



An Anthem Company

July 7, 2016

## **Availity multipayer Web Portal**

Physicians, hospitals and other health care providers are now able to check their patients' health coverage by going to the Availity Web Portal, a multipayer portal that gives providers access to multiple payers' information with a single, secure logon.

### **What is the Availity Web Portal?**

Availity's Web Portal offers a variety of online functions to help providers reduce administrative costs and gain extra time for patient care by eliminating paperwork and phone calls. Providers will need to sign up to access this new portal. Once signed up, providers can log in to a single account and perform numerous administrative tasks for patients covered by Empire BlueCross BlueShield HealthPlus (Empire) or by other payers. A full list of participating payers for each state is available on **Availity.com**.

### **Why is Empire partnering with Availity?**

This new service simplifies the health care benefit and claim process so providers can spend more time on patient care and less time on paperwork.

### **What if I need more information?**

For additional information about Availity, see the frequently asked questions below.

**[www.empireblue.com/nymedicaidoc](http://www.empireblue.com/nymedicaidoc)**

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.

NYEPEC-0749-16 July 2016

## **Availity Web Portal Frequently asked questions**

**Q: What is the Availity Web Portal?**

A: The Availity Web Portal is an online multipayer portal that gives physicians, hospitals and other health care professionals access to multiple payer information with a single, secure logon.

**Q: What services are available through the Availity Web Portal?**

A: The Availity Web Portal offers the following transactions for Empire providers:

- Eligibility and benefits inquiries
- Claim status inquiries
- Claim submissions
- A direct link to the Empire provider self-service website for all other functionality, including panel listings, precertification requests and appeals. Using the top navigation category *MORE*, providers can locate the **My Payer Portal** link.

**Q: Why is Empire partnering with Availity?**

A: Availity's Web Portal offers a variety of additional online solutions to help reduce administrative costs by eliminating paperwork and phone calls. This service simplifies the health care benefit and claim process, so providers can spend more time on patient care and less time on paperwork.

**Q: What are the technical requirements to access the Availity Web Portal?**

A: To access the Availity Web Portal, providers must have the following:

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

**Q: Is the Availity Web Portal HIPAA compliant?**

A: Yes, the Availity Web Portal is HIPAA compliant.

**Q: How does the Availity Web Portal protect the privacy and security of health information?**

A: Information is protected by registration and can only be accessed by designated Availity Web Portal users. Availity 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.

**Q: Is there a charge to use the Availity Web Portal?**

A: No, the standard transactions previously completed on the Empire provider self-service website (for example, eligibility and benefits, claim status inquiries, claim submissions) are available at no charge to physicians, hospitals and other health care professionals on the Availity Web Portal. There are no set-up fees, monthly fees or per-claim fees for these transaction types.

If a provider's office is not registered to use the Availity Web Portal, they can register at **Availity.com** today. Providers and their staff can have immediate access to the online tools by selecting the **Get Started** button under *Register Now* for the Availity Web Portal. Then, complete the online registration wizard.

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

**Q: What is an administrator?**

A: Each provider group registering for the Availity Web Portal will designate an administrator. The administrator 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 Availity Web Portal.

**Q: What is the difference between Electronic Data Interchange (EDI), the Availity Web Portal and the Empire provider self-service website?**

A:

- EDI allows providers to submit claims and retrieve remittance advices and claim file acknowledgements from their computer via modem and phone lines directly to and from the insurance carrier or clearinghouse.
- Availity's Web Portal offers both a multipayer portal and an EDI clearinghouse. The Availity Web Portal optimizes the flow of information between health care stakeholders, including professional and facility providers, health plans, pharmacies and others, through a secure Web-based exchange. We encourage providers to continue submitting claims through their third-party vendor or clearinghouse.
- The Empire provider self-service website is a secure site offering a wide range of online tools and resources to perform daily tasks. Through the provider self-service website, providers access online services to make inquiries for referrals and precertifications/prior authorizations; view claim edit rules on ClearClaimConnection™; download commonly used forms, reference materials and provider manuals; and view policy and procedure information.

**Q: Are there training opportunities available?**

A: Yes, free training is available for providers. For training opportunities after providers are registered and logged into Availity, select **Help** from the top right navigation to gain access to a variety of help topics and training opportunities.

**Q: Who should I call if I have questions about the Availity Web Portal?**

**A:** Contact Availity Client Services at **1-800-Availity (1-800-282-4548)** or select **Contact Support** under *Help* from the top navigation. Availity Web Portal Client Services is available Monday through Friday, 2 a.m. to 1 p.m. Eastern time (excluding holidays).