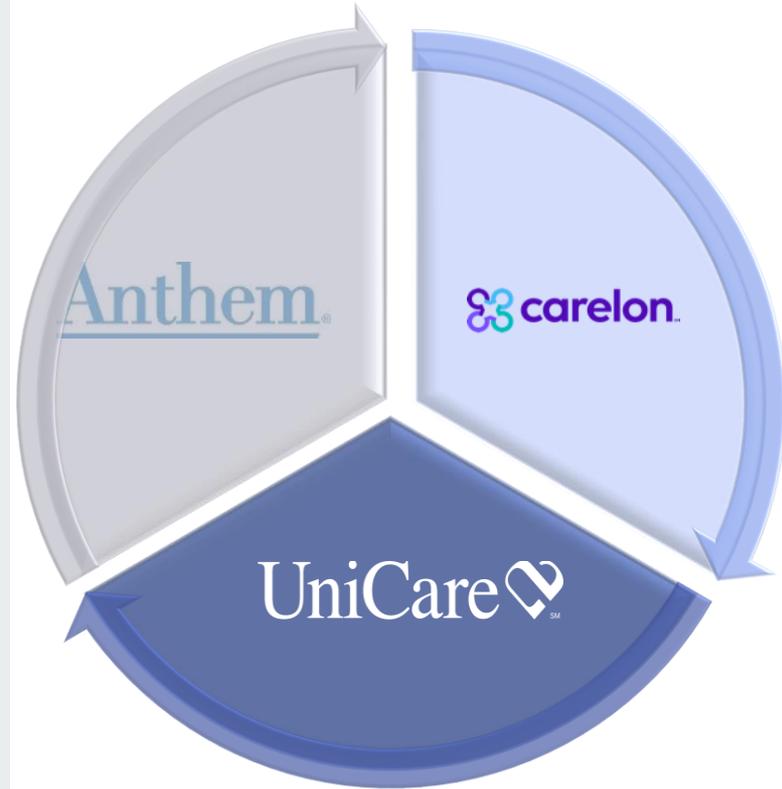

Provider Support Tools



Integrated scale to drive holistic value

Benefits of integrated entity

- + The combined strength of Anthem, UniCare & Carelon creates a powerful platform and resources to better assist providers in providing care for members



Agenda

1

Accessing Carelon's Provider Portal

2

Credentialing with Carelon

3

Submitting a Claim to UniCare

4

UniCare Claim Reimbursement

5

Additional Resources



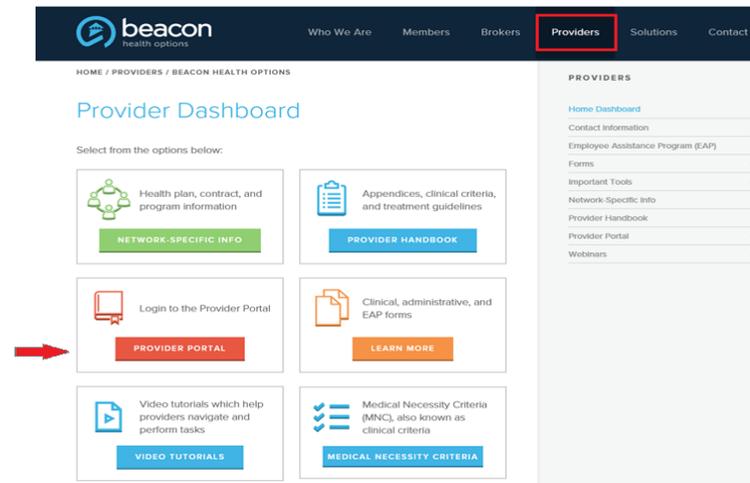
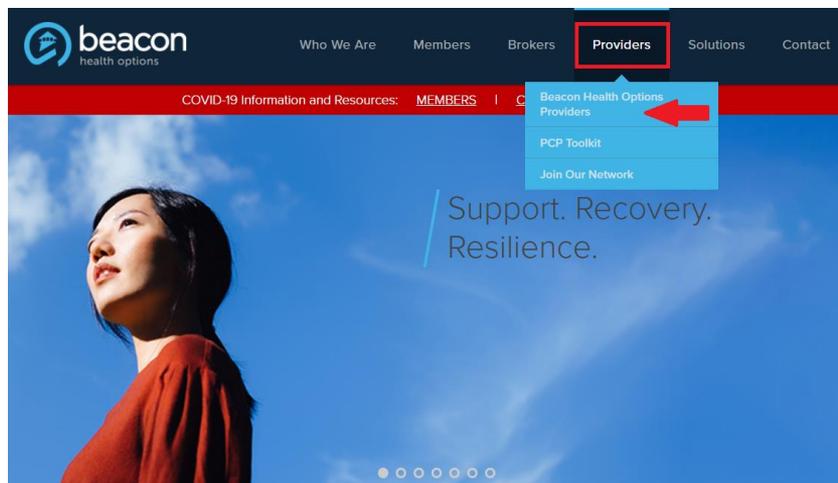
Accessing Carelon's Provider Portal

Note: Carelon was formerly known as Beacon Health Options

How to access Carelon's Provider Portal

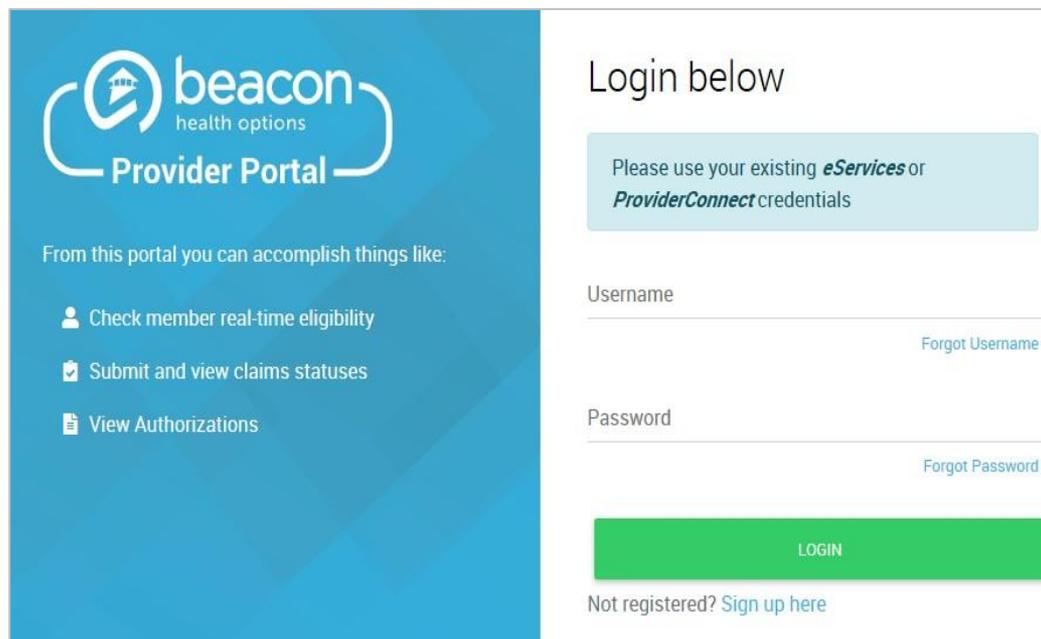
Go to www.BeaconHealthOptions.com
 choose "Providers" and "Beacon Health
 Options Providers"

Click on "Provider Portal" on the left side of
 the screen



Note: Carelon was formerly known as Beacon Health Options

Carelon's Provider Portal Login Screen




beacon
health options
Provider Portal

From this portal you can accomplish things like:

-  Check member real-time eligibility
-  Submit and view claims statuses
-  View Authorizations

Login below

Please use your existing **eServices** or **ProviderConnect** credentials

Username [Forgot Username](#)

Password [Forgot Password](#)

LOGIN

Not registered? [Sign up here](#)

ProviderConnect

The screenshot shows the ProviderConnect web application interface. At the top, there is a navigation bar with the UniCare logo on the left, a 'Switch Account' dropdown menu showing '123456-General Account', and links for 'Provider Home', 'Contact Us', and 'Log Out' on the right. Below the navigation bar is a main content area with a 'Welcome' message and a 'Thank you for using Beacon Health Options ProviderConnect.' header. The main content area is divided into several sections: 'YOUR MESSAGE CENTER (8 NEW) Message' with 'INBOX' and 'SENT' icons; 'WHAT DO YOU WANT TO DO TODAY?' with a list of links; and a sidebar on the left with various navigation options.

Navigation Bar:

- Switch Account: 123456-General Account
- Provider Home
- Contact Us
- Log Out

Message Center:

YOUR MESSAGE CENTER (8 **NEW**) Message

INBOX **SENT**

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

- Link/Unlink Accounts **NEW**
- Eligibility and Benefits
 - Find a Specific Member
 - Register a Member
- Enter or Review Authorization Requests
 - Enter an Authorization Request
 - Enter an Individual Plan
 - Enter a Special Program Application
 - Enter a Comprehensive Service Plan
 - Enter a Treatment Plan
 - Review an Authorization
 - Update Monthly Wage Information
 - View Clinical Drafts
- Enter Member Reminders
- Enter Case Management Referral

Enter or Review Claims

- Enter a Claim
- Enter EAP CAF
- Review a Claim
- View My Recent Provider Summary Vouchers
- PaySpan

Enter or Review Referrals

- Enter a Referral
- Review Referrals

Enter Bed Tracking Information

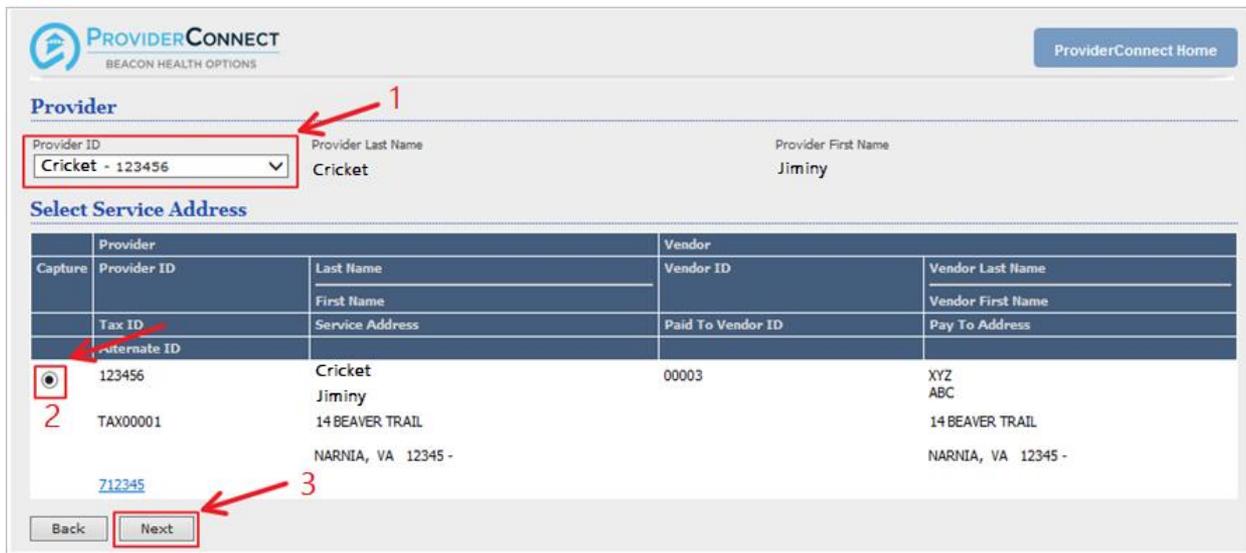
- Search Beds/Opening
- Update Demographic Information
- Update Roster Information
- Update ABA Paraprofessional Roster Information

Sidebar Navigation:

- Home
- Specific Member Search
- Register Member
- Authorization Listing
- Enter an Authorization Request
- Enter a Treatment Plan
- View Clinical Drafts
- Enter a Special Program Application
- Complete Provider Forms
- Enter a Comprehensive Service Plan
- Claim Listing and Submission
- Enter EAP CAF
- Manage Users
- Enter an Individual Plan
- Enter Case Management Referral
- Enter a Referral
- Review Referrals
- Enter Bed Tracking Information
- Search Beds/Opening
- EDI Homepage
- Enter Member Reminders
- On Track Outcomes Reports
- Print Spectrum Release of

Authorization – Service Address Selection

- First, select the provider ID that will be used on the authorization.
- Then capture the provider record with the applicable servicing address.
- Finally, select 'Next' to continue onto the next step.



PROVIDERCONNECT
BEACON HEALTH OPTIONS

[ProviderConnect Home](#)

Provider

Provider ID: (1)
Provider Last Name: Cricket
Provider First Name: Jiminy

Select Service Address

Capture	Provider	Vendor		
Provider ID	Last Name	Vendor ID	Vendor Last Name	Vendor First Name
Tax ID	First Name	Paid To Vendor ID	Pay To Address	
Alternate ID	Service Address			
<input checked="" type="radio"/> (2)	123456	00003	XYZ ABC	
	TAX00001		14 BEAVER TRAIL	
			NARNIA, VA 12345 -	
	712345			

(3)

Details Needed for Authorization Requests

- Be sure to complete the 'Requested Services Header' with the level of service and type of care requested.
- Also, there is an option to include documentation with the authorization request.
- Finally, select 'Next' to continue onto the next step.

PROVIDERCONNECT
BEACON HEALTH OPTIONS

ProviderConnect Home

Requested Services Header

All fields marked with an asterisk (*) are required.
Note: Disable pop-up blocker functionality to view all appropriate links.

*Requested Start Date (MMDDYYYY) 10012015

*Level of Service OUTPATIENT

*Type of Service MENTAL HEALTH

*Level of Care OUTPATIENT

*Type of Care BEHAVIORAL

1

Provider

Tax ID	Provider ID	Provider Last Name	Vendor ID	Provider Alternate ID
0000001	123456	Cricket	A00003	712345

Member

Member ID	Last Name	First Name	Date of Birth (MMDDYYYY)
123456789	Duck	Donald	120219791

Attach a Document

Complete the form below to attach a document with this Request
The following fields are only required if you are uploading a document

*Document Type: Does this Document contain clinical information about the Member? Yes No

*Document Description: SELECT... Click to attach a document Click to delete an attached document

Attached Document:

Back **Next**

2

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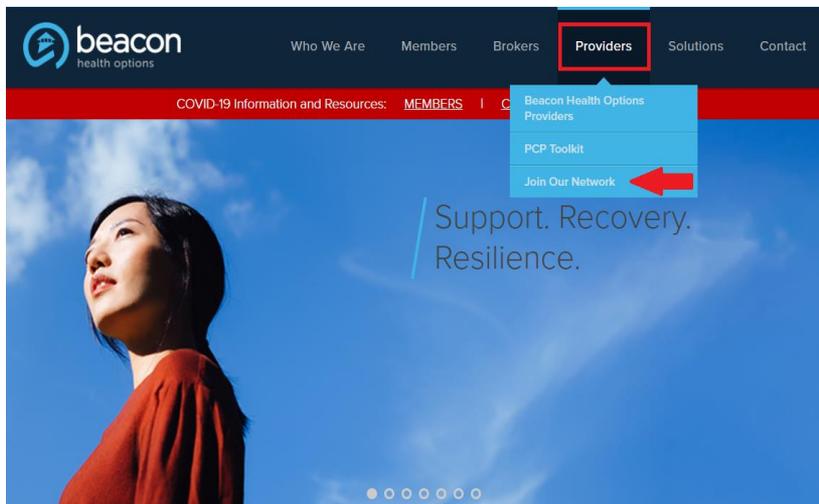


Credentialing with Carelon

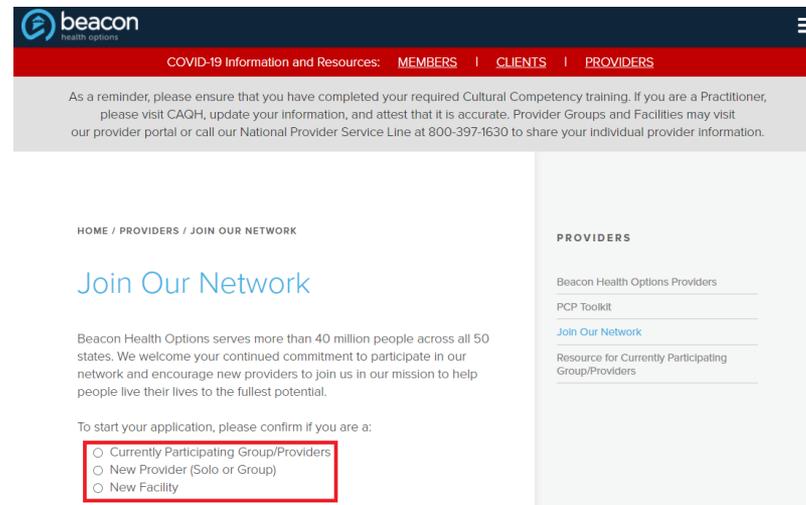
Note: Carelon was formerly known as Beacon Health Options

How to Credential as a Carelon Provider

Go to www.BeaconHealthOptions.com choose “Providers” and “How to Become a Provider”.



Select your Provider Type from the selection





Submitting a Claim to UniCare

How to submit a claim to UniCare

Paper Claim Submission

Paper claims should be mailed to:

UniCare

P.O. Box 9016

Andover, MA 01810-0916

Electronic Claim Submission

Providers, billing services, and clearinghouses that wish to establish a direct connection can register to exchange EDI transactions and view ERAs at www.availity.com.

Availity will allow you to file claims and get quick online access to eligibility and claims status for your UniCare patients. You will also find benefits information and the status of the yearly deductible. If you do not already have an Availity account, you can register for one. General overview continues next slide.

Electronic Claim Submission with Availity

Electronic Claim Submission

Providers, billing services, and clearinghouses that wish to establish a direct connection can register to exchange EDI transactions at www.availity.com.

Availity Multi-Payer Tools: Resources created by Availity



The tools listed below, located on the Availity Portal are available for multiple payers.

- Claims Status Inquiry
- Disputes / Appeals
- Eligibility and Benefits
- Medical Attachments

To access learning resources regarding these applications, providers should be directed to the Availity Learning Center (ALC) where they can register for live webinars and enroll for on-demand videos and courses.

*Instructions on how to access the ALC that you can share with providers are included in the **Getting Started on Availity** folder.*

Once You Select Register on Availity

- Someone from your organization needs to be designated as the Availity admin. That Primary admin can go to www.Availity.com and select REGISTER to complete the registration wizard. After registering, that primary admin can log in and set up users.
- New Administrators On Availity's Portal – Onboarding Training Program is under Help & Training within Availity.
- <https://apps.availity.com/availity/Demos/Registration/index.htm>

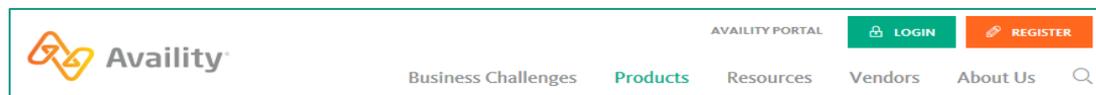
Registering for Availity: Your Availity Admin holds the key

For your organization to have the most positive experience on Availity, it is imperative that the primary admin can handle the responsibilities assigned to them.

Exploring the role of the Admin:

- Add new users
- Assign roles and permissions
- Designate a back-up administrator
- Modify existing user access
- Set up Provider express entry
- Add secondary Tax IDs
- Revoke user access

Registering to use Availity – Step 1



To register, select your organization type below

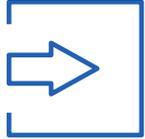
The Availity Portal offers secure online access to multiple health plans, and the ability to manage business transactions through a single, easy-to-use site. Registering for the Portal will also allow you to set up EDI Gateway, batch, and FTP services (or transactions). All you need is basic information about your business, including your federal tax ID.

Locate your organization type below, then click the arrow to get started





Step 2: Input Your information



A First Name

B Last Name

C E-mail Address

D User ID and Password

U.S. State or Territory You Serve



Step 3: Choose Three Security Questions.



-- Choose a secret question to add greater security --

Step 4 : Verify and Submit Your Information



A First Name

B Last Name

C E-mail Address

Submit

Step 5: Email Confirmation

Go to your inbox and confirm your email address within 24 hours.



Confirm Email

Step 6 : Multi-Factor Authentication

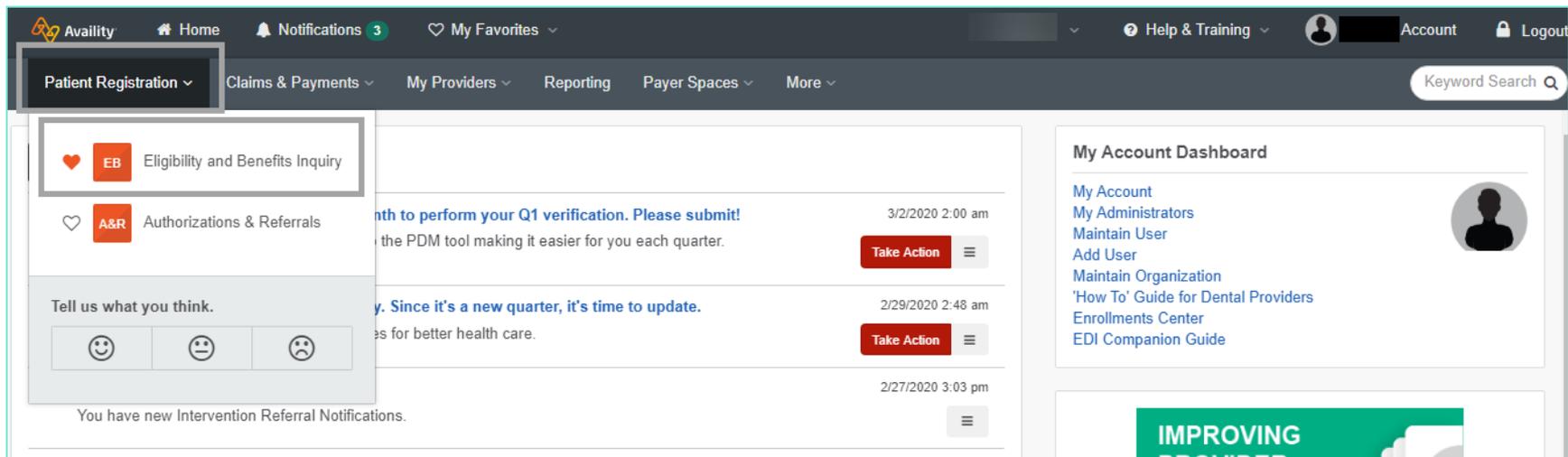
Log in to Availity Portal where you will receive a prompt to enroll in 2-step authentication.



Once you complete 2-step authentication, you will land on the Availity Portal home page where you'll receive a notification with instructions on registering your organization.

Eligibility and Benefits

- To check patient eligibility and benefits, select the Patient Registration link from the top menu bar.
- Select Eligibility and Benefits Inquiry from the drop-down menu.



The screenshot displays the Availity web application interface. At the top, the navigation bar includes links for Home, Notifications (3), My Favorites, Help & Training, Account, and Logout. A dark grey menu bar contains the following items: Patient Registration (highlighted with a red box), Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is located on the right side of the menu bar.

Below the menu bar, a list of notifications is visible. The first notification is titled 'Eligibility and Benefits Inquiry' and is marked with a red 'EB' icon. The second notification is titled 'Authorizations & Referrals' and is marked with a red 'A&R' icon. The third notification is titled 'Tell us what you think.' and includes three smiley face icons (happy, neutral, sad). The fourth notification is titled 'You have new Intervention Referral Notifications.' and includes a red 'Take Action' button.

On the right side of the interface, there is a 'My Account Dashboard' section with a user profile picture and a list of links: My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, Enrollments Center, and EDI Companion Guide. Below this dashboard is a green banner with the text 'IMPROVING PROVIDER'.

Claim Status

Use this tool to search for claim status and review results from the payer. To access the claim status inquiry form, select **Claims & Payments**, then select **Claims Status**. Complete the required provider, patient and claim information sections, select **Submit**.



cs Claim Status
Give Feedback

Organization
Anthem & Inc

Payer
ANTHEM - IN

HIPAA Standard

Provider Information

Is the provider the same as the organization name? Yes No

Express Entry - Provider optional
Select...

Provider NPI

Patient Information

Express Entry - Patient optional
Select...

Patient ID

Patient Last Name

Patient First Name

Patient Date of Birth
mm/dd/yyyy

Patient Gender optional
Select...

Patient Account Number optional
unknown

Patient's Relationship to Subscriber optional
Self

Claim Information

Service Dates
Start Date - End Date

Claim Number optional

Claim Amount optional

Institutional Bill Type optional

Submit
Clear



UniCare Claim Reimbursement

Change to EnrollSafe

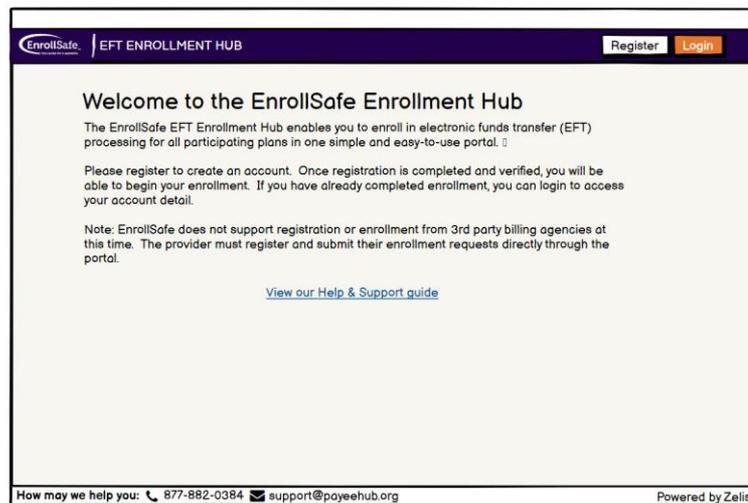
- In November 2021 CAQH for EFT was replaced with EnrollSafe.
- If you were already enrolled for EFT in CAQH your information will continue. If you need to make changes to your information, it will need to be in EnrollSafe.
- If you are not enrolled, follow the link <https://enrollsafe.payeehub.org/> to enroll.



How to Request Registration For EnrollSafe

To register you must create an account with EnrollSafe to become verified. Once verified, you may select the method you wish to receive your ACH payments.

Once you've selected the "Register" link at the top of the screen, you will be walked through a series of steps to obtain the information needed to complete registration.



The screenshot shows the EnrollSafe Enrollment Hub interface. At the top, there is a dark purple header with the EnrollSafe logo on the left, the text "EFT ENROLLMENT HUB" in the center, and "Register" and "Login" buttons on the right. The main content area is white and contains the following text:

Welcome to the EnrollSafe Enrollment Hub

The EnrollSafe EFT Enrollment Hub enables you to enroll in electronic funds transfer (EFT) processing for all participating plans in one simple and easy-to-use portal. □

Please register to create an account. Once registration is completed and verified, you will be able to begin your enrollment. If you have already completed enrollment, you can login to access your account detail.

Note: EnrollSafe does not support registration or enrollment from 3rd party billing agencies at this time. The provider must register and submit their enrollment requests directly through the portal.

[View our Help & Support guide](#)

At the bottom of the page, there is a footer with the text "How may we help you: ☎ 877-882-0384 ✉ support@payeehub.org" on the left and "Powered by Zelis" on the right.

EnrollSafe

Please Note: EnrollSafe does not support registration or enrollment from 3rd party billing agencies currently. The provider must register and submit their enrollment requests directly through the portal.

To register you will need Employer Identification Number or Tax Identification Number, provide practice and contact information.

For step-by-step instructions please use the EnrollSafe Help and Support Guide on UniCare's website, UniCareProviderRelations@anthem.com

Payment information

How to expect payment – payment can be made through electronic funds transfer (EFT) or issuance of a paper check.

<https://www.unicaremass.com/providers/reimbursement-resources/electronic-filing/>

How to access EFT payments – Providers can register for EFT and ERA through EnrollSafe.

<https://enrollsafe.payeehub.org/>

Website navigation for the portals pertaining to payments/PSVs.

<https://www.unicaremass.com/providers/availability/>



Additional Resources

Note: Carelon was formerly known as Beacon Health Options

Carelon's Helpful Resources

For instructional assistance with day to day tasks, please visit our library of video tutorials on our How-To Resource page:

<https://www.beaconhealthoptions.com/providers/beacon/important-tools/video-tutorials/>

Please visit UniCare's Network Specific Info page for additional documentation and resources:

<https://www.beaconhealthoptions.com/providers/beacon/network/unicare-state-indemnity-plan/>

Review the UniCare Cheat Sheet for helpful contact numbers

<https://s21151.pcdn.co/wp-content/uploads/UniCare-Tip-Sheet.pdf>

For a list of educational webinars, visit:

<https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/>

Carelon		
Website/ EDI	Questions regarding updating demographics on Provider Portal or ProviderConnect	EDI Helpdesk Monday through Friday, 8 a.m.-6 p.m. ET Phone: 888-247-9311 e-supportservices@beaconhealthoptions.com
Provider Relations	Questions regarding Carelon's network status, contracting, credentialing or appeals	National Provider Services Line Monday through Friday, 8 a.m.-8 p.m. ET Phone: 800-397-1630 provider.relations@beaconhealthoptions.com
Clinical	Requesting inpatient authorizations	Clinical Department – Inpatient Auths 1-800-442-9300

UniCare's Helpful Resources

For assistance with claims submission, provider updates please visit our website, click on the Provider Tab.

UniCareProviderRelations@anthem.com

Please visit UniCare's Network Specific Info page for additional documentation and resources:

<https://www.beaconhealthoptions.com/providers/beacon/network/unicare-state-indemnity-plan/>

Review the UniCare Cheat Sheet for helpful contact numbers

<https://s21151.pcdn.co/wp-content/uploads/UniCare-Tip-Sheet.pdf>

UniCare State Plan		
Website/ EDI	Questions regarding submitting claims electronically.	UniCare's EDI Helpdesk e-Solutions Monday through Friday, 8 a.m.-6 p.m. ET Phone: 800-470-9630
Provider Relations	Questions regarding UniCare's provider network status, contracting, credentialing.	UniCare's Provider Services Line Monday through Friday, 8 a.m.-4:30 ET ET Phone: 800-480-7587 UniCareProviderRelations@anthem.com
Clinical	Requesting inpatient authorizations.	Clinical Department – Inpatient Authorizations 1-800-442-9300