

Welcome to the new provider orientation

2024



Agenda

Websites

Provider newsletter

Availity

Provider relationship management representatives/contact us



Websites

Member:

- Member website: wellpoint.com/wa/medicaid
- Live chat with agent
- Member handbook to review benefits
- Online portal — view a claim, change PCP, manage prescriptions, and more.
- Provider search tool — **Find a Doctor**
- Member forms for reimbursement
- Value-added benefits such as healthy rewards, transportation, and other resources

Provider:

- Provider public website: provider.wellpoint.com/wa
- Provider secure website: Availity.com
- *Medical Policies And Utilization Management (UM) Clinical Guidelines*
- Prior authorization search tool
- Claims submission information and disputes/appeals guides
- Contact us feature to email a provider relationship management representative
- Provider communications which includes provider newsletters and important updates



Claims resources

- **Timely filing for claims submission:** 365 from date of service.
- **Claim reconsideration timely filing:** 365 days from original *Explanation of Payment (EOP)* or denial. Can be filed verbally, via mail, or online using Availity Essentials.
- **Claim payment appeal timely filing:** 60 days from the decision of the claim reconsideration. Note this option can only be filed in writing via mail or online using Availity Essentials.
- **Corrected claim submission:** 365 from the date of service.
- **Rejected claim submission:** 365 from the date of service.
- **Exceptions:** For claims that require coordination due to other health insurance or the member has another policy, the timely filing limit for new claims would be 365 days from the date of the other carries *EOP* date.
- **Note:** We follow [HCA billing guidelines](#) for Medicaid claims and [CMS guidelines](#) for Medicare billing.



Provider newsletter

Provider News

Your digital resource to stay current on all news and announcements related to your practice and patients.

[View the current newsletter](#)



Found under the *Communications* section of the provider website. You can sign up to receive the newsletter via email monthly, and you can use this section regularly to check for other updates or announcements.



Availity Essentials applications

Through Availity Essentials, you will have access to:

- Claim submission and status
- **Prior Authorization Look Up Tool**
- Member eligibility and benefits inquiry
- Authorizations
- Clear claims connections
- Member panel listings
- Availity Provider Data Management (PDM)
- Claim attachments



Availity Essentials applications (cont.)

- Availity PDM: This tool includes our **Roster Upload** feature.
- When you need to upload a roster to add, terminate, or change linked provider data, you can do so via a roster submission. The *Standard Washington MCO Roster Template* or the *Standard Roster Template* linked via our website or Availity **Payer Spaces** can be used.
- If rosters are compatible after upload, and all required fields are included, the processing time through roster automation is five business days.



How to use Availity PDM

To use Availity PDM:

- Log in to your Availity Essentials account.
- Select **My Providers**
- Select **Provider Data Management**:
 - This screen will list all TIN's that you are assigned to.
- Find the business/TIN you need to upload the roster for.
- On the right-hand menu, you will see an option which will allow you to upload rosters:
 - If you do not have this option, contact your Availity administrator to ensure you have access.

Note: You can only have one roster per TIN.

For additional training on how to use Availity PDM, go to the recorded webinar training [here](#) (Availity Essentials log in required).



Contact us

You can contact Wellpoint by:

- Phone: **833-731-2274** (Monday through Friday, 5 a.m. to 5 p.m.). Hours may vary for holidays.
- Live chat: You must log in to Availity Essentials.
- Email via our website. Navigate to the *Contact Us* section of our website to find this option.



Thank you

- This presentation is available 24/7 via our website under the *Training Academy* section.
- If you have any questions, submit an email to your local provider relationship management representative, and they will get back to you within two business days.

Welcome to Wellpoint, we look forward to partnering with you in service of our members.





provider.wellpoint.com/wa

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