Please refer to the <i>Provider Digital 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</b> , <b>Payer tile</b> , <b>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 Portal, <b>Electronic Data Interchange (EDI)</b> and available business-to-business (B2B) application programming interfaces (APIs).	
<b>How to get started:</b>	
<ul style="list-style-type: none"><li>• Learn about Availity Portal Registration <a href="#">here</a>.</li><li>• Learn about the Primary Administrator Duties <a href="#">here</a>.</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> > <b>Payer Spaces</b> > <b>Payer tile</b> > <i>Applications</i> > <b>Chat with Payer</b> .	
<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 <b>Help &amp; Training</b> &gt; <b>Get Trained</b>.</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 <b>keyword</b> 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 <b>Help &amp; Training</b> &gt; <b>Availity Support</b></li><li>3. Select your organization &gt; <b>Continue</b></li><li>4. Select <b>Contact Support</b> from the top menu bar then <b>Create Case</b></li></ol>	

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield. AIM Specialty Health is an independent company providing some utilization review services on behalf of Anthem Blue Cross and Blue Shield.

<b>Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA)</b> <i>Commercial/Medicare/Medicaid</i>			
<b>Type of transaction:</b>	<b>How to register, update or cancel:</b>	<b>For registration related questions, contact:</b>	<b>To resolve issues after registration, including a decline of a registration, contact:</b>
<b>EFT</b>	Use the <b>CAQH® Solutions EnrollHub™</b>	EnrollHub Help Desk at <b>844-815-9763</b>	Provider Customer Service (PCS) through Chat or the number on the back of the member’s ID card. <ul style="list-style-type: none"> <li><b>Note:</b> PCS will engage Provider Experience to resolve, <b>only</b> for registrations that decline because the Provider is loaded incorrectly in our system. PCS will handle all other issues.</li> </ul> <p><i>Note: Providers should allow 2-4 weeks from successful EFT registration before contacting PCS.</i></p>
<b>ERA</b>	Use Availity ( <a href="https://www.availity.com">https://www.availity.com</a> ) to manage <b>account changes or new registrations</b> for ERAs (835)	Availity Client Services at <b>1-800-AVAILITY (1-800-282-4548)</b>	Availity Client Services at <b>1-800-AVAILITY (1-800-282-4548)</b> <p><i>Note: Please allow 2 to 4 weeks from successful ERA registration.</i></p>

**New provider joining an existing group**

**Delegated** means a Provider Organization which has a separate contract to act as a credentialing delegate for providers within their organization.

*Commercial/Medicare:* Provider submits roster through **Provider Maintenance Form** (on [www.anthem.com](http://www.anthem.com)) rather than through Availity’s Provider Enrollment application. Under *Organization*, utilize the *Roster of List updates* option.

**Non-Delegated**

*Commercial/Medicare:*

The digital Provider Enrollment application form is available through **Availity**.

- To use the Provider Enrollment application, ensure your provider data on CAQH is current and in a *complete* or *re-attested* status, then;
- Log into **Availity** > **your state** > **Payer Spaces** > **Anthem** icon > **Applications** > **Provider Enrollment**
- New and current **Availity** users should ensure their User ID has been assigned with *Provider Enrollment* functionality to use this tool.
- See your organization’s Availity Administrator if you need access. If you don’t know your Administrator, contact Availity Client Service **1-800-AVAILITY (800-282-4548)**.

If you are an **Ancillary provider**, go to [www.anthem.com](http://www.anthem.com) > **your state** > **Providers** > **Join Our Networks** > **getting started with Anthem**.

*Medicaid:* <https://providers.anthem.com/nevada-provider/home>

**Provider enrollment application status inquiry**

*Commercial/Medicare/Medicaid:*

Once your Provider Enrollment application has been submitted through Availity (*follow the steps listed above under “Join our Provider Network”*), you will receive an Application ID which starts with “PR-”. Check the status of your Provider Enrollment application by logging into **Availity** > Choose **your state** > **Payer Spaces** > **Anthem** icon > **Applications** > **Provider Enrollment**.

Your *My Dashboard* will include your Application ID (aka PR-#) and the following categories: *Recent Applications*, *Incomplete Applications*, and *Submitted Applications*. Once your application is submitted, you will see status messages, including: **Submitted**, **In process**, or **Ready to See Members**.

**Note:** The credentialing process may take 30-90 days. If you have concerns about your application, email the Provider Contracting team at [NVProviderRelations@Anthem.com](mailto:NVProviderRelations@Anthem.com) for a further update.

**Before you are Ready to See Members, you must have:**

1. Passed credentialing (if applicable to your specialty type)
2. Received a fully executed contract
3. Received a welcome letter that includes your effective date.

**Provider Demographic Changes**

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:

*Commercial/Medicare:* Go to [www.anthem.com](http://www.anthem.com) > Choose your state > Providers > Provider Resources > select **Provider Maintenance**

*Medicaid:* **Practice Profile Update Form**

### Prior Authorizations

*Commercial:* The preferred method of submitting a prior authorization is online.

- **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
  - Educational materials regarding the ICR tool on [www.anthem.com](http://www.anthem.com) > Providers > under the *Claims* heading, select Prior Authorization > Learn more about ICR
  - [Register to attend the next live ICR Webinar](#)
- **Prior authorization requirements search tool:** online via Availity:
  - <https://www.availity.com> > Payer Spaces > Anthem tile > Applications > Authorization Rules Lookup (*outpatient only*)
- **Prior authorization lists:** The list of pre-certification/pre-authorization requirements can be accessed online. Go to [www.anthem.com](http://www.anthem.com), and select **Providers**. Under the *Claims* heading, select **Prior Authorization**. Select **(State)** if needed. Select the appropriate link depending on the type of Member (Separate lists available for Local, Federal Employee Program (FEP) and BlueCard members.
- **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
- By phone, reference the number on the back of the member's ID card

*Medicare:* <https://www.anthem.com/medicareprovider>

- **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
  - Educational materials regarding the ICR tool on [www.anthem.com](http://www.anthem.com) > Providers > Claims > Prior Authorization > Learn more about ICR
  - [Register to attend the next live ICR Webinar](#)
- **Prior authorization requirements search tool:**
  - <https://www.availity.com> > Payer Spaces > Anthem tile > Applications > Precertification Lookup Tool

*Medicaid:* <https://providers.anthem.com/nv>

- **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
  - Educational materials regarding the ICR tool on [www.anthem.com](http://www.anthem.com) > Providers > under the *Claims* heading, select **Prior Authorization** > [Learn more about ICR](#)
  - [Register to attend the next live ICR Webinar](#)
- **Prior authorization requirements search tool:**
  - <https://www.availity.com> > Payer Spaces > Anthem tile > Applications > Precertification Lookup Tool

### AIM Specialty Health® (AIM)\*

*Commercial/Medicare/Medicaid*

*Commercial/Medicare/Medicaid:* For AIM managed programs, ordering and servicing physicians may submit a prior authorization request to AIM in one of the following ways:

1. Access AIM **ProviderPortal<sub>SM</sub>** directly at [www.providerportal.com](http://www.providerportal.com), available 24/7 to process orders in real-time
2. Access AIM via the Availity Web Portal at <https://www.availity.com>
3. Call the AIM Specialty Health Call Center toll-free number: **877-291-0366**

**AIM Programs:** Visit AIM's program **microsite** to find program information, resources, clinical guidelines, interactive tutorials, worksheets & checklists, FAQs, and access to AIM **ProviderPortal<sub>SM</sub>**

**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.

**AIM Web Support:** For support accessing [www.providerportal.com](http://www.providerportal.com) or *OptiNet* registration

**800-252-2021**

<b>Provider education and training</b>	
<i>Commercial:</i> Register for <b>Provider News</b> via email to ensure you are aware of upcoming education and training opportunities.	
<i>Medicare:</i> Training Communications are also available online at <a href="https://www.anthem.com/medicareprovider">https://www.anthem.com/medicareprovider</a> > <b>Training</b>	
<i>Medicaid:</i> Training Communications are also available online at: <a href="https://providers.anthem.com/nevada-provider/resources/training-academy">https://providers.anthem.com/nevada-provider/resources/training-academy</a>	
<b>Commercial risk adjustment (CRA)</b>	
<i>Commercial</i>	
Anthem’s CRA Network Education Representative – Questions related to our CRA retrospective or prospective programs.	socorro.carrasco@anthem.com
Questions related to incentive checks for completed SOAP notes should be directed to our CRA Incentive Team.	CRAIncentives@anthem.com
<b>Provider Experience Team contact information</b>	
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.	
<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="#">Availity</a> > <b>Payer Spaces</b> > <b>Payer tile</b> > <i>Applications</i> > <b>Chat</b> .	
<i>Commercial/Medicare/Medicaid:</i> Meet your Provider Experience Team, Contact Us at: <a href="mailto:NVProviderRelations@Anthem.com?subject=Request%20to%20join%20network">NVProviderRelations@Anthem.com?subject=Request%20to%20join%20network</a>	
<b>Provider communications /Provider News registration</b>	
<i>Commercial/Medicare/Medicaid:</i> Register to stay in touch and receive all provider communications and our monthly provider newsletter, <i>Provider News</i> , via email. Register now by going to <a href="https://providers.anthem.com/nv">https://providers.anthem.com/nv</a> > <b>Providers</b> > <b>Communications</b> > <b>News</b> > <b>select Subscribe Now</b> .	
<b>Note:</b> <i>Provider News</i> emails will come from Anthem Provider Communications. Add ProviderCommunications@email.anthem.com to your safe sender/recipient list to ensure you will receive our emails.	