

## Provider quick reference guide: self-service tools

This guide was created to help providers work with UniCare Health Plan of West Virginia, Inc. (UniCare).

| Self-service tools  |  |
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| <b>Public website:</b> <a href="https://provider.unicare.com">https://provider.unicare.com</a>  |  |
| Many of the tools you need — such as eligibility and benefits, claim submission, claim status inquiry, and authorizations — can now be accessed by logging into the Availity Portal.*   |  |
| <b>Availity Portal:</b> <a href="https://www.availity.com">https://www.availity.com</a>   | Availity Client Services: <b>1-800-AVAILITY (1-800-282-4548)</b> |
| There are an array of valuable online tools through the <b>Availity Portal</b> , a secure multi-health plan portal. Please refer to the <i>Provider Digital Engagement Supplement</i> to learn more about our efforts to go digital. To access the <i>Provider Digital Engagement Supplement</i> , go to <a href="https://www.availity.com">https://www.availity.com</a> , select <b>Payer Spaces, Payer tile, Resources</b> (under the Provider Resources column), if needed <b>Select or Change a State</b> at the top right, select Category <b>Digital Tools</b> and scroll to the <b>Provider Digital Engagement Supplement</b> .  |  |
| The electronic tools and applications include the secure Provider Portal, <b>Electronic Data Interchange (EDI)</b> and available business-to-business (B2B) application programming interfaces (APIs).  |  |
| <b>How to get started:</b>  |  |
| <ul style="list-style-type: none"> <li>• Learn about Availity Portal Registration <a href="#">here</a>.</li> <li>• Learn about the Primary Administrator Duties <a href="#">here</a>.</li> </ul>  |  |
| <b>Chat:</b> Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via <a href="https://www.availity.com">https://www.availity.com</a> > <b>Payer Spaces</b> > <b>Payer tile</b> > <i>Applications</i> > <b>Chat with Payer</b> .  |  |
| <b>Register for an upcoming webinar session or view a previously recorded webinar:</b>  |  |
| <ol style="list-style-type: none"> <li>1. Once logged into the <b>Availity Portal</b>, select <b>Help &amp; Training</b> &gt; <b>Get Trained</b>.</li> <li>2. The Availity Learning Center opens in a new browser tab.</li> <li>3. Search the Catalog by (a) webinar title or (b) a <b>keyword</b> to find a session and enroll. <ul style="list-style-type: none"> <li>• To find a specific live or recorded session quickly use keywords, for example: <ul style="list-style-type: none"> <li>○ <b>Medical Attachments</b> — use keyword <i>medattach</i></li> <li>○ <b>Claims</b> — use key word <i>claims</i></li> </ul> </li> <li>• Select the <b>Sessions</b> tab to scroll the live session calendar or access a recorded webinar.</li> </ul> </li> <li>4. After you enroll, you will receive email with instructions on how to join or access the session.</li> </ol> |  |
| <b>Support:</b> If Providers need help, or run into technical difficulties, submit a support ticket through Availity:   |  |
| <ol style="list-style-type: none"> <li>1. Log in to Availity at <a href="https://www.availity.com">https://www.availity.com</a></li> <li>2. Select <b>Help &amp; Training</b> &gt; <b>Availity Support</b></li> <li>3. Select your organization &gt; <b>Continue</b></li> <li>4. Select <b>Contact Support</b> from the top menu bar then <b>Create Case</b></li> </ol>   |  |

\* Availity, LLC is an independent company providing administrative support services on behalf of UniCare Health Plan of West Virginia, Inc.

| <b>Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA)</b> |   |  |  |
|---|---|--|--|
| <b>Type of transaction:</b>   | <b>How to register, update or cancel:</b>   | <b>For registration related questions, contact:</b>                | <b>To resolve issues after registration, including a decline of a registration, contact:</b>   |
| <b>EFT</b>  | Use the <a href="#">CAQH® Solutions EnrollHub™</a>                                | EnrollHub Help Desk at <b>1-844-815-9763</b>                       | Provider Customer Service (PCS) through Chat or the number on the back of the member's ID card. <ul style="list-style-type: none"> <li><b>Note:</b> PCS will engage Provider Experience to resolve, <b>only</b> for registrations that decline because the Provider is loaded incorrectly in our system. PCS will handle all other issues.</li> </ul> <p><i>Note: Providers should allow 2-4 weeks from successful EFT registration before contacting PCS.</i></p> |
| <b>ERA</b>  | Use Availity to manage <i>account changes or new registrations</i> for ERAs (835) | Availity Client Services at <b>1-800-AVAILITY (1-800-282-4548)</b> | Availity Client Services at <b>1-800-AVAILITY (1-800-282-4548)</b> <p><i>Note: Please allow 2 to 4 weeks from successful ERA registration.</i></p>   |

**New provider joining an existing group**

**Delegated** means a Provider Organization which has a separate contract to act as a credentialing delegate for providers within their organization.

**Medicaid:** Provider Organization submits roster (Excel file) to the Provider Experience Manager via email. If you need assistance, please outreach to your Provider Experience Consultant. Please visit the Contact Us page on our provider website for self-service tools and up-to-date contact information.

<https://www.provider.unicare.com/west-virginia-provider/contact-us>

**Non-Delegated**

Non-delegated should follow details outlined in the following provider communication

<https://www.provider.unicare.com/docs/gpp/WV-CAID-Forms-update-provider-demographics-maintenance-form.pdf>

Use the *Provider Maintenance Form* to notify UniCare of changes by navigating to <https://provider.unicare.com> and selecting Forms.

**Provider Demographic Changes**

If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice, please use the following forms by line of business:

Visit the resource page at <https://www.unicare.com> > Medicaid > Provider > Forms > Other > Update your provider demographics via the *Provider Maintenance Form*.

**For more information, refer to this guide:**

<https://www.provider.unicare.com/docs/gpp/WV-CAID-Forms-update-provider-demographics-maintenance-form.pdf>

**Prior Authorizations**

**Prior authorization requirements**

- Online Submission and/or to check status: online via the Interactive Care Reviewer (ICR) tool through <https://www.availity.com> > Patient Registration > Authorization and Referrals
  - Educational material regarding the ICR tool: <https://www.provider.unicare.com/docs/gpp/WV-CAID-news-announcements-2017-avality-interactive-care-reviewer-tool.pdf>
  - [Prior Authorization Lookup](#)
  - [Register to attend the next live ICR Webinar](#)
- Prior authorization requirements search tool:
  - <https://www.availity.com> > Payer Spaces > UniCare tile > Applications > Precertification Lookup Tool

**Claim questions: accept/reject, follow up, issue resolution**

If you have claims-related questions, please reference the documents for preferred resources before reaching out to the Provider Experience Team. The documents below outline the information we will need to assist you in escalating an issue on your behalf.

Online resources:

[Claim Payment Reconsideration](#)

[Claims Submissions and Disputes](#)

**Provider education and training**

Contact your Provider Experience Consultant for any Provider education and training needs.

**Provider Experience Team contact information**

Please use normal channels for questions or issue resolution through the Chat feature on Availity or contacting Provider Customer Service on the back of the member's ID card. Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via [Availity](#) >Payer Spaces > Payer tile > Applications > Chat

If you've followed normal channels and require additional assistance, please reference our Provider Services information online at <https://www.provider.unicare.com/west-virginia-provider/contact-us>

**Provider communications /Provider News registration**

To receive email from UniCare (including some sent in lieu of fax or mail), update your email address via the Provider Maintenance Form located on the provider site: <https://provider.unicare.com> > Forms > Provider Maintenance Form.

**Note:** *Provider News* emails will come from Anthem Provider Communications. Add [ProviderCommunications@email.anthem.com](mailto:ProviderCommunications@email.anthem.com) to your safe sender/recipient list to ensure you will receive our emails. Contact your Provider Experience Consultant to be added to our email distribution list. Communications are also available online at <https://provider.unicare.com>.