Provider quick reference guide — self-service tools

West Virginia | Mountain Health Trust

This guide was created to help providers work with Wellpoint in West Virginia.

Self-service tools

Provider website: https://www.provider.wellpoint.com
Many of the tools you need, such as verification of eligibility and benefits, claim submission, and claim status inquiry can now be accessed by logging into the Availity Essentials platform.

Availity Essentials
There is an array of valuable online applications through **https://Availity.com**, a secure multi-payer platform.

Refer to the **Provider Digital Engagement Supplement** to learn more about our efforts to go digital.

The electronic tools and applications include the secure provider website, ***EDI Connection Guide***, and available business-to-business (B2B) application programming interfaces (APIs).

How to get started:

- Refer to **Availity Essentials Get Started** to learn about Availity Essentials registration
- Refer to ***Availity Essentials Reference Guide for Administrators*** to learn about the primary administrator duties

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. Once logged into **Availity Essentials**, select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

Register for an upcoming webinar session or view a previously recorded webinar:

- Once logged into **Availity Essentials**, select Help & Training > Get Trained.

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- Within the Availity Learning Center, which opens in a new tab, search the catalog by webinar title or a **keyword** to find a session and enroll.

- To find a specific live or recorded session, use keywords. For example:
  - Medical attachments — Use keyword **medattach**.
  - Claims — Use keyword **claims**.
- Select the **sessions** tab to scroll the live session calendar or access a recorded webinar.
- After you enroll, you will receive an email with instructions on how to join or access the session.

Support is available if you need help or run into technical difficulties. Submit a support ticket through Availity Essentials:

- Log in to **https://Availity.com**.
- Select Help & Training > Availity support.
- Select your organization > Continue.
- Select **Contact support** from the top menu bar, then **Create case**.

Availity Client Services: **800-AVAILITY (800-282-4548)**

Electronic funds transfer (EFT)/electronic remittance advice (ERA)

EFT
To enroll in EFT, visit the EnrollSafe enrollment hub at **enrollsafe.payeehub.org**. If needed, consult the ***EnrollSafe User Reference Manual***.

For registration related questions, contact EnrollSafe via email at support@payeehub.org or by phone at **877-882-0384**, 9 a.m. to 8 p.m. ET.

To resolve issues after registration, including a decline of a registration, contact our Customer Care Center through chat or at **800-782-0095**. Allow two to four weeks from successful EFT registration before contacting our Customer Care Center. The Customer Care Center will engage Health Care Networks only to resolve a registration that is declined because the provider is loaded incorrectly in our system. The Customer Care Center will handle all other issues.

ERA
Use Availity to manage **account changes or new registrations** for ERAs (835s).

For registration related questions or to resolve issues after registration, including a decline of a registration, contact Availity Client Services at **800-AVAILITY (800-282-4548)**. Allow two to four weeks from successful ERA registration before contacting Availity Client Services for issue resolution.

New provider joining an existing group or a new group wanting to join the network

Log in to **https://Availity.com**. Select the appropriate payer space tile > Applications > Provider Enrollment.

For more information on the electronic provider enrollment tool, reference **Digital Provider Enrollment Tool**.

Provider demographic change

If you are an existing provider group looking to make a demographic change, such as updating your address or telephone number, or would like to remove a practitioner from your practice:

- Log in to **https://Availity.com**.
- Select My Providers > Provider Data Management.

For self-guided training, visit the **Digital Solutions Learning Hub**.

Preapprovals

Preapproval requirements:

- To request or check the status of a preapproval request or decision for a particular plan member, access our Interactive Care Reviewer (ICR) tool within the **Availity Essentials** platform. Once logged in, select **Patient Registration | Authorizations & Referrals**, then choose **Authorizations** or **Auth/Referral Inquiry** as appropriate.

Prior Authorization Lookup Tool

For self-guided training, visit the **Digital Solutions Learning Hub**.

Claim questions and issue resolution

If you have claims-related questions, please review our available resources before reaching out to the Health Care Networks team. These resources below outline the information we will need to assist you in escalating an issue on your behalf:

- **Claims Submissions and Disputes**

Provider education and training

Wellpoint offers an extensive library of training and continuing education opportunities. We will add presentations, videos, and other training documentation as they become available.

Provider Training Academy:

- **Provider Training Academy**

Provider Pathways is a 24/7 educational resource that offers a foundation for doing business with us:

- **Provider Pathways Registration**

Health Care Networks contact information

For questions or issue resolution regarding preapproval, claims, benefits, eligibility, appeals status, and more, use the chat feature on Availity Essentials. Once logged into **https://Availity.com,** select Payer Spaces > appropriate payer tile > Applications > Chat.

Alternatively, contact our Customer Care Center at **800-782-0095**.

If you require additional assistance after using the chat feature or contacting our Customer Care Center, **email a provider relationship management representative**.

Provider communications/*Provider News* registration

Stay current on health plan policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues that may affect your practice and patients.

To sign up and receive email from Wellpoint (including some sent in lieu of fax or mail), please visit **Provider News: Subscribe to email**.

Note: Provider News emails will come from Wellpoint **Provider Communications.** Add providercommunications@email.wellpoint.com to your safe sender/recipient list to ensure you will receive our email.

Communications are also available online at **https://providernews.wellpoint.com/wv**.

Provider relationship management representative territory map