

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Eligibility and Benefits
- Authorization Requests via Interactive Care Reviewer (ICR)
- Chat with Payer Tool
- Claim Submission and Status
- Claim Payment Disputes
- Provider Education and Training

How to get started:

- Learn about Availity Essentials registration. **Availity Essentials Get Started**
- Learn about the primary administrator duties: **Availity Essentials Reference Guide for Administrators**

Availity Client Services

Provides customer support for Availity Essentials users and can be reached by calling: **800-282-4548**

Electronic funds transfer (EFT)

To enroll in EFT, visit the Enroll Safe enrollment hub at: **enrollsafe.payeehub.org**

For assistance with navigating the Enroll Safe enrollment hub, view the **EnrollSafe Help and Support Guide**.

To resolve issues after registration, including a declined registration, contact our Customer Care Center at **800-782-0095** (Mountain Health Trust) or **866-805-4589** (Medicare Advantage).

Electronic remittance advice (ERA)

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

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Select WV > Payer Spaces > Wellpoint > Provider Enrollment and Network Management.

Contract change requests

The following request types are supported:

- Change of Ownership (CHOW)
- TIN Change
- Network or Contract Termination
- Add a Network or Line of Business (LOB)

Log in to <https://Availity.com> > Select WV>Payer Spaces > Wellpoint > Provider Enrollment and Network Management.

Provider Data Management and Roster Upload

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Prior authorization requests

Authorization requests for Wellpoint must be submitted through the Interactive Care Reviewer (ICR) application, found within the Availity Essentials platform.

ICR is available 24 hours a day, 7 days a week, to accept prior authorization requests.

To check the status of a prior authorization request or decision, access our ICR application via Availity Essentials.

Service departments

Audit Vendors

Refer to the letter the audit vendor sent for their contact information.

Case Management (CM)

304-347-2475

Customer Care Center

Get answers to questions about eligibility, benefits, authorizations, claims status, and more by logging into **Availity Essentials**, selecting Chat with Payer and complete the pre-chat form to start your chat.

Healthcare Networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- **Medicaid/WVCHIP/Wellpoint Medicare Advantage:**
Go to **email provider relationship account manager**, complete the web form, and submit.

IRS Form 1099 requests

Email 1099dept@wellpoint.com or call **888-246-4893**.

Pharmacy Help Desk

888-483-0801

Provider resources:

On our **Wellpoint West Virginia Providers** website, you can find:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.
- Forms.
- Training Academy.

Refund address

Wellpoint
Attn: Overpayment Recovery
P.O. Box 73651
Cleveland, OH 44193

SKYGEN Dental provider services

888-983-4686

Superior Vision Customer Care Center

844-526-0198

Provider education and training

Our dynamic online **Digital Solutions Learning Hub** has training courses, on-demand webinar replays, demonstration videos, and more.

Utilization Management (UM)

866-655-7423

Wellpoint Approved and Adopted Corporate Clinical UM Guidelines

Medical Policies and Clinical UM Guidelines

Product table

Reminder: Always verify member eligibility and benefits with the member’s benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Prior Authorization
Mountain Health Trust: WV Medicaid WVCHIP	For help with issue resolution, use the chat feature on Availity Essentials. Once logged into https://Availity.com , select Payer Spaces > appropriate payer tile > Applications > Chat. Or by calling: Customer Care Center at 800-782-0095 (Mountain Health Trust) or 866-805-4589 (Medicare Advantage) Or by email: email provider relationship account manager	Availity Client Services phone: 800-282-4548 https://Availity.com	Wellpoint Attn: Initial Claims Department P.O. Box 91 Charleston, WV 25321-0091 Use Availity Essentials to submit a claim payment dispute/appeal: https://Availity.com	For questions related to grievances or appeals, contact the Customer Care Center by phone: 800-782-0095 (Mountain Health Trust) or 866-805-4589 (Medicare Advantage) Written correspondence: Wellpoint Attn: Grievance and Appeals Department P.O. Box 91 Charleston, WV 25321-0091 Fax: 844-882-3520	To request or check the status of a preapproval request or decision for a particular plan member, access our Interactive Care Reviewer (ICR) application within the Availity Essentials platform. Once logged in, select Patient Registration Authorizations and Referrals , then choose Authorizations or Authorization/Referral Inquiry as appropriate. Prior Authorization Lookup Tool to check if a service requires prior authorization Utilization Management: 866-655-7423 Case Management: 304-347-2475 Email: wvcmreferrals@wellpoint.com (Response within three business days)
Dental services: SKYGEN USA	Website: https://skygenusa.com Members: Phone: 877-408-0917 TTY: 711 Hours: 8 a.m. to 6 p.m. Providers: 888-983-4686 Hours: Monday to Friday, 8 a.m. to 6 p.m. Provider website: https://app.dentalhub.com/app/login				
Vision service — Superior Vision:	Website: https://superiorvision.com Contact information: Provider Relations: 877-235-5317 Members Services: 844-526-0198 TTY: 800-523-2847 Hours: Monday to Friday 8 a.m. to 9 p.m.				

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Prior Authorization
Wellpoint Full Dual Advantage (HMO D-SNP) (Effective January 1, 2026)	Provider Services at the Dedicated Service Unit (DSU): 866-805-4589	Eligibility, benefits, claims, links to secure messaging, and remits	Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	Medicare Complaints, Appeals, and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd, Mason, Ohio 45040	To request or check the status of a preapproval request, or decision for a particular plan member, access our Interactive Care Reviewer (ICR) application within the Availity Essentials platform.
Wellpoint Full Dual Advantage (HMO D-SNP) (Effective January 1, 2026)	Provider website: Wellpoint — West Virginia Providers	Availity Essentials website: https://Availity.com	Electronic submission payers: Payer ID: 26375		Once logged in, select Patient Registration Authorizations and Referrals , then choose Authorizations or Authorization or Referral Inquiry as appropriate.
Wellpoint Medicare Advantage (HMO-POS) (Effective January 1, 2026)	Or by email: email provider relationship account manager		EDI Hotline: 877-334-8446 Availity Client Services: 800-282-4548 Availity Essentials website: https://Availity.com		Prior Authorization Lookup Tool to check if a service requires prior authorization

<https://provider.wellpoint.com>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Coverage provided by Wellpoint West Virginia, Inc.

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