E-Tools for Providers

Access audio conference: 877-497-8913
Conference code: 132-281-9809#

Please Mute Your Phone
Use the “mute” button or press *6

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Revision date 11.30.16
E-Tools for Providers

Agenda

- Housekeeping and announcements
- EDI Transactions
- Public Provider Websites
  - Commercial
  - Medicare Advantage
  - Medicaid
- Secure Provider Websites
  - Anthem Provider Portal (MyAnthem Provider™)
  - Anthem Medicaid Provider Self Service
  - Anthem Medicare Advantage Provider Self Service
  - AIM Specialty Health

Revision date 11.30.16
E-Tools for Providers

Agenda

- OrthoNet LLC
- Interactive Care Reviewer (ICR)
- Availity Web Portal
- Questions and answers
- Learn more
- Feedback survey
Working with Anthem® Subject Specific Webinar Series

Navigation – Entry Page

1. Choose an audio option

2. “I Will Call In” displays call-in telephone numbers

3. You are able to send questions to panelists (presenters)
Working with Anthem® Subject Specific Webinar Series

Navigation – Screen Tools

1. Panel zoom in
2. Panel zoom out
3. Fit to viewer
4. Full screen

1. Panelist (presenter) can send links to presentations to Attendees through Chat.
2. Attendees can chat with panelist (presenter)
EDI Transactions

Electronic Data Interchange (EDI)
HIPAA complaint transactions
- 270/271 Eligibility Verification
- 275/276 Claim Status (batch and real-time)
- 837P and 837I Claim Submission
  - Supports new claims
  - Secondary (COB) claims
  - Corrected claims
- 835 Remittance Advice (ERA)
- Electronic Funds Transfer (EFT)
  - Enroll for EFT and EFT+ERA via CAQH® Solutions EnrollHub™
EDI Transactions

Electronic Data Interchange (EDI) continued

Overall adoption of Fully Electronic (HIPAA Standardized) Transactions for Commercial Health Plans, 2012-2014

Source: Council for Affordable Quality Healthcare (CAQH) [www.caqh.org] CAQH Index®
Electronic Data Interchange (EDI) continued

What’s in it for you?

CAQH Index®

- Created as an industry-wide resource for tracking the transition from a paper- and phone-based system to an electronically-enabled system.
- For healthcare providers, direct costs averaged $3.54 per manual transaction and $1.34 per electronic transaction.
- [http://www.caqh.org/explorations/caqh-index](http://www.caqh.org/explorations/caqh-index)

### How Much Administrative Transactions Cost?

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Method</th>
<th>Health Plan Cost</th>
<th>Provider Cost</th>
<th>Industry Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim Submission/ Receipt</td>
<td>Manual</td>
<td>$0.62</td>
<td>$1.36</td>
<td>$1.98</td>
</tr>
<tr>
<td>Eligibility and Benefit Verification</td>
<td>Electronic</td>
<td>$0.09</td>
<td>$0.35</td>
<td>$0.44</td>
</tr>
<tr>
<td>Claim Status Inquiry</td>
<td>Manual</td>
<td>$4.35</td>
<td>$2.85</td>
<td>$7.20</td>
</tr>
<tr>
<td>Claim Payment</td>
<td>Manual</td>
<td>$0.57</td>
<td>$1.52</td>
<td>$2.09</td>
</tr>
<tr>
<td>Claim Remittance Advice</td>
<td>Manual</td>
<td>$0.50</td>
<td>$3.52</td>
<td>$4.02</td>
</tr>
<tr>
<td></td>
<td>Electronic</td>
<td>$0.05</td>
<td>$2.41</td>
<td>$2.46</td>
</tr>
</tbody>
</table>

Dramatic cost differences between manual and electronic transactions. On average manual transactions are $2 more each than electronic transactions.

Source: Council for Affordable Quality Healthcare (CAQH) [www.caqh.org](http://www.caqh.org) CAQH Index®
EDI Transactions

Electronic Data Interchange (EDI) continued

Electronic Claim Payments – What’s in it for you?

• Payments through Electronic Funds Transfer (EFT) accelerates availability of funds.

• 835 Electronic Remittance Advice (ERA) is an industry consistent data format that may be integrated for auto posting with practice management systems saving time and eliminating human error.

• Paper Remittance Advice Suppression eliminates the need storage and archiving paper documents.

• These three elements combined can significantly increase back office efficiency for providers, regardless of practice size.

Link: [Anthem EFT ERA Brochure](#)
EDI Transactions

Electronic Data Interchange (EDI) continued

EDI Support – http://www.anthem.com/edi

- Companion Guides under the “Documents” menu
- Latest News – Broadcast Messages, letters to trading partners and more under the “Communications” menu
- Implementation and Testing Support under the “Services” menu
- ERA only online registration and the ability to manage the suppression of paper remittance advice under the “Register” menu

EDI Help Desk

- EDI Solutions at (800) 470-9630
- E-Solutions Email: e-solutions.support@anthem.com
- EDI Solutions Team Live Chat
Public Provider Websites

Public Website – www.anthem.com

- Scroll to the bottom of the page and click on the words “Tools for providers” under “Partners in health” or “Providers” at the bottom of the page
Public Provider Websites

Public Website – www.anthem.com

- Select “Wisconsin” from the drop down box and press “Enter”
Public Provider Websites - Commercial

Provider Home page

- Horizontal Menu Bar
- Touts
- Hyperlinks to more information
Public Provider Websites - Commercial

Provider Home page

Touts

- Availity Web Portal
- Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements
- Find a Doctor
Public Provider Websites - Commercial

Provider Home page

**Touts** - Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements

- Policies are searchable by term and code
- Access link to other Blue Plan policies and requirements by entering the member’s three-digit alpha prefix
Public Provider Websites - Commercial

Provider Home page

Touts – Find a Doctor
- Online Directories
- Find a doctor Search
Provider Home page

Horizontal Menu

- Provider Home
- Health and Wellness
- Plans & Benefits
- Answers@Anthem
- Communications
- Join Our Network

Availity Web Portal
All self-service tools are now available exclusively via www.availity.com and access is managed by the organization’s Availity Administrator.
Click “Login” below to connect to Availity.

Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements
View requirements for Local Plan and BlueCard Out-of-Area members.

Provider Home

Attention Ohio, Kentucky, Indiana and Wisconsin providers: Timely Filing Amendment

Webinar Schedule for ePASS and SOAP Notes

The 2016 Provider Manual is now available for your review. As a reminder, the content within the 2016 Wisconsin Provider Manual takes effect on July 1, 2016.

Self Service and Support
- Anthem Customized Claim Edits
- Anthem Medical Policies and Clinical UM Guidelines
- Anthem Mobile Provider Finder
- Behavioral Health Provider Resources
- Cancer Care Quality Program
- Credentialing
- Cultural and Linguistic Provider Resources
- Dental Provider Resources
- Electronic Data Interchange (EDI)
- Electronic Self-Service Options
- Enhanced Personal Health Care
- Preregistration
- Prior Certification Guidelines
- Provider Maintenance Form

Our Plans and Benefits

Revision date 11.30.16
Public Provider Websites - Commercial

Provider Home page

Hyperlinks

- Announcements
- Self-Service and Support
- Our Plans and Benefits
  - Medicaid
  - Medicare Advantage
  - Plans & Benefits (Commercial)
- Health and Wellness
- Communications and Updates

Provider Home

Attention Ohio, Kentucky, Indiana and Wisconsin providers: Time is Running Out!

Webinar Schedule for IPA IS and SOAP Notes

The 2016 Provider Manual is now available for your review. As a reminder, the content within the 2016 Wisconsin Provider Manual is effective on July 1, 2016.

Self Service and Support
- Anthem Customer Claim Edits
- Anthem Medical Policies and Clinical Utilization Guidelines
- Anthem Mobile Provider Finder
- Behavioral Health Provider Resources
- Cancer Care Quality Program
- Credentialing
- Cultural and Linguistic Provider Resources
- Dental Provider Resources
- Electronic Data Interchange (EDI)
- Electronic E-Services Options
- Enhanced Personal Health Care
- Prescription
- Provider Guidelines
- Provider Maintenance Form

Our Plans and Benefits
- Medicaid
- Medicare Advantage
- Plans & Benefits

Health and Wellness
- Practice Guidelines
- Tools & Resources for Providers

Communications and Updates
- Health Exchange Information
- Health Care Reform and Notifications
- ICD-10
- Network eUPDATE
- Network Update (Provider Newsletter)
- Provider Education

Revision date 11.30.16 18
Public Provider Websites - Commercial

Provider Home page
- Too much to remember?
- Google Search
- Site Navigation Sheet

Link: Anthem Website Navigation Sheet
Public Provider Websites

Medicare Advantage Provider Website

www.anthem.com\medicareprovider

- Select “Medicare Solutions”

- Choose “Medicare Advantage” under Plans and Benefits from the Provider Home Page
Public Provider Websites

Medicare Advantage Provider Website

www.anthem.com\medicareprovider

- Important Medicare Advantage Updates
- Anthem Blue Cross and Blue Shield Plans and Benefits
- Medicare Advantage Provider Guides
- Member ID Card Samples
- Provider Forms
- Provider Training and FAQs
- Clinician Tools and Resources
- Medicare Advantage Reimbursement Policies
- Clinical Practice Guidelines
- ICD-10 Updates Webpage
- Quality Improvement Program
- Contact Us
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimedicaiddoc

- Choose “Medicaid” under Plans and Benefits from the Provider Home Page
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimedicaiddoc

Home Page
- News and Announcements
- Useful Publications

Vertical Menu
- Claims
- Precertification
- Medical
- Provider Education
- Find a Doctor
- Other Services
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimediaiddoc

Vertical Menu

- Claims
  - Claim Forms
  - Reimbursement Policies

Claims Forms

- Trading Partner Agreement
- Claim Correspondence Form
- Claim Payment Appeal Submission Form
- Recoupment Notification Form
- Overpayment Refund Notification Form

Reimbursement Policies

These policies serve as a guide to assist you in accurate claims submissions and to outline the basis for reimbursement by Anthem Blue Cross and Blue Shield if the service is covered by a Anthem Blue Cross and Blue Shield, Blue Cross and Blue Shield, or Blue Cross Blue Shield of California member's Anthem Medicaid benefit plan. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member's state of residence.

- Reimbursement Policy Definitions
  - Anesthesia
  - Coding
  - DME and Supplies
  - Drugs
  - Evaluation and Management
  - Facilities
  - Medicine
  - Prevention
  - Prosthetics and Orthotics
  - Radiology
  - Reimbursement Administration - General
  - Surgery
  - Transportation
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimedicaiddoc

Vertical Menu
- Precertification
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimediaiddoc

Vertical Menu
- Medical
  - Forms
  - Disease Management Centralized Care Unit
  - Behavioral Health
  - Clinical Practice Guidelines

Medical Forms

Pregnancy Notification
- Notification of Pregnancy Incentive
- Pregnancy Initial Assessment Form
- Pregnancy Second Trimester Assessment Form
- Pregnancy Third Trimester Assessment Form
- Pregnancy Postpartum Checklist Form
- Notice of Pregnancy Form

Disease Management Centralized Care Unit
Anthem Blue Cross Blue Shield (Anthem) Disease Management Centralized Care Unit (DMCCU) is based on a system of coordinated care management interventions and communications designed to assist physicians and others in managing patients with chronic conditions.

- DMCCU services
- Our Mission
- About Anthem disease management programs
- Objectives
- Member eligibility
- How DMCCU services can help you
- Contact us
- Provider rights and responsibilities

Disclaimer: Anthem DMCCU and our disease management programs do not advertise, market, or promote specific products or services to members or providers.

Anthem DMCCU and our disease management programs do not have any financial ownership arrangements with anyone who advertises, markets, or provides the goods and services we offer.

Revision date 11.30.16
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimedicaiddoc

Vertical Menu

- Provider Education
  - Manuals, Directories, Training & More
  - Communications & Updates

Provider Communications & Updates

Newsletters

- Anthem Network Updates
- Health Plan Newsletters
  - 2016
  - February 2016 Health Plan Newsletter
  - Spring 2016 Health Plan Newsletter

Provider Bulletins

- 2014
- 2015
- 2016

Tutorials, Reference Guides & Other Resources

- Provider Guide
- Provider Directory - October 2016
- Provider Directory - Urgent Care Centers - October 2016

Provider Education
Manuels, Directories, Training & More
Communications & Updates

Revision date 11.30.16
Public Provider Websites

Medicaid Provider Website
www.anthem.com/wimediaiddoc

Vertical Menu
- Find a Doctor
- Other Services
  - Dental
  - Vision

Find a Doctor

Downloadable Provider Directories
- Provider Directory - October 2016
- Provider Directory - Urgent Care Centers - October 2016
- PCP Change Form - English
- PCP Change Form - Spanish

Online Find a Doctor Search Tool Coming Soon!
Secure Provider Websites

Access via the Availity Web Portal

- More - My Payer Portals
  - Choose Provider Portal (MyAnthem Provider™ commercial)
  - Choose Medicaid Provider Self Service (Anthem)
  - Choose Medicare Advantage Provider Self Service (Anthem)
Secure Provider Websites

MyAnthem Provider™

- Reimbursement Policies – Currently under Administrative Support menu
- Moved to Payer Spaces on Availity
  - Provider Remittance Advice copies
  - Fee Schedule Inquiry

Moving to Availity January 2017
Secure Provider Websites

MyAnthem Provider™

- Policies (reimbursement)
- Professional
- Facility

Welcome to MyAnthem Provider

On October 14, 2016, Online Provider Inquiry was retired and all applications are now available exclusively via the Availity Web Portal.

Remittance and Fee schedule inquiry applications are located within Payor Spaces. Your Availity Administrator must assign you the Claims role to view remittances and the Fee Schedule role to view professional fee schedules.

Reports - State Sponsored Business, HCP Assignment Roster, Blue Precision, xAQI and all other proprietary reports are located within the Provider Online Reporting Tool. To access these reports your Availity Administrator must assign you the Provider Online Reporting role.

Visit the Availity Web Portal’s Help Topics for more information on tools and access. If you have viewed the Availity’s Help topics and worked with your organization’s administrator but are still unable to view information, please contact Availity Client Services at 1-800-Availity.

MyAnthem Provider portal will be retiring on January 20, 2017. Remaining information and documents accessed today via MyAnthem will be available to you directly from Availity. Please look for additional communications regarding the transition of this information to the Availity Web Portal in the coming months.

Moving to Availity January 2017

MyAnthem Provider HomeMyServicesAdministrative SupportClinical ResourcesCommunication & EducationMyAnthem HomeMyServicesAdministrative SupportClinical ResourcesCommunication & Education

Guide to Provider
Complaints and Appeals

For the most recent information, click the link or go to your Availity or a public website and choose Guide to Provider Complaints and Appeals under Answers@Availity.

Procedures for Professional Reimbursement

Reimbursement rules for providers who submit claims on the CMS 1500 form.

Procedures for Facility Reimbursement

Reimbursement rules for providers who submit claims on the UB-04 form

Moving to Availity January 2017
Secure Provider Websites

Anthem Medicaid Provider Self Service

- Claims*
- Precertification
- Eligibility*
- Medical
- Provider Education
- Reports
- Member Information
- Find a Doctor
- Other Services

* Most functionality for claims and member eligibility is available exclusively through the Availity Web Portal.
Secure Provider Websites

Anthem Medicare Advantage Provider Self Service

- Claims*
- Precertification
- Patient Information
- Provider Education

* Functionality for claims and member eligibility is available exclusively through the Availity Web Portal.
Secure Provider Websites

AIM Specialty Health® (AIM)

- Who is AIM?
  - Anthem®, Inc. subsidiary
  - Experienced in the management of radiology, cardiology, oncology, sleep medicine and specialty pharmacy benefits.
  - Mission – Improve the clinical appropriateness, safety and affordability of healthcare services.
Secure Provider Websites

**AIM Specialty Health® (AIM)**

- **The services**
  - Imaging & Echocardiography
  - Outpatient Radiation Therapy
  - Cancer Care Quality Program
  - Sleep Management
  - Specialty Pharmacy

- **The members**
  - Local and national Anthem commercial plans
  - Some self-funded plans
  - Anthem Medicaid (BadgerCare Plus)
  - Anthem Medicare Advantage
Secure Provider Websites

AIM Specialty Health® (AIM)

- Under Auths and Referrals
  - Once you click “I Agree”, the system will open a new tab and log you seamlessly into the AIM Specialty Health precert site.

Tip: Be sure you have allowed Pop-Ups within your Internet browser. Many functionalities within Availity operate by opening a separate screen.
Secure Provider Websites

AIM Specialty Health® (AIM)

- Tutorials

1. PROVIDER PORTAL
   www.providerportal.com

2. DETAILED INTERACTIVE PROGRAM TUTORIAL
   Select "Register Now" to launch the registration wizard

What you need to register:
- Your email address
- The Tax ID Number for the providers whose regimens you will be entering
- Your phone and fax number

3. FOR MORE INFORMATION
   Visit http://aimspecialtyhealth.com/goweb/

CUSTOMER SERVICE
(800) 252-2021 (7:00 am - 8:00 pm CST M-F)
Physical and Occupational Therapy Utilization Management through OrthoNet

Effective November 1, 2015, Anthem implemented a physical therapy and occupational therapy benefit management program for outpatient and office service. The program is administered by OrthoNet LLC.

Who is OrthoNet LLC?

OrthoNet is a leading musculoskeletal management company located in White Plains, NY. It is a provider-based company with ties to leading practitioners in the Anthem service areas.

OrthoNet has significant experience in promoting best practices and evidence-based health care. It works with physical and occupational therapists as well as other providers of therapy services and their patients.
Secure Provider Websites

OrthoNet

▪ The members
  • Local fully insured commercial
    o Blue Preferred® (HMO); Blue AccessSM (PPO); Blue Preferred Plus® (POS); Blue Priority; Blue Traditional
    o ACA compliant plans on or off the Exchange
      • Individual - Anthem Bronze/Silver/Gold/Catastrophic) Blue Priority X WI (on Exchange) and Blue Priority WI (Off Exchange)
      • Small Group - Anthem (Bronze/Silver/Gold/Catastrophic) Blue Priority WI, Blue Preferred, Blue Access (Off Exchange)
    o Administrative Services Only (ASO) Groups may add this program upon renewal

▪ The services
  • Physical and Occupational therapy

OrthoNet also performs Utilization Management for Anthem Medicaid and individual Anthem Medicare Advantage members.
Secure Provider Websites

OrthoNet website
www.orthonet-online.com

• Select Provider
• Choose **Anthem** under Health Plan Contracts
  o Choose Anthem BlueCross BlueShield (Commercial)
Secure Provider Websites

OrthoNet website
www.orthonet-online.com

- Anthem BlueCross and BlueShield (Commercial)
  - Choose Wisconsin
Secure Provider Websites

OrthoNet website
www.orthonet-online.com

- Frequently Asked Questions
- Forms
  - Anthem BlueCross BlueShield Therapy Request Form
  - PT/OT Initial Evaluation Report
  - PT/OT Initial Evaluation for Vestibular Dysfunction
  - Functional Progress Chart
- Online submission and status
Secure Provider Websites

OrthoNet website
www.orthonet-online.com

- Online submission and status for commercial members
- On the “Anthem BlueCross BlueShield-Wisconsin” page select
  - Prior Authorization Submission and Status” section, click on the second “click here” link for the Account Request Form.

Anthem BlueCross BlueShield - Wisconsin

Anthem BlueCross BlueShield has delegated to OrthoNet medical management responsibilities for physical and occupational therapy services for HMO, HMO/POS, PPO, EPO members in the state of Wisconsin.

See Frequently Asked Questions
Forms

Click the link to open the form in a new browser window, then use your browser's Print button to print it. To download the form for later printing, right-click the link and choose "Save target as..." from the popup menu. Then use the file dialog to navigate to a folder on your hard drive where you wish to save the file.

All forms are PDF files. You’ll need Adobe® Reader® to view and print them. Adobe Reader is available from Adobe for free.

Priority Authorization Submission and Status

Using our secure site, you may submit a request for prior authorization of services or check the status of a previous submission. Please click here to enter our secure provider portal.

Please click here to complete a New Account Request Form.
Secure Provider Websites

OrthoNet website

www.orthonet-online.com

- Online submission and status for commercial members - **Authorizations**
  - If you submit for multiple locations, you can contact OrthoNet’s Web Dept. at (800) 771-3195 to have them add additional locations
  - You can submit prior authorization requests and attach clinical information.
  - You can check status of submissions with this tool and OrthoNet will continue fax letters following authorization determination.

Link:  [OrthoNet Web Portal User Guide](#)

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Interactive Care Reviewer (ICR)

Currently available for

- Inpatient, Outpatient and Behavioral Health precertification requests for services not medically managed by AIM Specialty Health®
  - **Immediate Authorization Decision via ICR**
- For local commercial Anthem members*
- Link to Electronic Provider Access (EPA) for inpatient precertification for BlueCard® Program members
  - Accessed through Availity®
    - Register for ICR training from the Precertification Page

*Note: ICR is not currently available for Medicare Advantage, Medicaid, Federal Employee Program® (FEP), BlueCard®, and some National Account members; requests involving transplant services; or services administered by AIM Specialty Health® or OrthoNet. For these requests, follow the same precertification process that you use today.
As part of the Electronic Provider Access (EPA) mandate, providers will need to enter the member alpha prefix and the service dates. Routing will be based on the prefix entered. Users will be prompted to add Tax ID and NPI for an out of area provider.

Availity is an independent company providing a wide variety of online tools that allow providers to access real-time information from multiple payers with a single secure sign-on.
Interactive Care Reviewer (ICR)

- ICR gives you quick access to that information in most cases.

- Enter:
  - Patient Information
  - Diagnosis and Procedure Information
  - Provider Details

- A message returns indicating whether or not a precert is required for most requests. This information can be printed off or saved to a pdf and is available later via an ICR search.

- If the service is medically managed by AIM or OrthoNet a message directing the user to them will be displayed.
Ordering and servicing physicians and facilities can make an inquiry to view the details for the services using the Authorization / Referral Inquiry option. The first search option is Search by Member. Enter data in required fields.
Interactive Care Reviewer (ICR)

New user interface look and feel

Before

After
Online real-time request and response in a consistent format for multiple payers with a single sign-on.

Eligibility, benefits, claim status inquiry and more for any Blue, Federal Employee Plan (FEP), Anthem Medicaid or Medicare Advantage member.

No cost to providers

Link: Availity Learning intro to Availity Web Portal Anthem-WI 06.26.16
Link: Availity Learning Center Visual Quick Guide 06.29.16
Availity

Web Portal

- Patient Registration
  - Eligibility and Benefits
    - New – Add Multiple Patients (up to 50 for the same payer)
  - Authorizations & Referrals
    - Select Authorizations with Anthem as the payer to access the ICR
    - Link out to AIM Specialty Health

Availity is an independent company providing a wide variety of online tools that allow providers to access real-time information from multiple payers via one secure sign-on

Revision date 11.30.16
Availity

Web Portal

- Claims
  - Claim Status Inquiry
  - Professional and Facility Claim Submission
  - Secure Messaging

Save time by starting with an eligibility and benefits inquiry. From the result, go to another option—like **Claims | Claim Status Inquiry**. The information about the subscriber/patient carries over from response to the new inquiry.
Availity

Web Portal

- Payer Spaces

To access the Payer Spaces page, select Payer Spaces, located on the right side of the Availity Web Portal’s top menu bar. Choose Anthem Blue Cross Blue Shield from the Payer Spaces drop down menu.

Availity is an independent company providing a wide variety of online tools that allow providers to access real-time information from multiple payers via one secure sign-on.
Availity

Web Portal – Payer Spaces

- Anthem functionality applications
  - Fee Schedule
  - Remittance Inquiry
Web Portal – Payer Spaces

- Application features
  - Fee Schedule
    - Access to Provider Fee Schedule granted by the Availity Access Administrator for your organization
    - Access to the professional fee schedule amounts tied to your organization(s) and Tax ID Number(s)
    - Maximum of 50 codes per inquiry
    - Modifiers accepted
    - Dates of service from current date up to 90 days in the future
Availity

Web Portal – Payer Spaces

- Application features
  - Fee Schedules

Select Organization and Tax ID from drop down menus.

Select an option from the Network drop down menu.
Availity

Web Portal – Payer Spaces

- Application features
  - Fee Schedules

- Type Date of Service
- Select Place of Service from the drop down menu.

- Type Procedure Codes in the fields
- Select Add Procedure to open 5 more fields. Ability to request up to 50 procedure codes.

- Read the Disclaimer at the bottom of the page.

Revision date 11.30.16
Availity

Web Portal – Payer Spaces

- Application features
  - Fee Schedules
Web Portal – Payer Spaces

- Application features
  - Remittance Inquiry
    - Access to view online remittances is associated with the roles of Claims or Claim Status
    - Remit images available for most Anthem Inc. members
    - Remits available will include Medicare Crossover claims if the member’s home plan is part of Anthem
    - Images can be saved to the user’s PC or printed
    - View past remittances back 15 months
Availity

Web Portal – Payer Spaces

- Application features
  - Remittance Inquiry

Select:
- Organization
- Tax ID
- Express Entry from each drop down box.

Next enter search criteria.

Please contact the Customer Service number on the member’s ID card if you have questions related to a remittance inquiry.

Revision date 11.30.16
Web Portal – Payer Spaces

- Application features
  - Remittance Inquiry

Remittance Inquiry Results sort options include:
- Provider Name
- Issue Date
- Check/EFT Number
- Check/EFT Amount.

Select the View Remittance link to access the imaged version of the paper remit.
Availity

Web Portal – Payer Spaces

- Application features
  - Remittance Inquiry

Remittance Viewer is NOT Anthem’s Remittance Inquiry application – Go to Payer Spaces
Learn more

- Wisconsin (commercial) public provider website home page
  - Provider Education page
    - Working with Anthem – Precertification Tips & Tools 10.26.16
  - Contact Us page (Ready Reference Guide)
- Anthem WI Medicare Advantage public provider website
- Anthem WI Medicaid public provider website
- Interactive Care Reviewer webinar registration link
- Availity Web Portal
- Stay connected – Sign up for Network eUPDATE emails at this link: https://messageinsite.com/networkeupdate
E-Tools for Providers

Questions?
Working with Anthem® Subject Specific Webinar Series

Please complete our feedback survey

- Individuals completing the survey within 2 business days will be eligible for a “Blue Prize” package
- Winner chosen at random will be notified via email on the 3rd business day
Thank you for attending!

Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin ("BCBSWi") which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation ("Compcare") which underwrites or administers the HMO policies; and Compcare and BCBSWi collectively which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.