

## Provider quick reference guide — self-service tools

West Virginia | Mountain Health Trust

This guide was created to help providers work with Wellpoint West Virginia, Inc. (Wellpoint).

Self-service tools	
<b>Provider website:</b> <a href="https://provider.wellpoint.com/wv">provider.wellpoint.com/wv</a>	
<p>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.</p>	
<b>Availity:</b> <a href="https://Availity.com">Availity.com</a>	<b>Availity Client Services:</b> 800-AVAILITY (800-282-4548)]
<p>There is an array of valuable online tools through <a href="https://Availity.com">Availity</a>, a secure multi-health plan website.</p> <p>The electronic tools and applications include the secure provider website, <a href="#">EDI Connection Guide</a> and available business-to-business (B2B) application programming interfaces (APIs).</p>	
<p><b>How to get started:</b></p> <ul style="list-style-type: none"> <li>Learn about Availity Essentials registration <a href="#">Availity Get Started</a></li> <li>Learn about the primary administrator duties: <a href="#">Availity Essentials Reference Guide for Administrators</a></li> </ul>	
<p><b>Chat:</b> Use the chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Once logged into Availity, access via <a href="#">Availity.com</a> &gt; Payer spaces &gt; Payer tile &gt; Applications &gt; Chat with payer.</p>	
<p><b>Register for an upcoming webinar session or view a previously recorded webinar:</b></p> <ul style="list-style-type: none"> <li>Once logged into <a href="#">Availity</a>, select <b>Help &amp; Training</b> &gt; <b>Get Trained</b>.</li> <li>The Availity Learning Center opens in a new browser tab.</li> <li>Search the catalog by webinar title or a <b>keyword</b> to find a session and enroll.</li> <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 <b>medattach</b>.</li> <li><b>Claims</b> — Use key word <b>claims</b>.</li> </ul> </li> <li>Select the <b>sessions</b> tab to scroll the live session calendar or access a recorded webinar.</li> <li>After you enroll, you will receive email with instructions on how to join or access the session.</li> </ul>	

**Self-service tools**

**Support:** If you need help, or run into technical difficulties, submit a support ticket through Availity:

- Log in to Availity at [Availity.com](https://www.availity.com).
- Select **Help & Training > Availity support**.
- Select your organization > **Continue**.
- Select **Contact support** from the top menu bar then **Create case**.

Electronic funds transfer (EFT) / Electronic remittance advice (ERA)			
Type of transaction:	How to register, update, or cancel:	For registration related questions, contact:	To resolve issues after registration, including a decline of a registration, contact:
<b>EFT</b>	<p>To enroll in EFT, visit the EnrollSafe enrollment hub at <a href="https://enrollsafe.payeehub.org">enrollsafe.payeehub.org</a></p> <p>EnrollSafe User Reference Manual: <a href="#">EnrollSafe User Reference Manual</a></p>	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:support@payeehub.org">support@payeehub.org</a></li> <li>• <b>Phone:</b> 877-882-0384, 9 a.m. to 8 p.m. ET</li> </ul>	<p>Contact Provider Customer Service (PCS) through chat or the number on the back of the member’s ID card. <b>Note:</b> PCS will engage Provider Experience to resolve, <b>only</b> for registrations that is declined because the Provider is loaded incorrectly in our system. PCS will handle all other issues. <b>Providers should allow 2 to 4 weeks from successful EFT registration before contacting PCS.</b></p>
<b>ERA</b>	<p>Use Availity to manage <i>account changes or new registrations</i> for ERAs (835)</p>	<p>Contact Availity Client Services at <b>800-AVAILITY (800-282-4548)</b></p>	<p>Contact Availity Client Services at <b>800-AVAILITY (800-282-4548)</b> <b>Note:</b> Please allow 2 to 4 weeks from successful ERA registration.</p>

## New provider joining an existing group or a new group wanting to join Network

Visit [Availity](#) > Payer Spaces > Wellpoint > Provider Enrollment

For more information on electronic provider enrollment tool please reference: [Digital Provider Enrollment Tool](#)

## 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 process:

- Log into [Availity.com](#) > My Providers > Enrollments Center > Provider Data Management
- For self-guided training please visit: [Provider Education and Training](#)

## Prior authorizations

### Prior authorization requirements:

- To request or check the status of a prior authorization request or decision for a particular plan member, access our ICR tool via [Availity](#). Once logged in, select **Patient Registration | Authorizations & Referrals**, then choose **Authorizations** or **Auth/Referral Inquiry** as appropriate.
  - [Provider Education and Training](#)
  - [Prior Authorization Lookup](#)

## Claim questions: Accept/reject, follow up, and/or issue resolution

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

- Online resources:
  - [Claims overview](#)
  - [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:

- [Training academy](#)

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

- [Learn about Provider Pathways](#)
- [Provider Pathways Registration](#)

### Provider Experience team contact information

Please use normal channels for questions or issue resolution through the chat feature on the Availity platform or contacting Provider Customer Service on the back of the member's ID card. Use the chat tool to questions regarding prior authorization, appeals status, claims, benefits, eligibility, and more. Once logged into [Availity](#), select **Payer Spaces** > Payer tile > Applications > Chat.

If you have followed normal channels and require additional assistance, please reference our Provider Services information online at [Contact Wellpoint](#).

### Provider communications/Provider News registration

Stay current on Wellpoint's 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](mailto:providercommunications@email.wellpoint.com) to your safe sender/recipient list to ensure you will receive our email.*

Communications are also available online at [providernews.wellpoint.com/wv/publications](https://providernews.wellpoint.com/wv/publications)

## Provider relationship account manager territory map

### Wellpoint West Virginia, Inc.

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