



Provider Enrollment Application

A new, quick, and intuitive way to enroll and become a participating provider with Anthem Blue Cross and Blue Shield (Anthem)



Agenda

- Acronyms
- What is the *Provider Enrollment Application*?
- How to access the application
- Enrollment dashboard
- Enrollment process
- Whom do I contact?

Acronyms

- CAQH — Council for Affordable Quality Healthcare
- DPE — Digital Provider Enrollment
- PE — Provider Experience

Submit an enrollment application online

Digital provider enrollment is a way to enroll to become a participating provider with Anthem to serve Medicaid and Medicare Advantage members. The tool is hosted in the Availity Portal and uses CAQH ProView[®] to extract data from the provider's CAQH profile.

Who can use this tool?

Professional providers whose organizations do not have a credentialing delegation agreement with Anthem.

Note: Providers who submit via roster or have delegated agreements will continue to use the process in place.

Submit an enrollment application online

How can this new tool be used?

- Add new providers to an already existing group.
- Apply and request a contract.
- Enroll a group of new providers.
- Use a dashboard for real time status on the submitted applications.
- Create streamlined complete data submission.

Note: For any changes to your practice profile and demographics, continue to use the online [Provider Maintenance Form](#).

Currently, **ancillary** and **facility** providers are the only excluded provider types. These providers should continue to use the current enrollment process.

General rules for submitting an application

If the provider has a CAQH profile (PMPs and specialists):

- Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
- Ensure the CAQH ProView profile is attested, and Anthem is authorized to access.

The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **Primary specialty is mandatory.** The primary specialty is the specialty which will be listed in the directory.

New profiles will remain in *Profile Data Submitted* status until CAQH has approved the profile.

General rules for submitting an application (cont.)

For help, visit: [CAQH ProView for Providers and Practice Managers](#).

The organization must be registered with Availity* and have an Availity login ID under the organization. The Availity user ID should be assigned the role of *Provider Enrollment*.

Before you get started

1. Register your organization on <https://www.availity.com>:
 - Create your personal user account under your organization within Availity:
 - Under *More*, select **Add User** or **Maintain User**.
 - Assign the user the role of **Provider Enrollment**.
2. Update your CAQH profile and complete the following:
 - Review and attest your CAQH profile.
 - Ensure Anthem is authorized to view your CAQH data.
 - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
 - Under **Payer Spaces**, select the **Anthem logo**, then select **Applications** and **Provider Enrollment**.

Roles for [redacted]

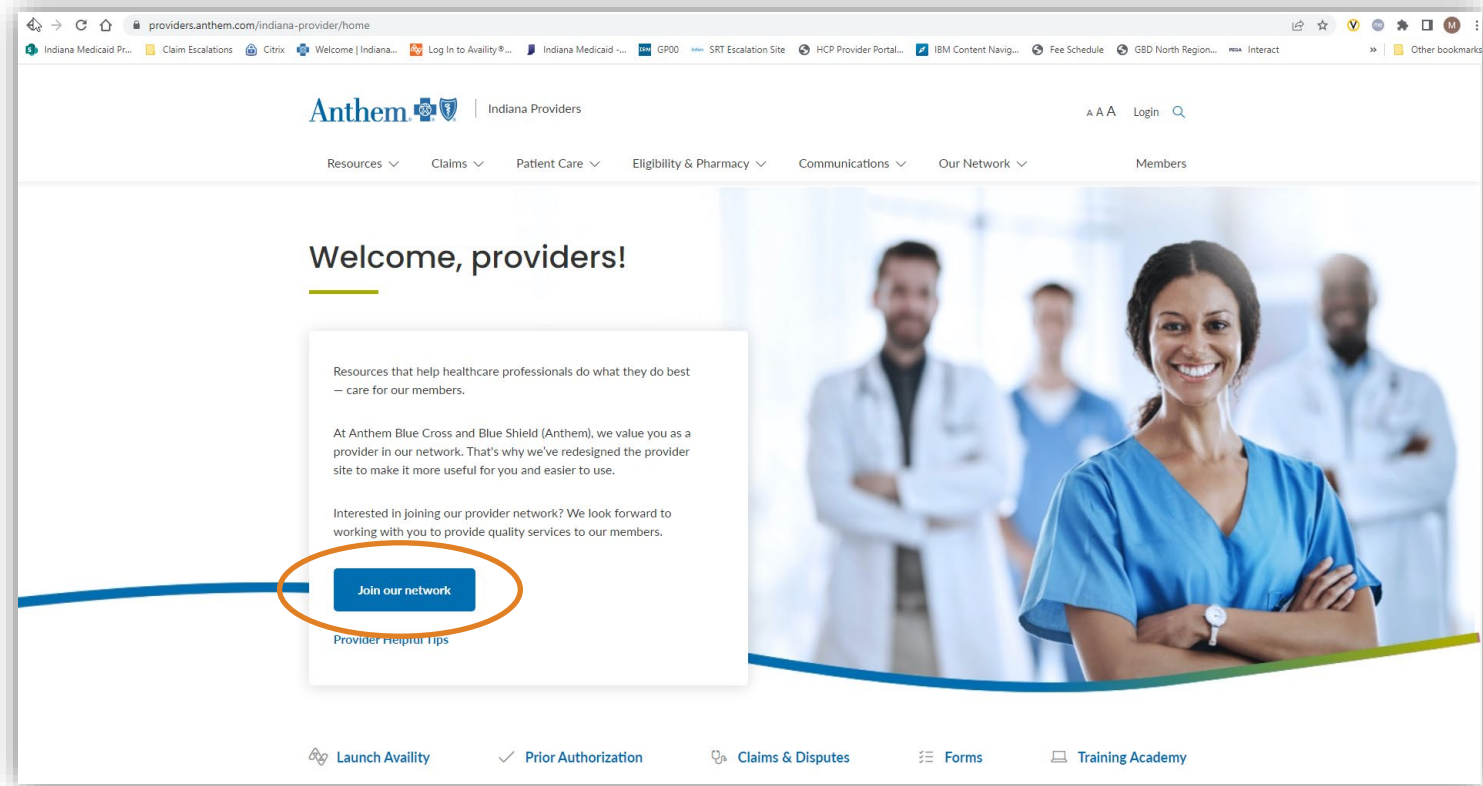
Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)
User Roles	
<input checked="" type="checkbox"/>	Base Role
<input type="checkbox"/>	Authorization and Referral Inquiry
<input type="checkbox"/>	Authorization and Referral Request
<input type="checkbox"/>	Claim Status
<input type="checkbox"/>	Claims
<input type="checkbox"/>	Clinician
<input type="checkbox"/>	EDI Management
<input type="checkbox"/>	Eligibility and Benefits
<input type="checkbox"/>	Express Entry
<input type="checkbox"/>	Medical Staff
<input type="checkbox"/>	New Eligibility and Benefits
<input type="checkbox"/>	Office Staff
<input type="checkbox"/>	Physician
<input type="checkbox"/>	Provider Data Management
<input type="checkbox"/>	Provider Enrollment
<input type="checkbox"/>	Provider Enrollment and Contracting

Where is the application located?

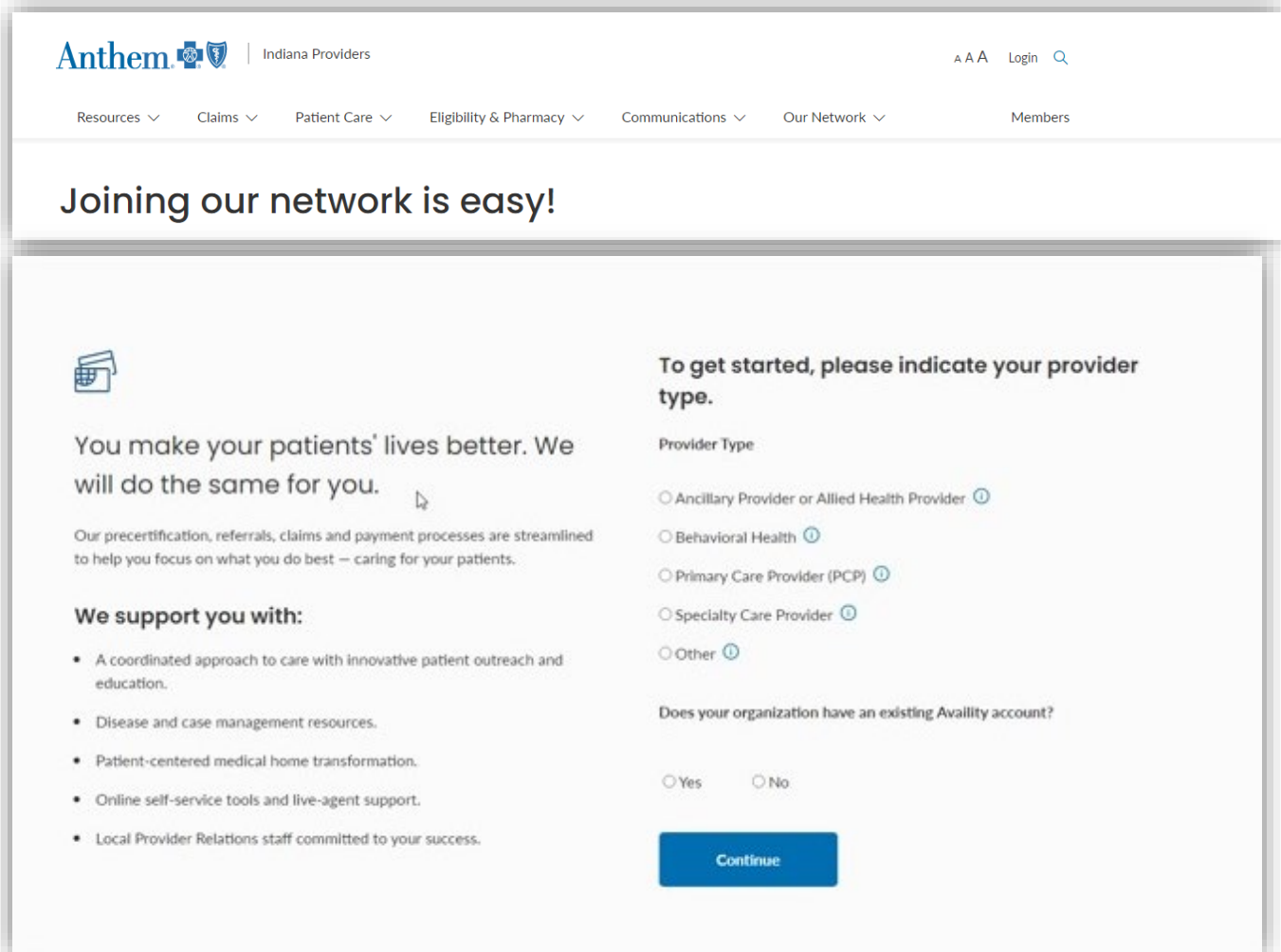
Follow the steps below to access the enrollment application:

Navigate to <https://providers.anthem.com/in>. Select **Join our network**.



Where is the application located?

Click on **Join the Anthem Network.**




The screenshot shows the top navigation bar of the Anthem Indiana Providers website. The header includes the Anthem logo, 'Indiana Providers', and links for 'Resources', 'Claims', 'Patient Care', 'Eligibility & Pharmacy', 'Communications', 'Our Network', and 'Members'. A search icon and 'Login' link are also present. The main content area features a heading 'Joining our network is easy!' and a form titled 'To get started, please indicate your provider type.' The form includes a 'Provider Type' section with radio button options: 'Ancillary Provider or Allied Health Provider', 'Behavioral Health', 'Primary Care Provider (PCP)', 'Specialty Care Provider', and 'Other'. Below this is a question 'Does your organization have an existing Avallity account?' with 'Yes' and 'No' radio button options. A blue 'Continue' button is at the bottom of the form.

Anthem | Indiana Providers A A A Login

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

Joining our network is easy!

 You make your patients' lives better. We will do the same for you.

Our precertification, referrals, claims and payment processes are streamlined to help you focus on what you do best – caring for your patients.

We support you with:

- A coordinated approach to care with innovative patient outreach and education.
- Disease and case management resources.
- Patient-centered medical home transformation.
- Online self-service tools and live-agent support.
- Local Provider Relations staff committed to your success.

To get started, please indicate your provider type.

Provider Type

Ancillary Provider or Allied Health Provider

Behavioral Health

Primary Care Provider (PCP)

Specialty Care Provider

Other

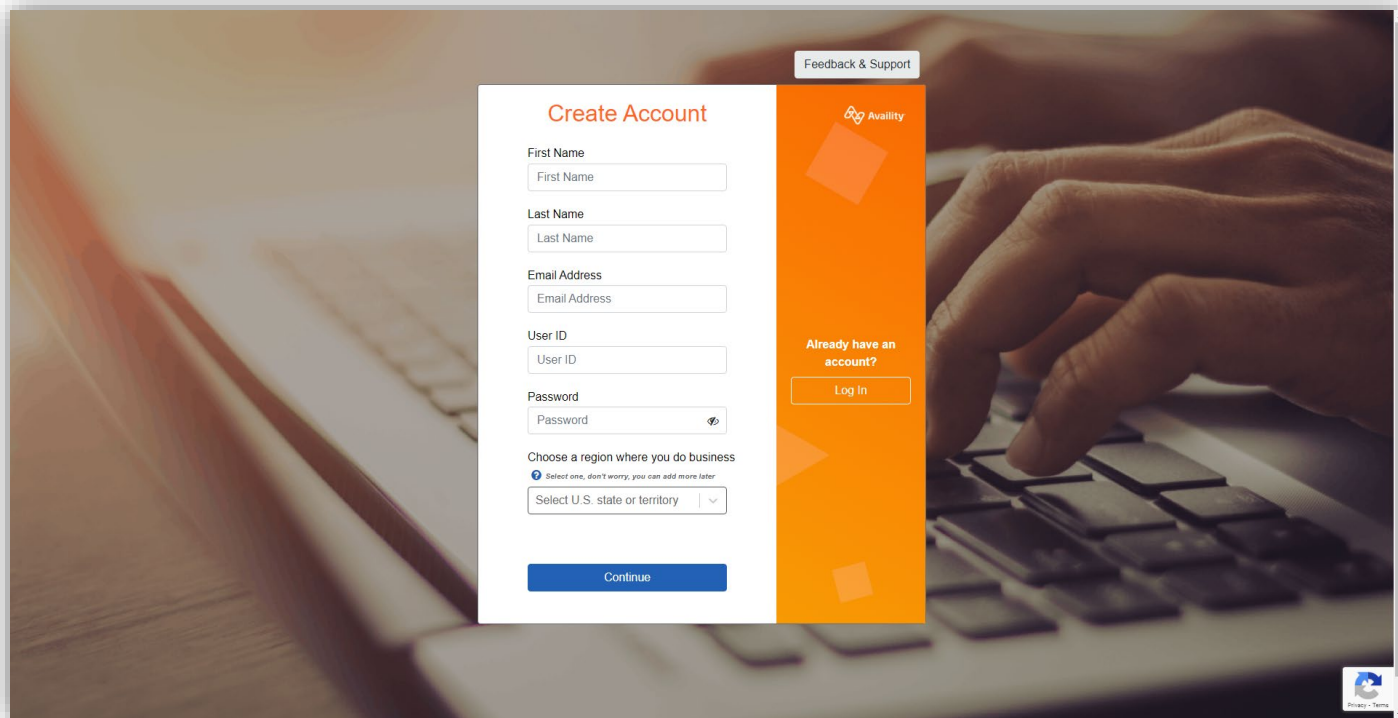
Does your organization have an existing Avallity account?

Yes No

Continue

Where is the application located? (cont.)

- If the answer to the *Availity* question is *no*, create an *Availity* account.



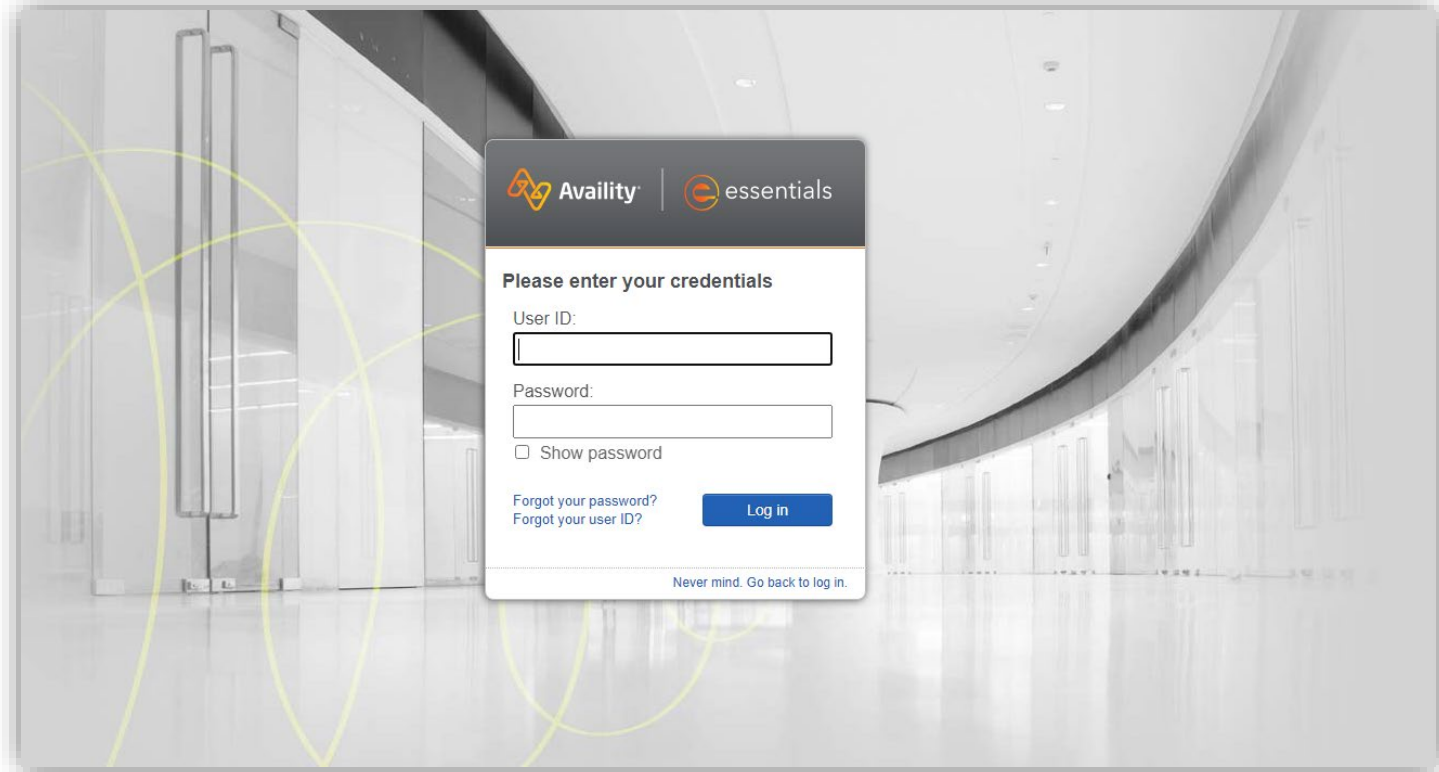
The screenshot displays the 'Create Account' form on the Availity website. The form is overlaid on a background image of hands typing on a laptop keyboard. At the top right of the form area, there is a 'Feedback & Support' link. The form itself is titled 'Create Account' and includes the following fields and options:

- First Name:** A text input field.
- Last Name:** A text input field.
- Email Address:** A text input field.
- User ID:** A text input field.
- Password:** A text input field with a visibility toggle icon.
- Choose a region where you do business:** A dropdown menu with the text 'Select one, don't worry, you can add more later' and 'Select U.S. state or territory'.

At the bottom of the form is a blue 'Continue' button. To the right of the form, there is an orange vertical sidebar with the Availity logo at the top, the text 'Already have an account?' and a 'Log In' button. In the bottom right corner of the overall image, there is a small 'Privacy - Terms' link.

Where is the application located? (cont.)

- If the answer to the Availity question is yes, login to your Availity account.



Where is the application located? (cont.)

- Click on **Payer Spaces**.

The screenshot displays the Avality Essentials PRO web application interface. The top navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. The 'Payer Spaces' menu item is circled in orange. Below the navigation bar, there is a large banner for 'Premium revenue cycle management' with a 'Learn More' button. To the right, there is a 'Question of the Week' section with a 'Take a two-question survey' button. The 'Notification Center' shows 'You have no notifications.'

Where is the application located? (cont.)

- Click on the Anthem logo.

The screenshot shows a web application interface with a dark header. The header contains navigation links: "Patient Registration", "Claims & Payments", "Payer Spaces", and "More". A "Keyword Search" field is located in the top right corner. The main content area features a large banner with the text "Premium revenue cycle" and "Integrated and standard". Below the banner, there is a grid of logos for various dental payers: Anthem BC Dental, Anthem BCBS Dental, Anthem BCBS Medical, Anthem Jointly Administered Arrangement Transactions, Empire BCBS Dental, Golden West Dental, and UNICARE. The Anthem BCBS Medical logo is circled in orange. Below the grid, there are logos for "Avality" and "essentials PRO". To the right of the main content, there is a promotional card with the text "Looking to submit batch transactions? Want access to thousands of payers?" and a button that says "Learn about EDI Clearinghouse". Below this card, there is a "Question of the Week" section with the text "What makes a payer easy to work with?" and a button that says "Take a two-question survey". At the bottom left, there is a "Notification Center" section with the text "You have no notifications." and a "My Top Applications" section with a button that says "EB".

Where is the application located? (cont.)

- Select **Applications**, then **Provider Enrollment**.

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (with a '1' badge), My Favorites, and a dropdown menu for Virginia. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area features a blue banner with the text: "Welcome Anthem BlueCross BlueShield providers. Looking for your Anthem BlueCross BlueShield Resources? They have moved to the resources tab below." Below the banner is a large image of a smiling female doctor holding a tablet. Underneath the image is a horizontal menu with three tabs: "Applications" (circled in orange), "Resources", and "News and Announcements". To the right of the menu is a "Sort by" dropdown set to "A-Z". Below the menu are three card-style options, each with a heart icon: "Precertification Look Up Tool" (with a description: "Check if preauthorization is required for your Medicaid or Medicare patients."), "Provider Enrollment" (circled in orange, with a description: "Submit an online request to join our provider network."), and "Provider Online Reporting" (with a description: "Provider Online Reporting").

Enrollment dashboard

My Dashboard is the place to track your submission.

Select **Begin new application** to start the enrollment process.

The left-hand navigation options allow providers to find their applications and check their status.

The screenshot displays the Avallity enrollment dashboard. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, and a location dropdown for Virginia. Below this is a secondary menu with Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area features a 'My Dashboard' widget with a monitor icon and '80 Total Applications'. Below this is a 'Search my applications' section with instructions. A 'Begin new application +' button is prominently displayed. The dashboard lists two applications: 'Henricks O'Connor' (Application ID: PR-2281) and 'Eric Jones' (Application ID: PR-2246). Both are marked as 'Submitted' or 'Ready to See Members' with green checkmarks and dates. The left-hand navigation menu includes 'Recent Applications', 'Incomplete Applications', and 'Submitted Applications'.

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

Real time status updates of your applications.

Begin the enrollment process

Select your information below to confirm your ability to continue:

Which organization is this for? [?](#)

Select Organization

What is the tax ID for this? [?](#)

Choose Tax ID

What type of provider are you?

Provider Type

- Provider Type
- Ancillary Provider or Allied Health Provider
- Behavioral Health
- Primary Care Provider (PCP)
- Specialty Care Provider
- Non-Credentialed Provider**


Select the organization name.

Select the tax ID.

Select the provider type. This will direct the provider to the correct enrollment experience.

Ancillary providers will be directed to the provider website for instructions.

Notification [Return to dashboard](#)

 We are still working on this digital experience for the selection you made. Please use the existing application to enroll as a provider with Anthem

[Use Existing Application](#)

What would you like to do?

Select to add providers to an existing group.

Select to create a new provider group and receive a contract.

The screenshot shows a web form with the title "What would you like to do?" and a link "Return to dashboard" in the top right corner. Below the title is a horizontal line. There are two radio button options: "Join an existing group" with the subtext "An existing group that is already participating with an existing group contract." and "Create a new provider group" with the subtext "Enroll a new group of providers wanting to participate under a new group contract." At the bottom of the form is a grey button labeled "Begin New Application".

What would you like to do? [Return to dashboard](#)

Join an existing group
An existing group that is already participating with an existing group contract.

Create a new provider group
Enroll a new group of providers wanting to participate under a new group contract.

Begin New Application

Step 1: getting started: group information

My Dashboard
128 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will enter required information for the new group that your providers want to join.

- Group Information
- Provider Information**
- Address Information
- Network Selections
- Review All Information

Step One: Group Information

Please enter your group information to help identify the creation of the new provider group.

Group/Legal Entity Name

Doing Business As (DBA) Name

Group NPI (Type 2) Group Tax ID

Group Website

[Move to Provider Information](#)

Provide group information when you are adding a provider to an existing group or enrolling a new provider group.

Step 1: getting started: provider information

My Dashboard
125 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Join an existing group

In this step, you will begin to add the providers. We'll be collecting information already captured in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- Group Information
- Provider Information**
 - Select Providers
 - Review CAQH Information
- Address Information

Warning: You must select one or more providers before assigning them to your existing group.

Step Two: Provider Information

How many providers will you be adding to your existing group?

2

Provider 1 - Eric Jones [Remove X]

CAQH Number	Individual NPI (Type 1)	Clear Provider
16000507	1234567890	
Anticipated Hire Date	--	

Provider [Remove X]

CAQH Number	Individual NPI (Type 1)	Find Provider
		I don't have a CAQH Number
Anticipated Hire Date		
MM/DD/YYYY		

Select the number of providers to enroll.

Select **Find Provider** — This pulls data from CAQH.

Enter the CAQH and NPI number for the provider.

Providers must have an attested CAQH profile and have authorized Anthem to access their data.

Step 1: getting started: CAQH information

The application pulls data from the provider's CAQH profile:

- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.

Getting Started
Create a new provider group

In this step, you will begin to add the providers. There will be collecting information already prepared in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- ✓ Group Information
- ✎ **Provider Information**
- ✓ Select Providers
- ✓ Review CAQH Information
- ✕ Address Information
- ✕ Network Selections
- ✕ Review All Information

Step Two: Provider Information

Eric Jones

NPI Number	CAQH Number
1912342288	16000505

Personal Information

Professional Title

Provider's Race/Ethnicity [Why include this?](#)
Asian

Gender [Why include this?](#)
Male

Date of Birth
04/04/1966

Non-English Languages Spoken by the Provider [+](#)
Chinese
[Remove](#)

[+ Add Another Language](#)

Specialist Panel Information

Panel Status
 New patients (open) Current patients only

Age Limitations (optional)

Minimum Maximum
Minimum Age Maximum Age

Panel Size (optional)

Step 1: getting started: address information

The screenshot shows a web application interface. At the top, there is a navigation bar with 'My Dashboard' (13 Total Applications) and three steps: '1 Getting Started', '2 Additional Information', and '3 Application Completion'. The 'Getting Started' section is active. On the left, a sidebar contains a progress indicator with four items: 'Group Information' (checked), 'Provider Information' (checked), 'Address Information' (highlighted with a red box and a pencil icon), and 'Network Selections' (with an 'X' icon). The main content area is titled 'Step Three: Provider Addresses'. It contains the text: 'Please identify the **Primary Practice Address** by selecting it from the list of addresses found in CAQH. If the address is not listed, you will be able to enter it manually.' Below this text are two radio button options: the first is selected and labeled '123 MAIN ST, Indianapolis, IN 46001' with a 'Phone Number (773) 778-7989' to its right; the second is unselected and labeled 'Address not found? Enter it manually.'. A green button labeled 'Move to Billing/Remittance' is positioned below the options. At the bottom of the main content area, there are links for 'Return to dashboard' and 'Terms of Use'.

This step captures all the address information and contacts.

We are collecting the:

- Primary practice address.
- Billing/remittance address and contact.
- Office manager contact.

Choose an address/contact or add a new one (if needed).

Step 1: getting started: network selections

The screenshot shows a web application interface for 'Getting Started'. At the top, there is a navigation bar with 'My Dashboard' (99 Total Applications) and three steps: '1 Getting Started', '2 Additional Information', and '3 Application Completion'. The main content area is titled 'Getting Started' and 'Create a new provider group'. It includes a sub-header 'Step Four: Network Selections' and a list of four networks with checkboxes: 'Network 1', 'Network 2', 'Network 3', and 'Network 4'. A 'Review All Information' button is located below the list. At the bottom, there are links for 'Return to dashboard' and 'Terms of Use'. On the left side, a vertical progress indicator shows five steps: 'Group Information', 'Provider Information', 'Address Information', 'Network Selections' (highlighted with a pencil icon), and 'Review All Information' (highlighted with an 'X' icon).

My Dashboard
99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will see the available network(s) for your contract. These network selections are based on the information you have provided.

- ✓ Group Information
- ✓ Provider Information
- ✓ Address Information
- Network Selections
- ✗ Review All Information

Step Four: Network Selections

To become a participating provider, select one or more networks to join.

- Network 1
- Network 2
- Network 3
- Network 4

[Review All Information](#)

[Return to dashboard](#) | [Terms of Use](#)

Providers who need contracts may be prompted to select the provider networks in which they will participate.

The network selections will reflect the products available in the state to which they are applying.

Step 1: getting started: review all information

My Dashboard
99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you are reviewing all group and provider information added. Please review the information to make sure it is accurate prior to submitting.

- Group Information
- Provider Information
- Address Information
- Network Selections
- Review All Information

Step Five: Review All Information

Group Information [Edit](#)

Group Name
test group

Group NPI
1356343610

Group Tax ID
111111111

Added providers [Edit](#)

Eric Jones

Address Information [Edit](#)

Primary Practice

Address
1201 BROAD ROCK BLVD, RICHMOND, VA 23249

Email Address

Phone Number
(344) 334-3436

Review the data and select any of the *Edit* buttons to edit the data.

Step 2: additional information: documents required

My Dashboard
158 Total Applications

1 Getting Started **2 Additional Information** 3 Application Completion

Additional Information

Create a new provider group

In this step, you will review all required documents for each provider. Some documents have been pulled from their CAQH profile. Please make sure all required documents have been uploaded.

- Documents Required
- Hospital Affiliations
- Service Locations
- Contract Signer

Eric Jones 1 Document(s) Needed

Group Name 1 Document(s) Needed

W-9

Drop file here or [Upload a file](#)

Move to Hospital Affiliations

- In step two, documents and additional information are collected:
- The application will automatically pull required documents from CAQH if available.
- Documents are collected at the provider and group level.
- Drag and drop files or use the upload feature to add documents to the application.

Step 2: additional information: hospital affiliations

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard 157 Total Applications', '1 Getting Started', '2 Additional Information', and '3 Application Completion'. The main content area is divided into two columns. The left column, titled 'Additional Information', contains a section 'Create a new provider group' with instructions: 'In this step, you can assign the hospitals where the provider is affiliated.' Below this is a vertical list of items: 'Documents Required' (with a green checkmark), 'Hospital Affiliations' (with a pencil icon and a blue box around it), 'Service Locations' (with a grey X), and 'Contract Signer' (with a grey X). The right column, titled 'Step Two: Hospital Affiliations', features a header for 'Eric Jones' with a blue background. Below this is a table with two columns: 'NPI Number' (1912342288) and 'CAQH Number' (16000505). The section is divided into three parts: 'Primary Hospital Affiliations' with a dropdown menu showing 'Arizona State Hospital'; 'Other Current Affiliations' with a dropdown menu showing 'Andalusia Regional Hospital'; and 'Previous Affiliations' with a dropdown menu showing 'Benson Hospital'. At the bottom of the right column is a green button labeled 'Move to Service Locations'.

Review each provider's hospital affiliation information and provide any missing information.

Step 2: additional information: service locations

The screenshot displays a web application interface with a navigation bar at the top containing 'My Dashboard' (158 Total Applications), '1 Getting Started', '2 Additional Information' (the active step), and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, a paragraph states: 'In this step, you can assign the service locations where the provider will be practicing.' A vertical progress indicator on the left shows four steps: 'Documents Required' (checked), 'Hospital Affiliations' (checked), 'Service Locations' (active, highlighted with a blue box), and 'Contract Signer' (marked with an 'X'). The 'Service Locations' section contains three radio buttons: 'Select Addresses' (selected), 'Review Information', and 'Assign Providers'. The main content area features a red informational banner: 'All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.' Below this is the heading 'Step Three: Service Locations' and a list of two addresses, each with a checked checkbox and a 'Group Primary' button: '1300 MASTERS CT, CHESAPEAKE, VA 23320' and '1970 ROANOKE BLVD, Chesape...'. A green button labeled 'Move to Review Information' is positioned below the list. At the bottom of the main content area, there are links for 'Return to dashboard' and 'Terms of Use'.

There are three steps within *Service Locations*:

- Select the actual addresses where providers practice.
- Review information for each location to ensure the accuracy of data.
- Assign providers to those service locations.

Step 2: additional information: contract signer

The screenshot shows a web application interface with a navigation bar at the top. The navigation bar includes 'My Dashboard' (9 Total Applications), '1 Getting Started', '2 Additional Information' (the current step), and '3 Application Completion'. The main content area is titled 'Step Four: Contract Signer'. On the left, there is a sidebar with a progress indicator showing four steps: 'Upload Documents', 'Hospital Affiliations', 'Service Locations', and 'Contract Signer'. The 'Contract Signer' step is highlighted with a blue box. The main content area contains a form with the following sections:

- Authorized Contract Signer Details:** A section with a heading and a note: 'Please provide the name and address for the individual authorized to sign the contract. The authorized signature must be that of Provider or an authorized representative of Provider.' It includes fields for 'First Name', 'Last Name', 'Job Title', 'Email Address', and 'Confirm Email Address'. A blue arrow points to the 'Last Name' field.
- Signatory Address:** A section with three radio button options: 'Primary Practice Address' (123 MAIN ST, Indianapolis, IN 46001), 'Billing/Remittance Address' (120 Virginia Ave, Indianapolis, IN 46020), and 'Add Address'. A blue arrow points to the 'Billing/Remittance Address' option.

Supply the name and information for the person authorized to sign the contract when enrolling a new solo provider or provider group.

Choose the address for the signatory or enter a new one.

Step 3: completion

1 Getting Started Completed 00/00/0000 2 Additional Information Completed 00/00/0000 3 Completion Review Completed Information

Application Completion

Join an existing group

We have received all your information and will begin the review process. Check your dashboard for updates on the progress of your application. Thank you!

Application Completion

Go to dashboard

Group Name		Group Application ID
Renee Wilson		GR-8063
CAQH Number	NPI Number	Application ID
16032572	123456789	PR-10375
Provider Type	Anticipated Hire Date	
Specialist		

This is the final step of the application process:

- Each provider will have an **application ID**.
- The application ID allows the provider to view the status on each individual application.

Application ID
PR-10375

To check the status of your application:
Select the **Go to dashboard** button to go back to the dashboard and **view the application status**. You will need the **application ID** to check your status.

Checking provider enrollment status from *My Dashboard*

The screenshot shows the Avallity My Dashboard interface. The top navigation bar includes Avallity, Home, Notifications (1), My Favorites, Virginia, and Help & Training. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area is titled "My Dashboard" with "80 Total Applications". On the left, there are four filter tabs: "Search my applications" (selected), "Recent Applications", "Incomplete Applications", and "Submitted Applications". The main content area features a "Begin new application +" button and a table of applications. Two applications are highlighted with yellow boxes: "Henricks O'Connor" (Application ID: PR-2281) with a "Submitted" status (11/02/2018) and "Eric Jones" (Application ID: PR-2246) with a "Ready to See Members" status (11/01/2018).

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

Before you are ready to see Anthem members

1. You must complete the *Provider Enrollment Application*;
2. You must pass credentialing if applicable to your specialty type;
 - Refer to the [Credentialing Program Summary Guide](#) for providers that require credentialing.

OR

- Go to <https://providers.anthem.com/in> > Resources > Provider manuals and guides > *Credentialing Program Summary Guide*.

AND

3. You must have a fully executed contract:
 - The contract is not valid until signed by provider and Anthem and the provider has met credentialing requirements.
 - You will receive a *Welcome Letter* that includes your contract **effective date**, and this is when you may start seeing members and submitting claims.

Troubleshooting tips

When working in the application, you may run into technical issues or questions. These quick tips will help you navigate this new platform by addressing some of the commonly asked questions:

- **If you see an error messages when adding provider information, ensure:**
 - A **primary specialty** has been selected in CAQH ProView.
 - The provider's CAQH ProView profile has been **attested**.
 - The provider's CAQH ProView profile has **designated Anthem** as an authorized user.
 - The provider's CAQH profile is in an **Initial Profile Complete status**. If the profile is new, CAQH reviews the profile before moving it to Initial Profile Complete status.
 - **All documentation has been uploaded** in CAQH.

If the system is down, you will receive a *System Not Available* message. Your application will be saved, but you will need to finish at a later time. If you experience issues with Availity organization registration, call Availity support at **800-282-4548 (800-AVAILITY)** or visit the Contact Us page on the [Availity Portal](#).

Troubleshooting tips (cont.)

For CAQH issues:

- If you see error messages after you select **Find Provider**, check if there is a primary specialty chosen in CAQH or if the primary specialty information is incomplete:
 - The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
 - *Profile Data Submitted* status is shown when a new profile has been created and submitted to CAQH, but the profile has not been approved by CAQH.



The screenshot displays a table titled "PROVIDER SEARCH RESULTS" with a "Refine Search" link in the top right corner. The table has five columns: "Provider Name", "Birth Date", "Primary Practice State", "Roster Status", and "Provider Status". A single row of data is shown, representing a provider named Joe Smith, born on 07/23/1969, practicing in TN, with an Active roster status, and a Provider Status of Profile Data Submitted.

Provider Name	Birth Date	Primary Practice State	Roster Status	Provider Status
Joe Smith	07/23/1969	TN	Active	Profile Data Submitted

Questions

For eligibility and benefits questions:

- Check eligibility and benefits online through the [Availity](#) portal
- **Chat** — via [Availity](#) > Payer Spaces > Applications > Chat with Payer
- Call Provider Customer Service at:
 - Hoosier Healthwise: **866-408-6132**
 - Hoosier Care Connect: **844-284-1798**
 - Healthy Indiana Plan (HIP): **844-533-1995**

For claims questions:

- Check claim status online through the [Availity](#) portal
- **Chat** — via [Availity](#) > Payer Spaces > Applications > Chat with Payer Call Provider
- Call Provider Customer Service at:
 - Hoosier Healthwise: **866-408-6132**
 - Hoosier Care Connect: **844-284-1798**
 - HIP: **844-533-1995**

Digital Provider Experience webinar schedule

All webinars start at noon Eastern time and is hosted by Provider Experience.

Begins May 10, 2022, and will continue every Tuesday and Thursday until October 2022.

To RSVP — Email anthemINGBDNetworkrelations@anthem.com:

- In the subject line, include *DPE webinar*, date, and time.
- In the body of the email, include the name and email address of all attendees.

Provider Experience physical health zone map

Physical health Provider Experience managers

Zone 1/Beacon Health Systems

Jessi Earls
 Jessica.Wilkerson-Earls@anthem.com
 317-452-2568

Zone 2/Ascension St. Vincent

Angelique Jones
 Angelique.Jones@anthem.com
 317-619-9241

Zone 3

Jamaal Wade
 Jamaal.WadeSr@anthem.com
 317-409-7209

Zone 4/Deaconess

Jonathan Hedrick
 Jonathan.Hedrick@anthem.com
 317-601-9474

Zone 5/Parkview

David Tudor
 David.Tudor@anthem.com
 317-447-7008

Zone 6/IU Health; St. Joseph Regional Medical Health Center; Home Health and Hospice

Matt Swingendorf
 Matthew.Swingendorf@anthem.com
 317-306-0077

Zone 7/Baptist Health

Sophia Brown
 Sophia.Brown@anthem.com
 317-775-9528

Zone 8/Eskenazi

Marvin Davis
 Marvin.Davis@anthem.com
 317-501-7251

Zone 9/Out-of-state providers, Franciscan, Community Health Network

Nicole Bouye
 Nicole.Bouye@anthem.com
 317-517-8862



https://providers.anthem.com/doc/gpp/IN_CAID_PU_NetworkRelationsMap.pdf?v=202110061311

Provider Experience behavioral health subject matter experts

Statewide behavioral health (BH) subject matter experts (SME)

Acute hospitals

Tish Jones, Provider Experience Manager
Latisha.Willoughby@anthem.com
317-617-9481

Community mental health centers/federally qualified health centers/rural health clinics

Matthew McGarry, Provider Experience Manager
Matthew.McGarry@anthem.com
463-202-3579

Substance use disorder (SUD)/Opioid treatment program (OTP)

Alisa Phillips, Provider Experience Manager, Sr.
Alisa.Phillips@anthem.com
317-618-2170

SME – SUD/OTP

Michele Weaver, Provider Experience Manager
Michele.Weaver@anthem.com
317-601-3031

Solo BH and applied behavior analysis providers

Zones 1, 2, 5, 6

Ashley Holmes
Ashley.Holmes@anthem.com
317-315-0623

Zones 3, 4, 7, 8

Whit'ney McTush
Whitney.McTush@anthem.com
317-519-1089





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and Hoosier Care Connect

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