

MEDICAID PROVIDER BULLETIN

January 7, 2015

Availity web portal single signon – Coming soon!

We're making it easier for you to do business with us.

Physicians, hospitals and other health care providers will soon be able to use a single login to navigate from our Anthem Blue Cross and Blue Shield Medicaid (Anthem) provider self-service website and the Availity Web Portal.

Effective **January 18, 2015**, providers will be able to login to the Anthem provider website at **www.Anthem.com/KYMedicaiddoc** using their Availity credentials to check their patients' Anthem health coverage.

New to Availity? Here's what you need to know.

Availity's Web Portal offers a variety of online functions to help you reduce administrative costs and gain extra time for patient care by eliminating paperwork and phone calls. If you're not already signed up to use Availity, you will need to sign up to access the portal. Once signed up, you can log in to a single account and perform numerous administrative tasks for patients covered by Anthem or by other payers. A full list of participating payers for each state is available on **Availity.com**.

If you are already using the Availity Web Portal, no additional registration is needed.

Next steps

If you are already using the Availity Web Portal, no additional registration is needed. Anthem provider self-service will appear as one of the options in your dropdown. The frequently asked questions below include information about features you already have access to as an Availity user. If you are a new user to Availity, please review the FAQs below for additional information about the benefits of Availity.

www.Anthem.com/KYMedicaiddoc

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Availity Web Portal frequently asked questions

What is the Availity Web Portal?

The Availity Web Portal is an online multi-payer portal that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure sign-on.

Why does Anthem partner with Availity?

Availity's Web Portal offers a variety of additional online solutions to help reduce administrative costs by eliminating paperwork and phone calls. Availity users are able to navigate easily across multiple payers through a single sign-on. This simplifies the health care benefit and claim process so you can spend more time on patient care and less time on paperwork.

What services are available through the Availity Web Portal?

The Availity Web Portal offers the following transactions for Anthem providers:

- Eligibility and Benefits Inquiries
- Claim Status Inquiries
- Claim Submissions
- NEW! A direct link to the Anthem provider self-service website for all other functionality including panel listings, precertification requests and appeals. You can access the link located under the My Payer Portal in the left hand navigation bar on the Availity website.

Will my username and password to access the Anthem provider self-service website be going away?

Yes. Many of our Anthem providers are already using Availity. To make logging in easier, effective **January 18, 2015**, providers will be able to use their Availity credentials to log in to the Anthem provider website.

If your office is not registered to use the Availity Web Portal, please register at **Availity.com** today so you and your staff can have immediate access to the online tools. Click on the Get Started button under Register Now for the Availity Web Portal, then complete the online registration wizard.

If you are already using the Availity Web Portal, no additional registration is needed. Anthem will appear as one of the options in your dropdown. If you experience any difficulties, contact Availity Client Services at **1-800-Availity (1-800-282-4548)**.

What are the technical requirements to access the Availity Web Portal?

To access the Availity Web Portal, you must have:

- A computer with Internet access; high speed is recommended for best results
- Mozilla Firefox or Microsoft Internet Explorer 8.0 or higher
- A 1024 x 768 or greater pixel display for best results

Is the Avality Web Portal HIPAA compliant?

Yes; the Avality Web Portal is HIPAA compliant.

How does the Avality Web Portal protect the privacy and security of health information?

Information is protected by registration and can only be accessed by designated Avality Web Portal users. Avality does not store health information; it only exchanges the information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by providers.

Is there a charge to use the Avality Web Portal?

No. Standard transactions (e.g., eligibility and benefits, claim status inquiries, claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Avality Web Portal. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

What is a Primary Access Administrator (PAA)?

Each provider group registering for the Avality Web Portal will designate a Primary Access Administrator (PAA). The PAA will perform the account administration functions, such as registering new users, assigning business functions to users, revoking user access if needed and controlling the group's information within the Avality Web Portal.

Are there training opportunities available?

Yes, free training webinars are available for providers at www.Avality.com. Once you are registered for the Avality Web Portal, you will have access to free live and on-demand webinars, online demonstrations, tip sheets and more.

Who should I call if I have questions about the Avality Web Portal?

Contact Avality Client Services at **1-800-Avality (1-800-282-4548)** or email questions to support@avality.com. Avality Web Portal Client Services is available Monday through Friday, 8 a.m. to 7 p.m. Eastern time (excluding holidays).