

**NETWORK UPDATE ARTICLE**  
June 2015 Edition

## **Urgent notice: Your immediate action is requested**

**As a provider who is registered for electronic remittance advice (ERA), your office will no longer receive Anthem Blue Cross and Blue Shield Medicaid (Anthem) paper remittances by mail beginning October 1, 2015. Act now to access copies of your paper remittances online through the Availity Web portal. Please share this important information with your staff and billing company.**

### **How will you be affected?**

In support of HIPAA Administrative Simplification requirements, Anthem will discontinue mailing paper remittance advices to providers beginning **October 1, 2015**. We began communicating about this transition in **May 2014** and indicated we would provide additional information. *Your organization needs to take action to access copies of your paper remits online through the Availity Web portal.* Your organization's administrator should complete the steps outlined below immediately to avoid business disruption and start receiving online remits.

### **Where to start**

- Each user needs an individual *Availity* Web portal ID and password **and** their own unique *Anthem* provider portal login ID, also known as *Anthem Health Plan User ID*.
- Anthem Services Registration (located on the *Availity* Web portal) needs to be completed to link the Anthem Health Plan User ID and the *Availity* User ID.

### **Step 1 – Register for the Availity Web portal**

**If your organization is NOT currently registered for the Availity Web portal:**

- The designated administrator for your organization should go to [availity.com](http://availity.com).
- Select **Get Started** under *Register now for the Availity Web portal* and then complete the online registration wizard.
- The administrator will receive an email from *Availity* with a temporary password and next steps.

### **Step 2 – Complete the Anthem Services Registration within the Availity Web portal**

This registration process grants *Availity* users who are set up with an Anthem Health Plan User ID access to copies of paper remittances on MyAnthem via *Availity* by using a single sign-on feature. The *Availity* Primary Access Administrator (PAA) for your organization will need to complete the Anthem Services Registration for your users. If this step has already been completed, proceed to Step 2.

- On *Availity*, from the left navigation menu, select **My Account**, then **Anthem Services Registration**.
- Select the user's organization (if applicable).

- Select **Non-Registered Users**.
- From the Non-Registered Users list, locate your user and type in the user's Anthem Health Plan User ID; repeat this step for additional user registrations.
- Select **Register**.
- Log out and log back into *Availity* in order for the new access to take effect.  
**Note:** The user's first and last name must exactly match what is registered in the Anthem system. If an exact match is not made, the registration will be rejected.

#### **Take the following steps to update the user's name in Availity**

- From the *Availity* menu, select **Account Administration**, then **Maintain User**.
- Locate the user and type in the changes.

#### **Don't know your Anthem Health Plan User ID?**

You may call the Anthem eBusiness Helpdesk at **1-866-755-2680** to obtain this information, or you may send an email with your TIN, state and phone number to [Central.eProvider.Rep@Anthem.com](mailto:Central.eProvider.Rep@Anthem.com).

#### **How does a user receive an Anthem Health Plan User ID?**

Your organization's site administrator for the MyAnthem provider portal will need to register a user for the MyAnthem Web portal in order to issue an Anthem Health Plan User ID. When the Anthem Health Plan User ID has been issued to a user, the Anthem Services Registration described in Step 1 can be completed. **The Site Administrator should take the following steps to register users for the MyAnthem Web portal:**

- Log into *Availity*, select **My Payer Portals**, select **Anthem Provider Portal**; then select "I Agree" to link out to *MyAnthem*.
- Select **Manage My Users**.
- From **Manage My Users**, select **ADD** and then complete the required fields and assign the role *View Remit* to the user.
- Select **Submit** and you will then automatically receive the Anthem Health Plan User ID for the user.

**Note:** Remit access can be given to an existing user by following the steps above and choosing a user to EDIT instead of choosing ADD.

**Important Notice:** Only network providers who participate with Anthem Blue Cross and Blue Shield can register for MyAnthem.

#### **Step 3 – Access copies of your paper remittances through the Availity Web portal**

Users can now follow the steps below to access copies of your organization's paper remittances:

- Log into *Availity* at [availity.com](http://availity.com).
- Select **My Payer Portals**, then **Anthem Provider Portal**; then select "I Agree" to link out to *MyAnthem*. You are now directly logged into the MyAnthem provider home page.
- Select **Online Provider Inquiry** to access the link for *Remittance Inquiry*.

#### **Have Questions?**

- For questions regarding MyAnthem user registration, email [Central.eProvider.Rep@Anthem.com](mailto:Central.eProvider.Rep@Anthem.com).
- For questions regarding registration or Availity's Anthem Services Registration, call Availity Client Services at **1-800-282-4548**.