# Healthy Blue

# **Provider enrollment application**

A new, quick and intuitive way to enroll and become a participating provider with Healthy Blue

# Submit an enrollment application online

Digital provider enrollment is a way to enroll to become a participating provider with Healthy Blue to serve Medicaid members. The tool is hosted in the Availity Portal.* It uses Council for Affordable Quality Healthcare, Inc. (CAQH) ProView® to extract data from the provider's CAQH profile.

**You can use the application to:**
- Add new providers to an existing participating group.
- Contract and enroll as a new individual provider or group of providers.

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

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# General rules for submitting an application

If the provider has a CAQH profile (PCPs and specialists):
- Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
- Ensure the CAQH ProView profile is attested and Healthy Blue 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 that 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*.
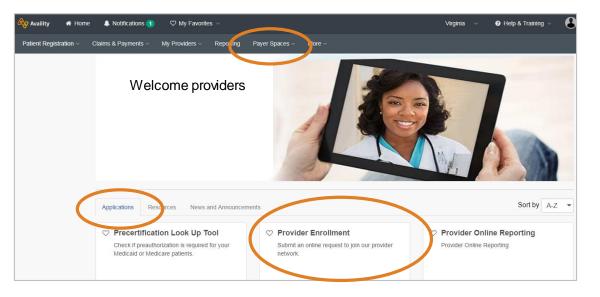
# Before you get started

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 Healthy Blue is authorized to view your CAQH data.
   - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
   - Under *Payer Spaces,* select the **Healthy Blue logo**, then select **Applications** and **Provider Enrollment**.

Roles for

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

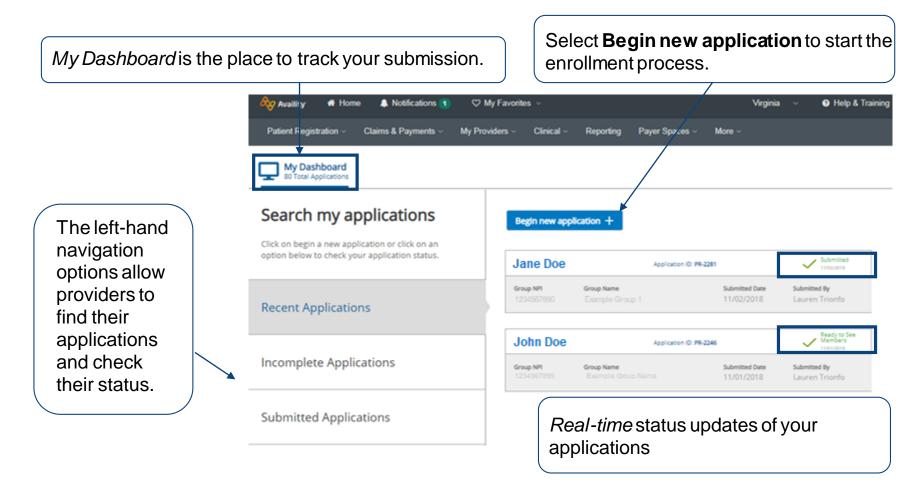| | Role(s) |
|---|---|
| **User Roles** | |
| ☑ | Base Role |
| ☐ | Authorization and Referral Inquiry |
| ☐ | Authorization and Referral Request |
| ☐ | Claim Status |
| ☐ | Claims |
| ☐ | Clinician |
| ☐ | EDI Management |
| ☐ | Eligibility and Benefits |
| ☐ | Express Entry |
| ☐ | Medical Staff |
| ☐ | New Eligibility and Benefits |
| ☐ | Office Staff |
| ☐ | Physician |
| ☐ | Provider Data Management |
| ☐ | Provider Enrollment |
| ☐ | Provider Enrollment and Contracting |

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# Enroll through the Availity Portal

- The enrollment application is located on the Availity Portal:
- Navigate to **https://www.availity.com**.
- After logging in, select Payer Spaces.
- Select the Healthy Blue logo.
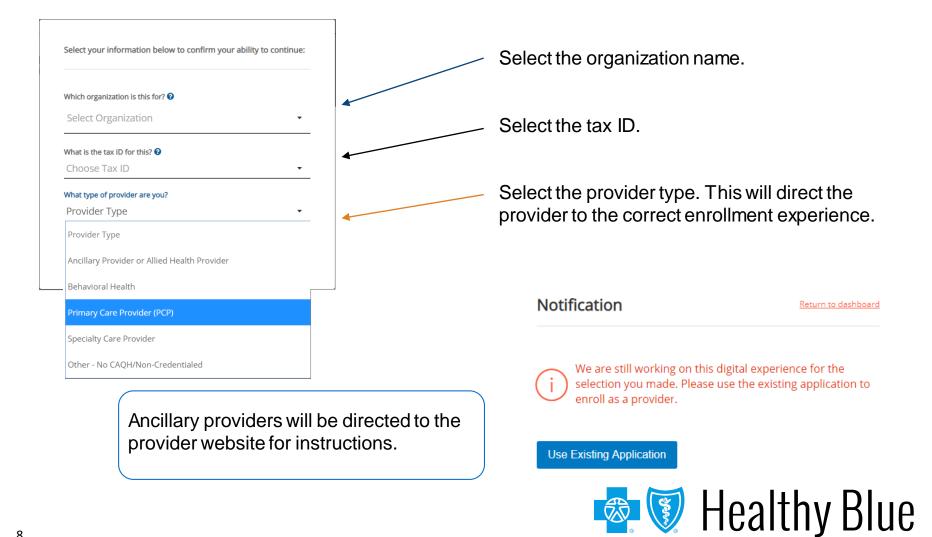- Select Applications, then Provider Enrollment.

# Enrollment dashboard

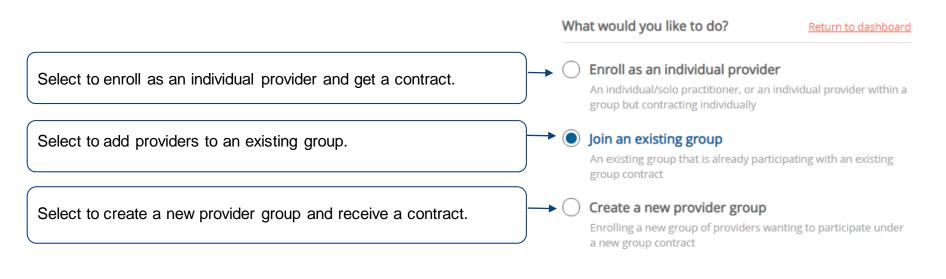*My Dashboard* is the place to track your submission.

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

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

*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

Other - No CAQH/Non-Credentialed

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.

**Use Existing Application**

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# Choose an application type

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 ▾

Application type ❓

○ Import my CAQH profile

○ Use State Application

Continue    Return to dashboard

Select one of the application types to start the application process.

Import the provider's CAQH data into the application automatically.

Submit the provider's Provider Source data as part of the application.

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# What would you like to do?

Select to enroll as an individual provider and get a contract.

Select to add providers to an existing group.

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

What would you like to do?                    Return to dashboard

○ Enroll as an individual provider
An individual/solo practitioner, or an individual provider within a group but contracting individually

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

○ Create a new provider group
Enrolling a new group of providers wanting to participate under a new group contract

Begin new application

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# The application process

The stage bar indicates where you are in the process.

The navigation bar prompts for the information that is required throughout the application process.

Depending on the application type, these choices will vary.



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**

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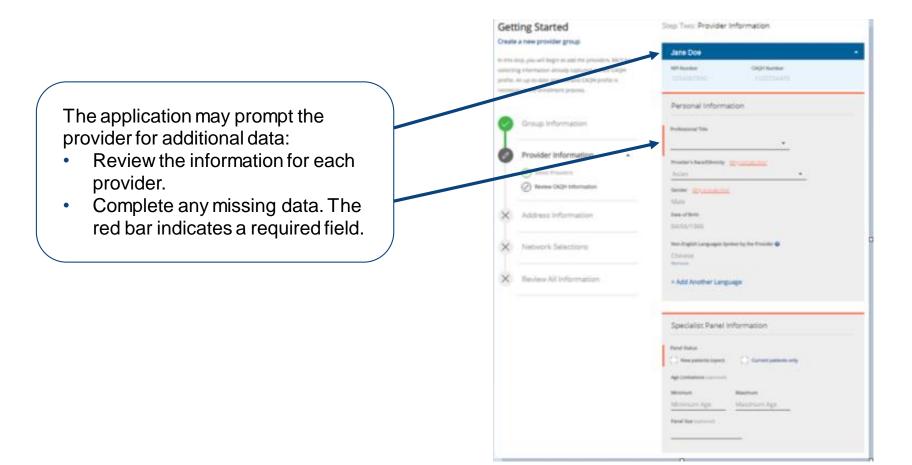# Step 1: getting started — group information



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

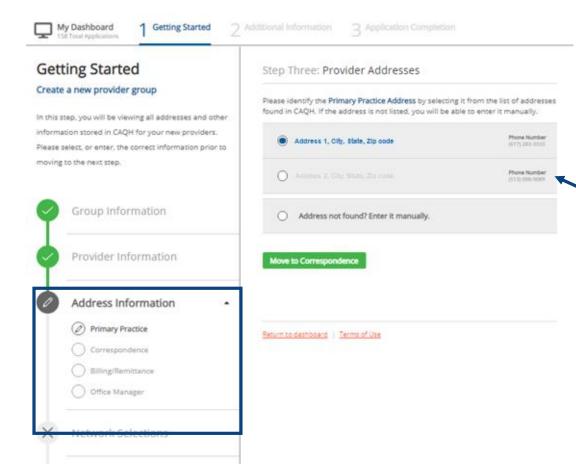# Step 1: getting started — provider information



Select the number of providers to enroll.

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

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

Enter the CAQH and NPI number for the provider.

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# Step 1: getting started — provider information (cont.)

The application may prompt the provider for additional data:
- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.

# Step 1: getting started — address information



If addresses are required, this step captures all the address information and contacts.

We are collecting the:
- Primary practice address.
- Correspondence address.
- Billing/remittance address and contact.
- Office manager contact.

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

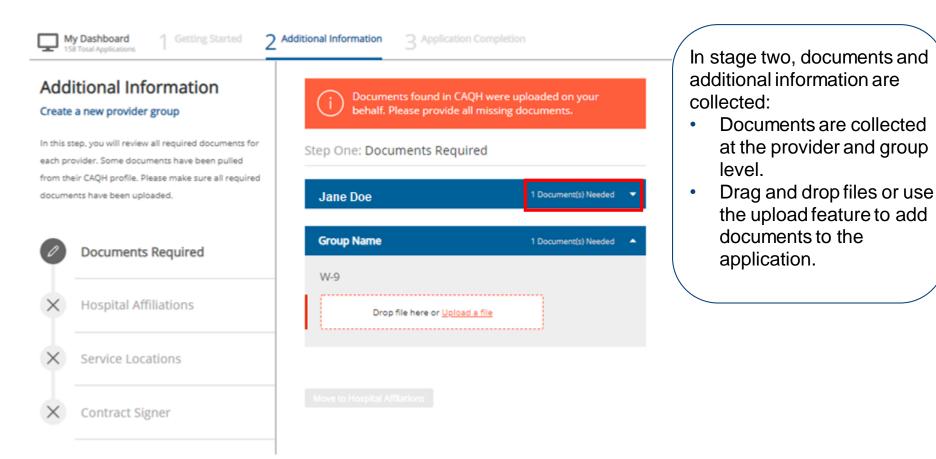# Step 1: getting started — network selections



Some applications require contracts. If prompted, 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



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

# Step 2: additional information — documents required



In stage two, documents and additional information are collected:

- 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



If prompted, review each provider's hospital affiliation information and provide any missing information.

# Step 2: additional information — service locations



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 can assign the service locations where the provider will be practicing.

✓ Documents Required

✓ Hospital Affiliations

Service Locations ▲

⊘ Select Addresses

○ Review Information

○ Assign Providers

✕ Contract Signer

ℹ All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.

Step Three: Service Locations

☑ 1300 MASTERS CT, CHESAPEAKE, VA 23320    Group Primary

☑ 1970 ROANOKE BLVD, Chesape...

Move to Review Information

Return to dashboard | Terms of Use

If prompted, 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.

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# Step 2: additional information — contract signer



Some applications require contracts. If prompted, 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



**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

**Group Name** — Group Application ID GR-8D63

**Jane Doe** — Application ID PR-10375

CAQH Number
1122334455

NPI Number
123456789

Provider Type
Specialist

Anticipated Hire Date

Go to dashboard

**Application ID PR-10375**

This is the final stage 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.

**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.

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# Before you are ready to see members

- You must complete the *Provider Enrollment* application.
- You must pass credentialing if applicable to your specialty type:
  - o For providers that require credentialing, refer to the provider manual available at **https://providers.healthybluela.com**.
- You must have a fully executed contract:
  - o The contract is not valid until signed by provider and Healthy Blue, and the provider has met credentialing requirements.

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# 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 message 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 Healthy Blue** as an authorized user.
  - The provider's CAQH profile is in **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 **1-800-282-4548** (**1-800-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 no primary specialty chosen in CAQH or if the primary specialty information is incomplete:
  - o The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
  - o *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.

PROVIDER SEARCH RESULTS

Refine Search

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

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