Tennessee | Medicaid

Guide to register for and access the Provider Online Reporting application

Wellpoint

Provider Online Reporting overview

- As a provider in the network, you're committed to providing quality, patient-centered care to your patients while also managing medical costs. To support those efforts, our Provider Online Reporting site offers you access to meaningful information that creates the opportunity for your team to effectively manage the health and wellness of your patients.
- The reports and information available through provider Online Reporting can be accessed via the Availity Portal.* Visit **availity.com** to register or login.

Provider Online Reporting overview (cont.)

- Availity is one of the leading health information networks in the country, optimizing information exchange between multiple healthcare stakeholders through a single, secure network. The Availity Portal allows providers to access real-time eligibility, benefits, claims status information, and much more through one secure web portal. The Availity Portal also gives providers the tools they need to drive measurable and meaningful organizational improvements and enjoy the vitality of a healthy business.

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Pop-up blocker blocks Availity and third-party pop-ups

- Pop-ups access from the Availity Portal, such as Availity help topics and third-party websites, might not open if you have a pop-up block activated. Pop-up blockers can be part of your browser or a separate application, such as a third-party browser toolbar or antispyware software.

Note: The following instructions are for Internet Explorer 11, Firefox, and Google Chrome. If you use a separate application other than your browser to control pop-ups, refer to that application's user documentation for assistance.

Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Internet Explorer:

1. Select **Tools > Pop-up Blocker > Pop-up Blocker Settings** in the Internet Explorer menu bar.
2. In the *Pop-up Blocker Settings* dialog box, type the addresses listed on slide 8, one at a time, in the *Address of website to allow* field, selecting **Add** after each address.
3. Select **Close**.

Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Firefox:

1. Select **Tools > Options** in the Firefox menu bar.
2. Select **Content** at the top of the Options dialog box.
3. Is the **Block pop-up windows** checkbox selected?
   - **Yes**, select **Exceptions** and continue to step 4.
   - **No**, Firefox will not block any pop-up windows. Select **OK** to close the dialog box. No further action is necessary.
4. In the *Allowed Sites — Pop-ups* dialog box, type each allowed website address (see list on slide 8) in the *Address of website* field. Select **Allow** after entering each address.
5. Select **Close** in *the Allowed Sites — Pop-ups* dialog box. Select **OK** in the *Options* dialog box

Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Google Chrome:

1. Select to the right of Chrome's address bar and then choose **Settings**.
2. Choose **Show advanced settings** at the bottom of the *Settings* page.
3. Select **Content settings** in the *Privacy* section.
4. In the *Content settings* window, choose the **Manage Exceptions** button in the *Pop-ups* section.
5. In the *Pop-up* exceptions window, type each allowed website address (see list on slide 8) in the *Hostname pattern* column. Select **Allow** in the Behavior column after entering each address.
6. Choose **Done** in the Pop-up exceptions window. Choose **Done** in the Content settings window.

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Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Your pop-up blocker should be configured to allow pop-ups from these websites

- apps.availity.com
- availity.com
- mc.availity.com
- careprescribe.scripttone.com

Note: If you access any third-party websites from the Availity Portal, add those sites as well.

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Availity Portal registration

If your practice does not have access, go to availity.com and select Register at the top right-hand corner.

If your practice has an organization, but you need an account, please contact your practice's Availity administrator to follow these steps:

1. The administrator for the Availity Portal will need to login to availity.com.
2. Select the **More** option from the top menu bar.
3. Select **Maintain Organization** under the *Account Administration* section. Please note: If the administrator is tied to multiple organizations, select the correct organization to proceed.

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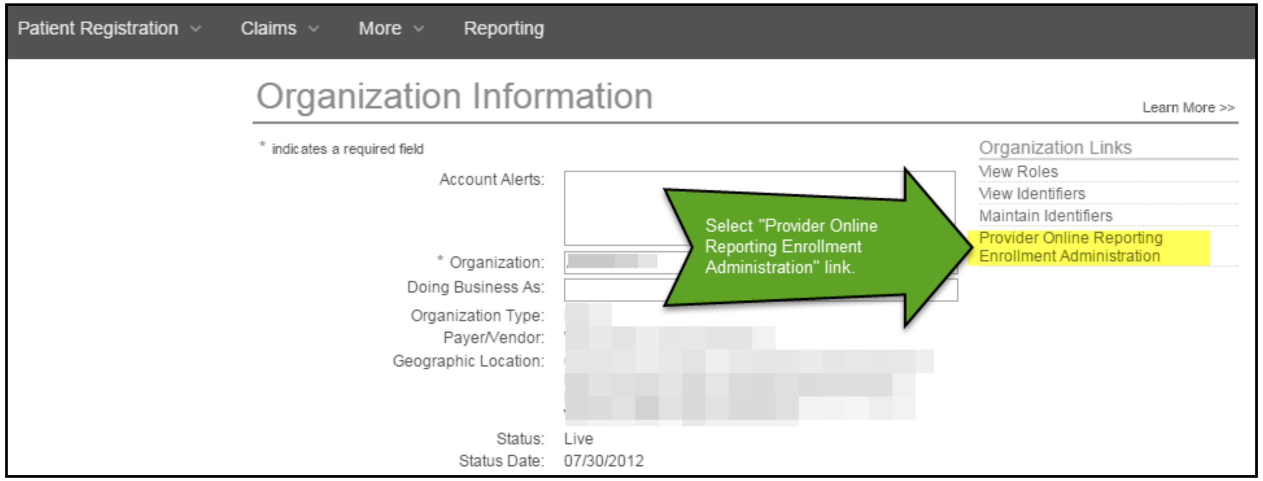
Administrator registers organization in Availity for Provider Online Reporting programs

1. Select the **Provider Online Reporting Enrollment Administration** link.

Note: If you receive an error message regarding Provider Online Reporting enrollment, please contact your Provider Online Reporting program representative for assistance.

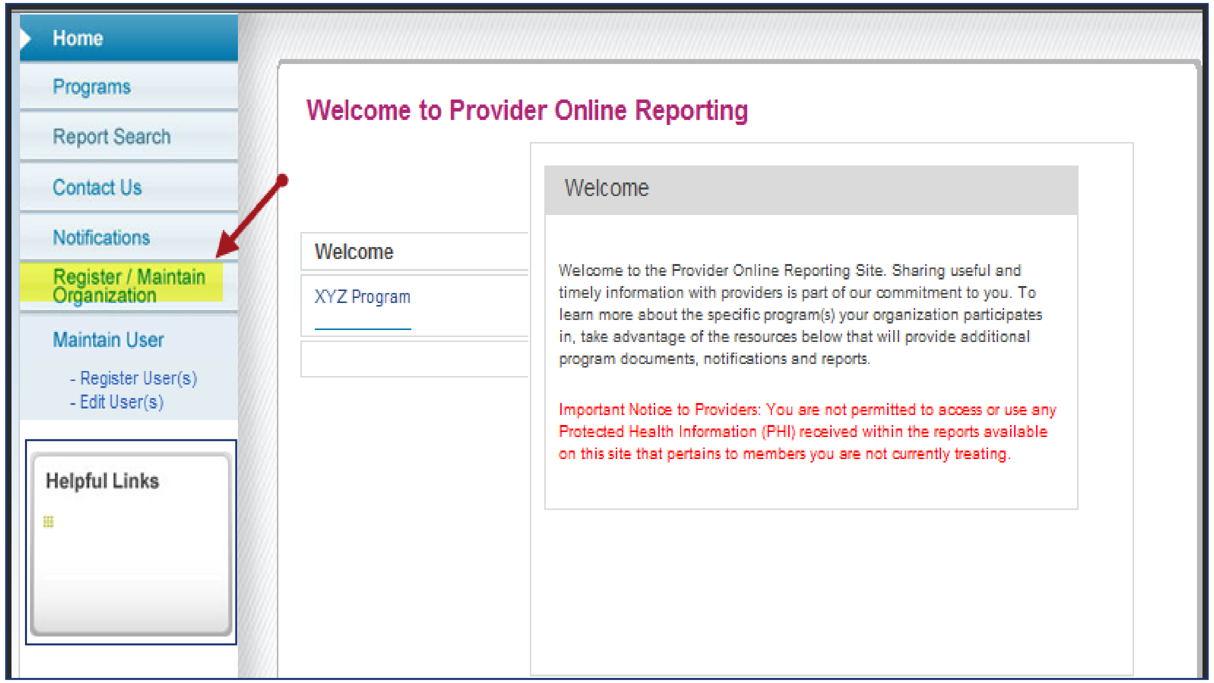


Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

2. Verify or select **Organization**.
3. Verify or select **Payer**.
4. Choose **Submit**.

Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

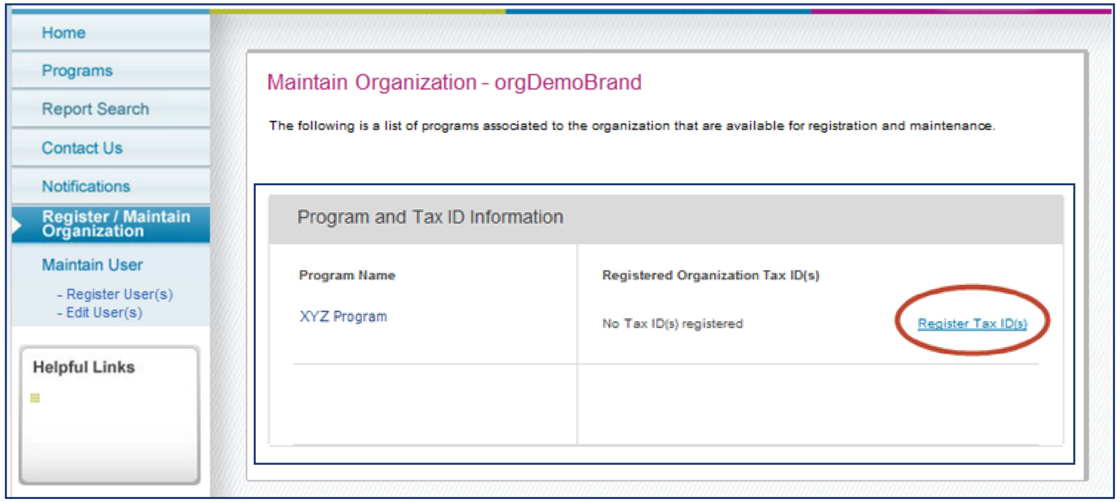
5. Select **Register/Maintain Organization**.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

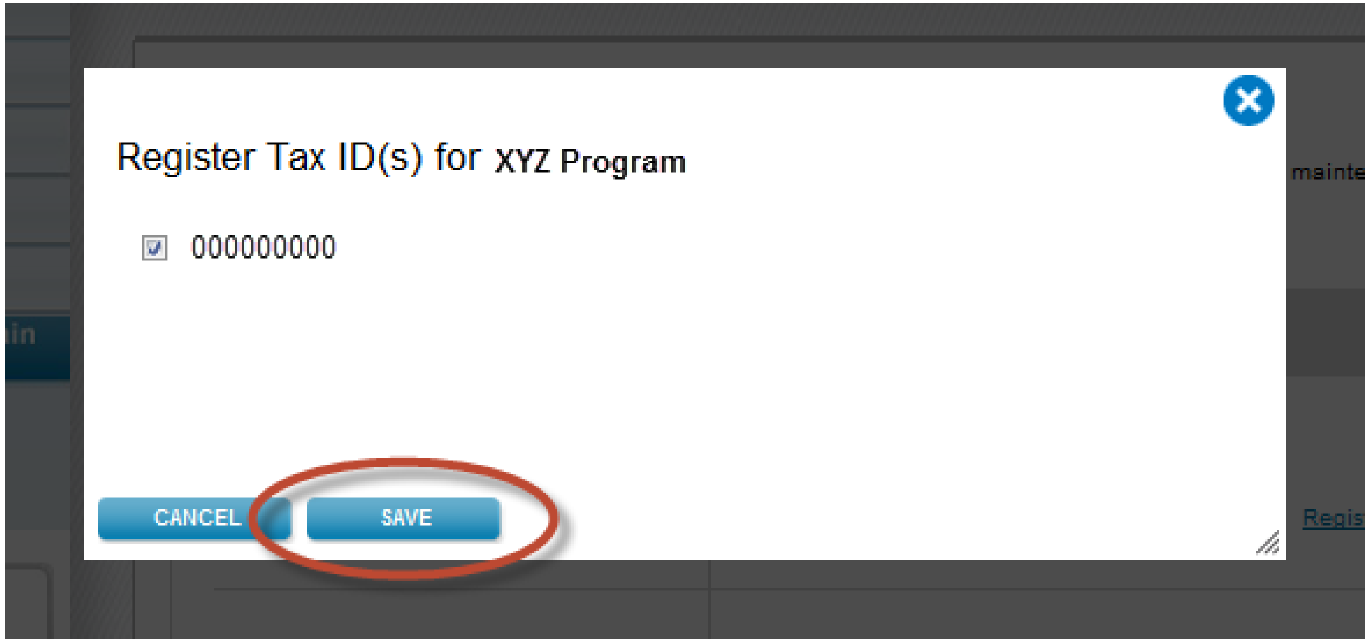
6. Select the blue **Register Tax ID(s)** field for the applicable program to register tax IDs.

Note: The practice may be participating in more than one program; the administrator must register each program that is listed.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

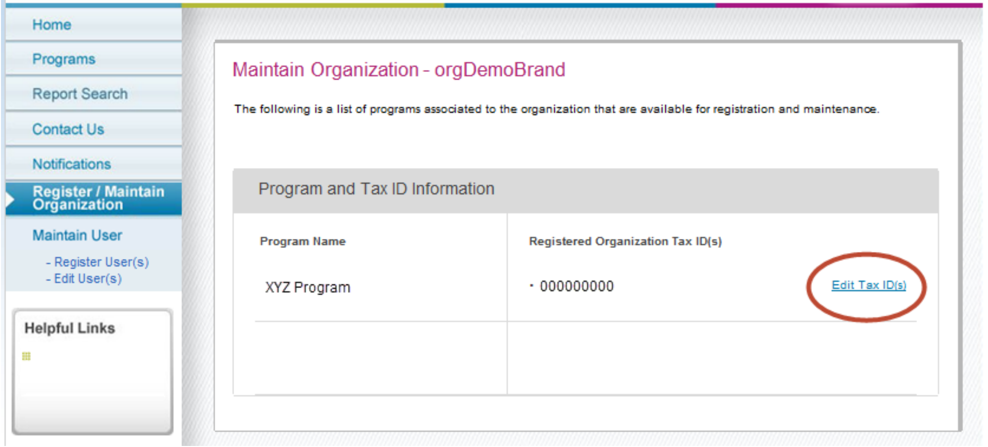
7. A pop-up window will display all tax ID(s) that need to be registered for the program.
8. Check the box for each tax ID to be registered, then select Save.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

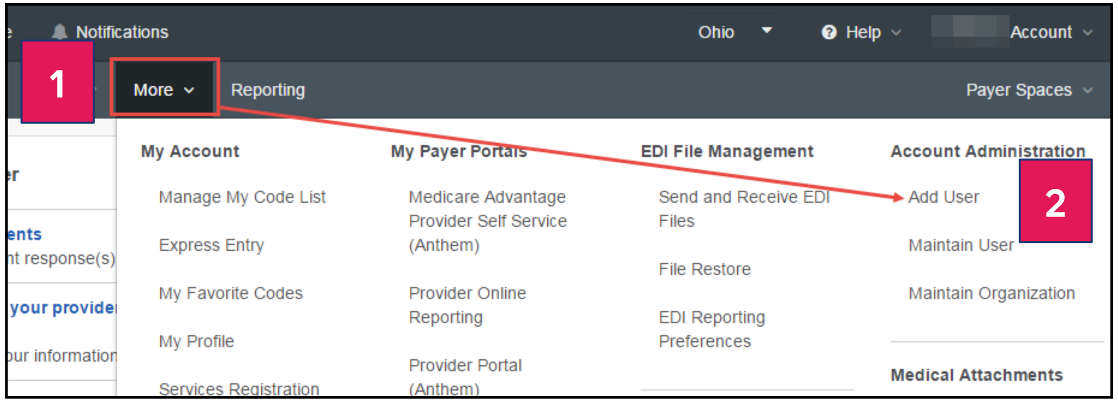
You have now successfully completed the tax ID registration. You will notice that after the registration has been completed, the status has changed from **Register Tax ID(s)** to **Edit Tax ID(s).**

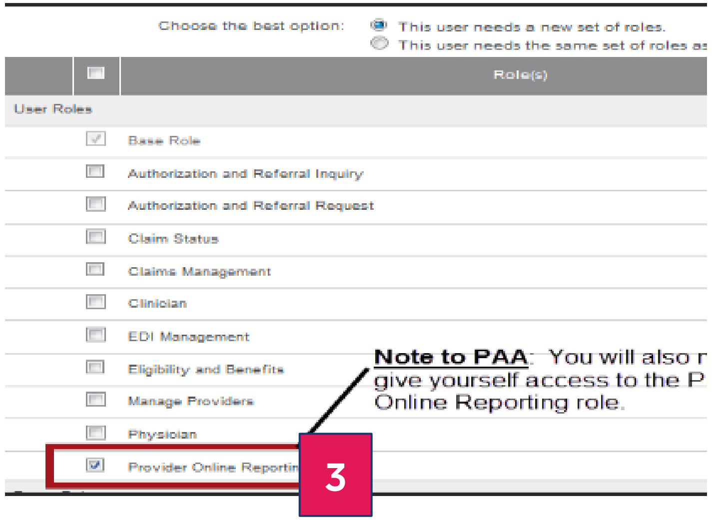
Choose **Logout** to complete the registration process on Availity, which is still running as an active session in the background.



Adding a new user

1. Choose the **More** option from the top menu bar.
2. Select **Add User** under the *Account Administration* section and complete the required fields for access.
3. Select the **Provider Online Reporting** checkbox under *User Roles*, select **Next**, and then select **Submit**. A temporary password and user ID will be provided to the administrator.





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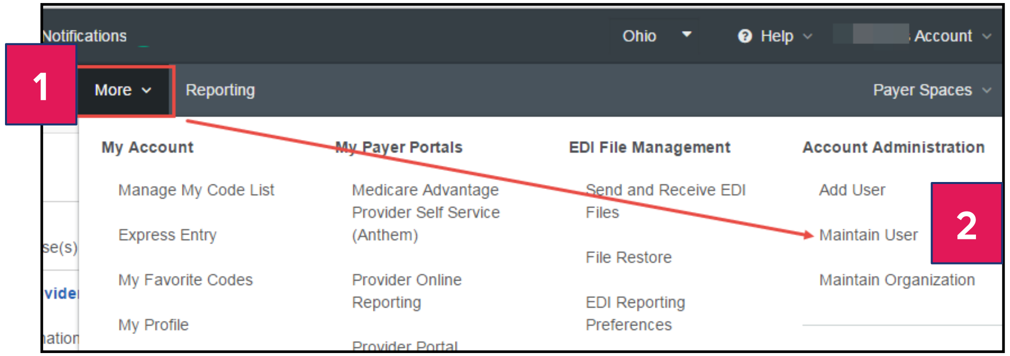
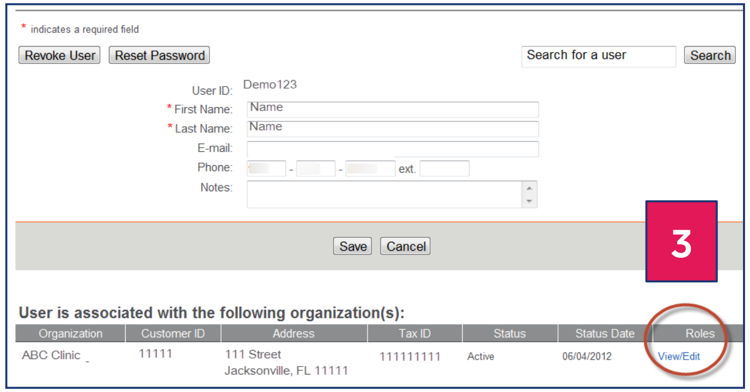
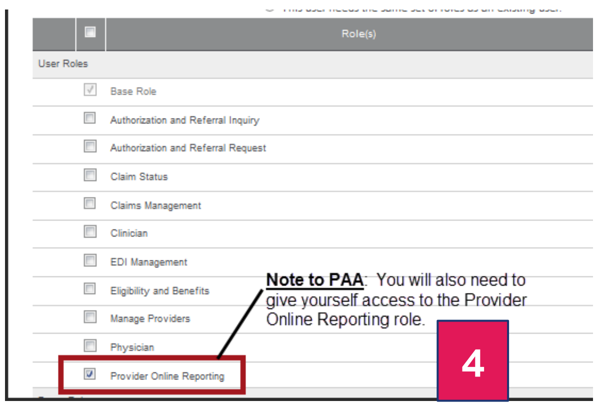
Editing existing user roles

1. Choose the **More** option from the top menu bar.
2. Select **Maintain User** under the *Account Administration* section. Locate the user's account. Select the name of the user.
3. In the *User Roles* column, select **View/Edit**. A list of available roles displays.
4. Select the checkbox for **Provider Online Reporting** and choose **Save**.





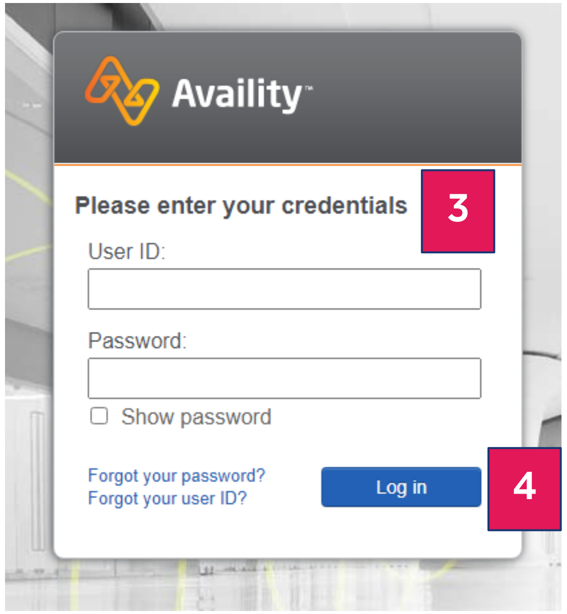


After assigning user roles

- After assigning user roles in Provider Online Reporting, users — including the administrator — must logout and log back in to Availity to see the updated role assignment.
- Users can access the Provider Online Reporting application from the left navigation menu in Availity:
  - Select **My Payer Portals > Provider Online Reporting**.

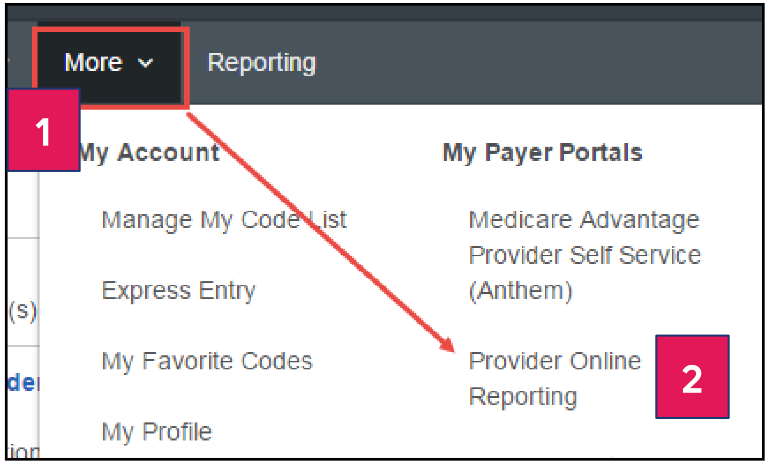
Access Provider Online Reporting

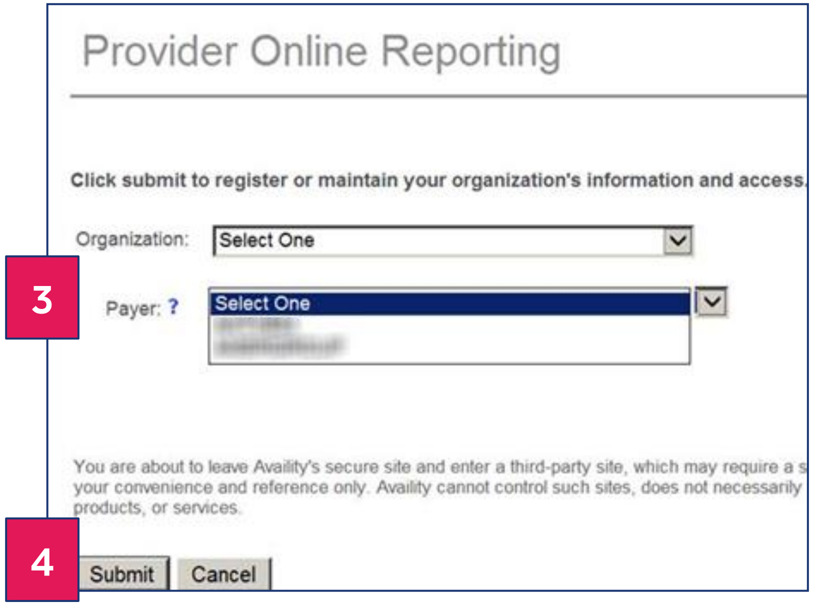
1. Go to availity.com.
2. Select **Login**.
3. Enter user ID and password.
4. Select **Log in**.



Access Provider Online Reporting (cont.)

1. Choose the **More** option.
2. Select **Provider Online Reporting**.
3. Verify or select the **Organization** and **Payer**.
4. Choose **Submit**.



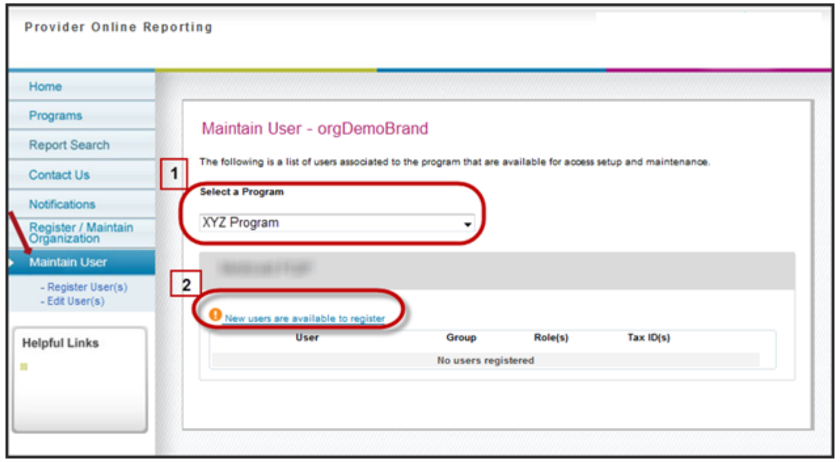


Administrator: Register and set up new user in Provider Online Reporting

Administrator: Register and set up new user in Provider Online Reporting

Maintain user link — new user registration:

1. Select a program. If the organization is participating in more than one program, the administrator must register the user to access Provider Online Reporting for each individual program, as appropriate.
2. Select **New users are available to register** link. The administrator will be taken to the *Register User* landing page (see next slide). This link will only display when the program has new users that have not been registered.



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

Select a program. If the organization is participating in more than one program, the administrator must register the user to access Provider Online Reporting for each individual program, as appropriate.

Note: The required fields for user registration and set up may change depending on the program selected:

1. **Select group:** Choose from group names associated with the selected program.
2. **Select role(s):** The roles will appear unchecked by default. Check role for user.
3. **Select user(s):** The list of users will appear in alphabetical order by last name and will be unchecked by default. Select appropriate user for access. Only those users who were given the provider online reporting role in Availity will be listed here.

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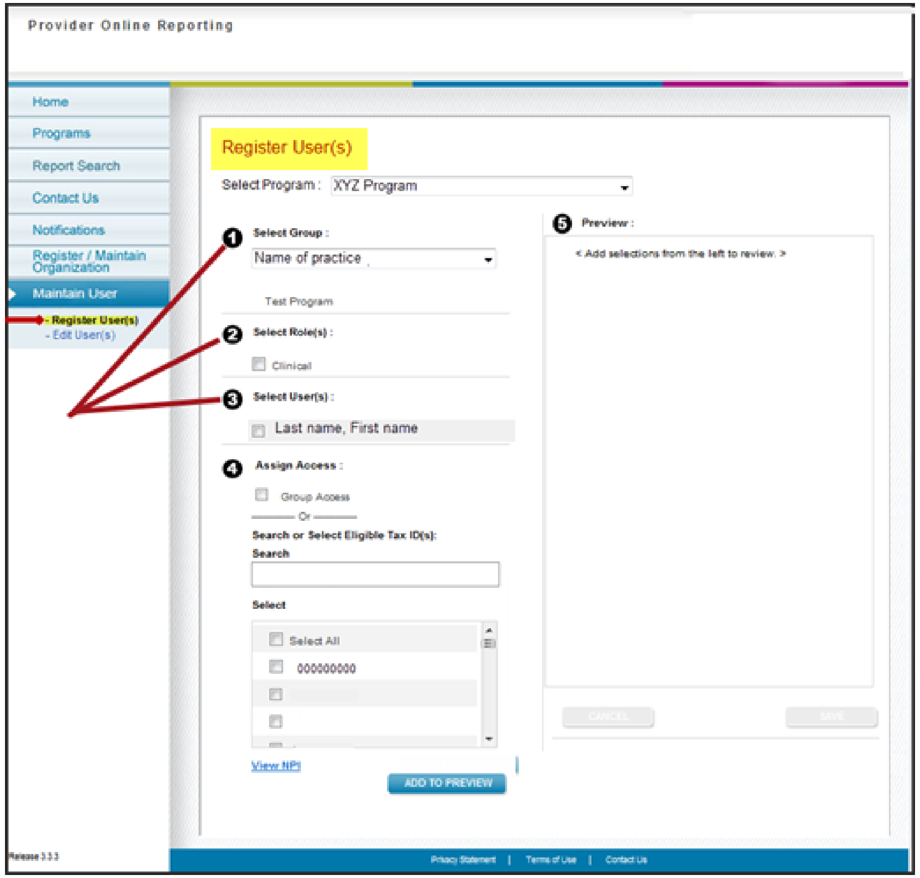
Administrator: Register and set up new user in Provider Online Reporting (cont.)



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

4. **Assign access:** Select the **Group Access** check box or search for and select eligible tax IDs:
   - Search — Type in a tax ID or the name associated with a tax ID, when applicable.
   - Select all — Choose **Select All**. All tax ID(s) will appear as selected. When unselected, all tax ID(s) will appear as unselected.

Note: Managed tax ID(s) — When a tax ID is split (in other words, the tax ID is enrolled in multiple programs), the tax ID number will display along with a **Managed Tax ID** hyperlink. Select the link to open a pop-up window displaying all NPIs associated with the managed tax ID (i.e., split tax ID).

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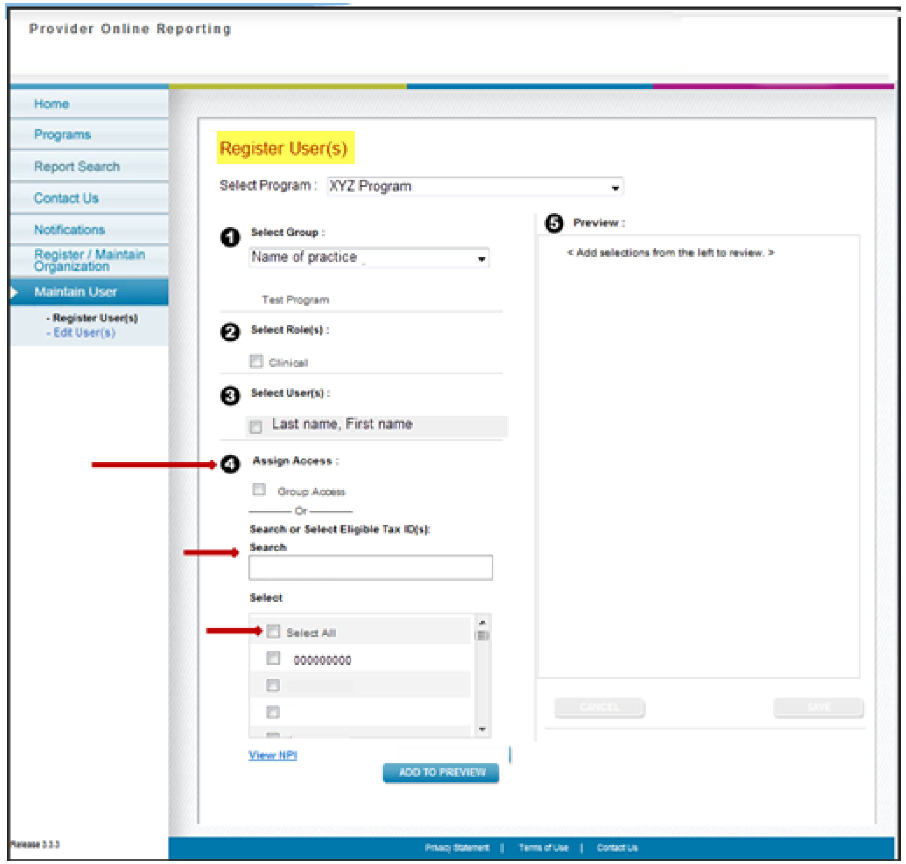
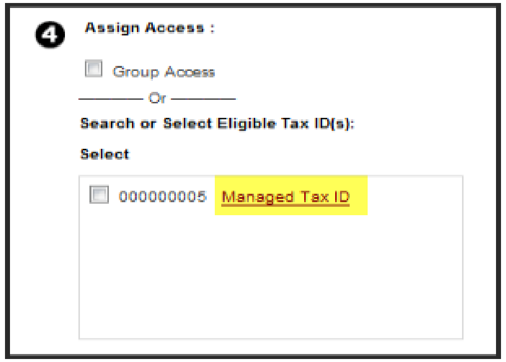
Administrator: Register and set up new user in Provider Online Reporting (cont.)

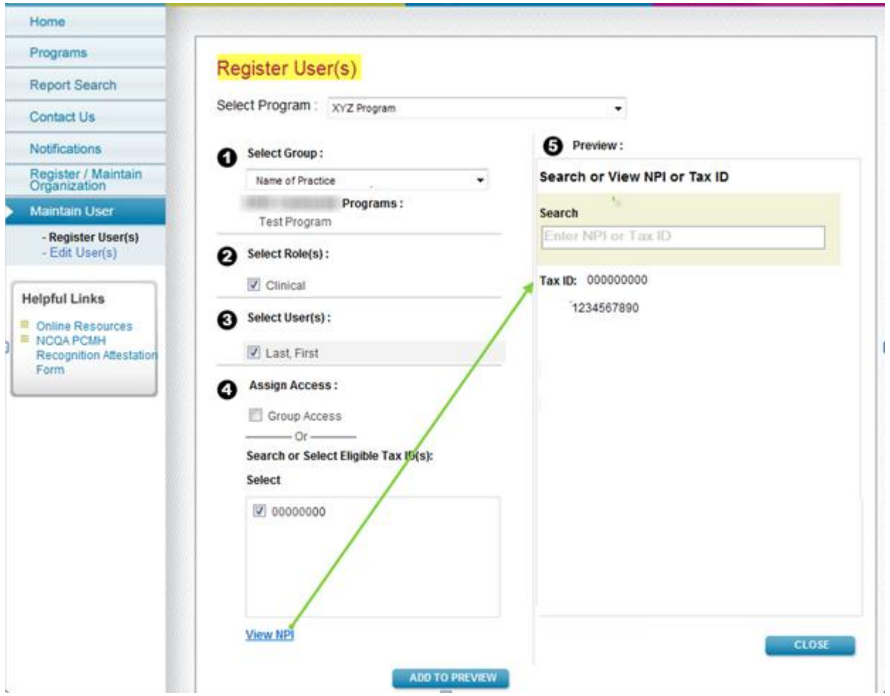




Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

Select **View NPI**, and the NPI(s) will display.

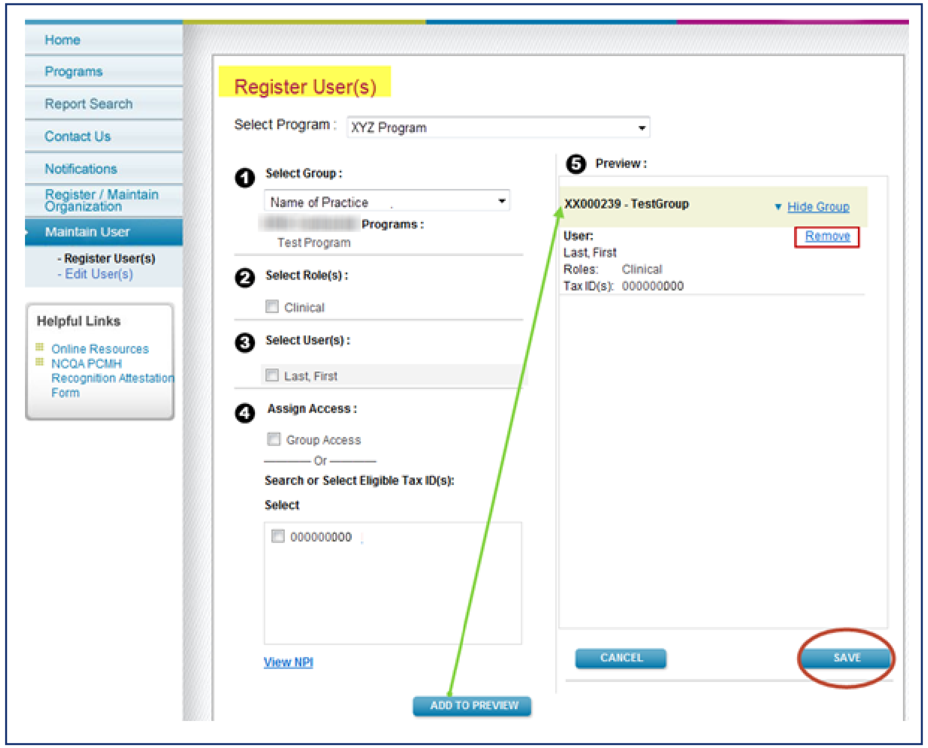


Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

5. Preview:
   - Select **Add to Preview** to review the selections made prior to saving.
   - Choose **Save**.

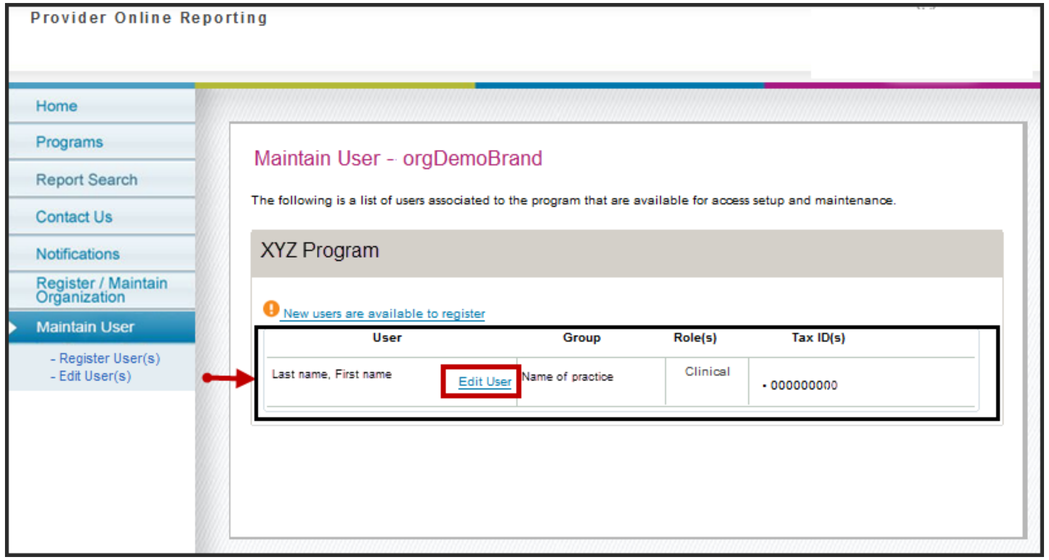
Note: If changes need to be made prior to saving, select **Remove** from the preview window and complete the fields in the screen (slides 22 to 26).



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Maintain user — edit user:

- Once the user(s) have been successfully registered, the administrator can view the list of users, group information, the role assignment given, and the tax ID that each user has access to.
- Select the **Edit User** link to modify existing access for the user. The Edit User screen will be prepopulated with the data for the selected user (see next slide).



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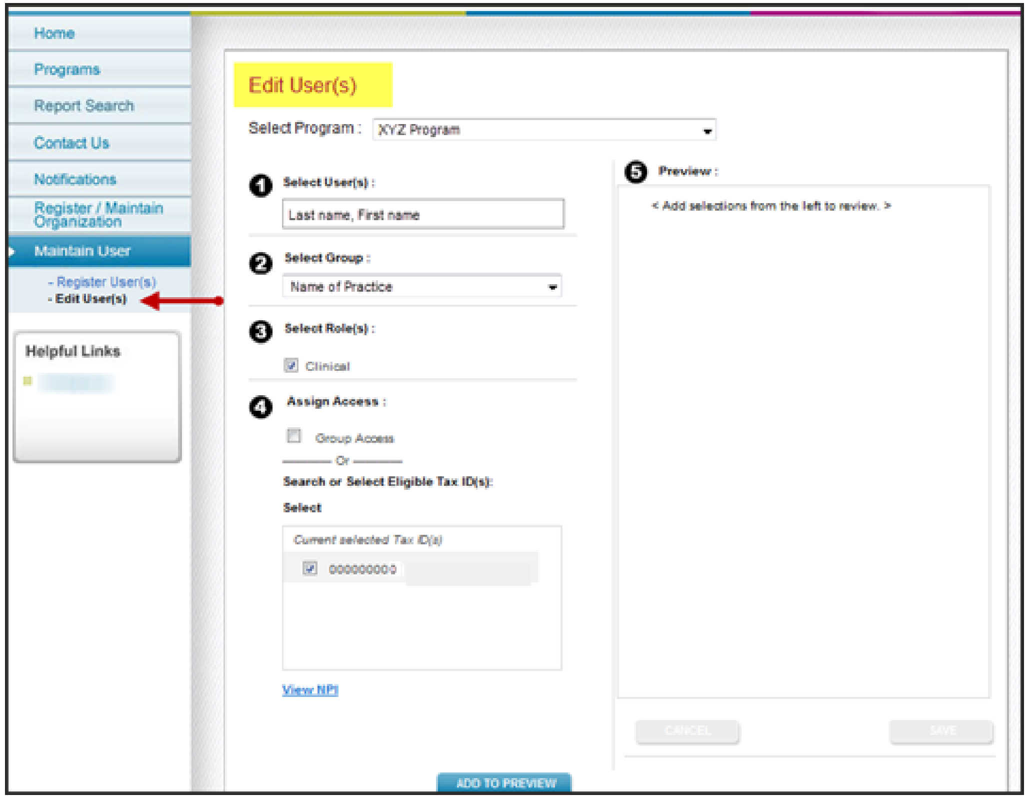
Administrator: Register and set up new user in Provider Online Reporting (cont.)

Edit user(s)

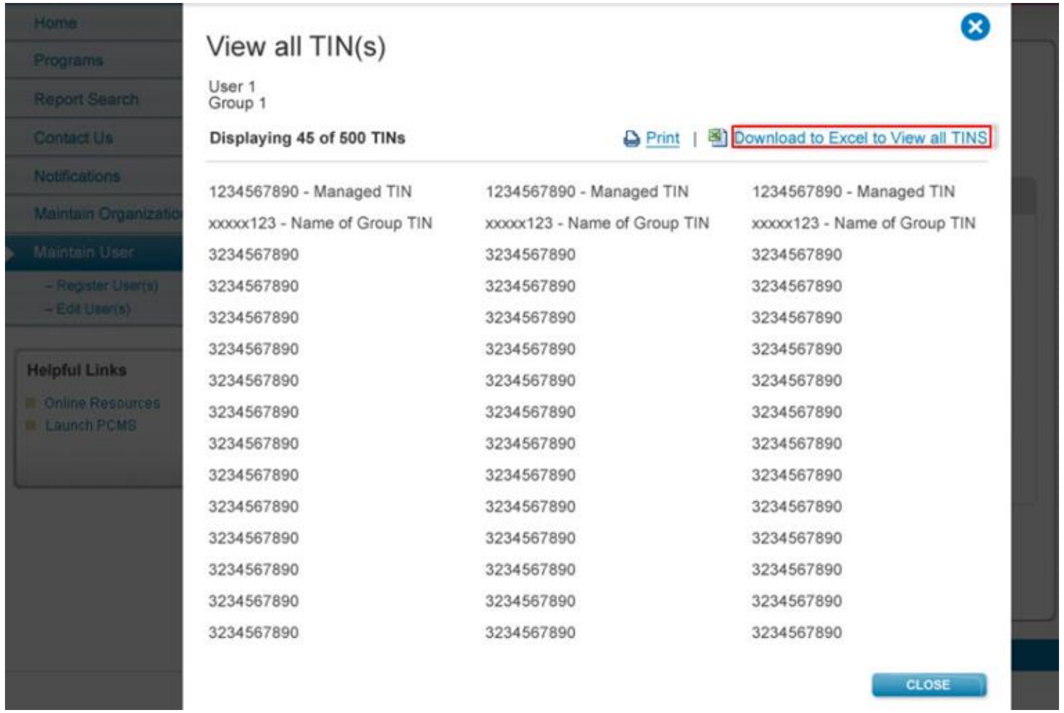
Select **Edit User(s)** from the left navigation menu to modify access for an existing user. The *Edit User(s)* screen will be populated with the data for the selected user.



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Download to Excel option

Select **Download to Excel to view all TINs**. A copy of all the NPI numbers will be downloaded to the user's computer. Only 45 TINs will appear at a time.



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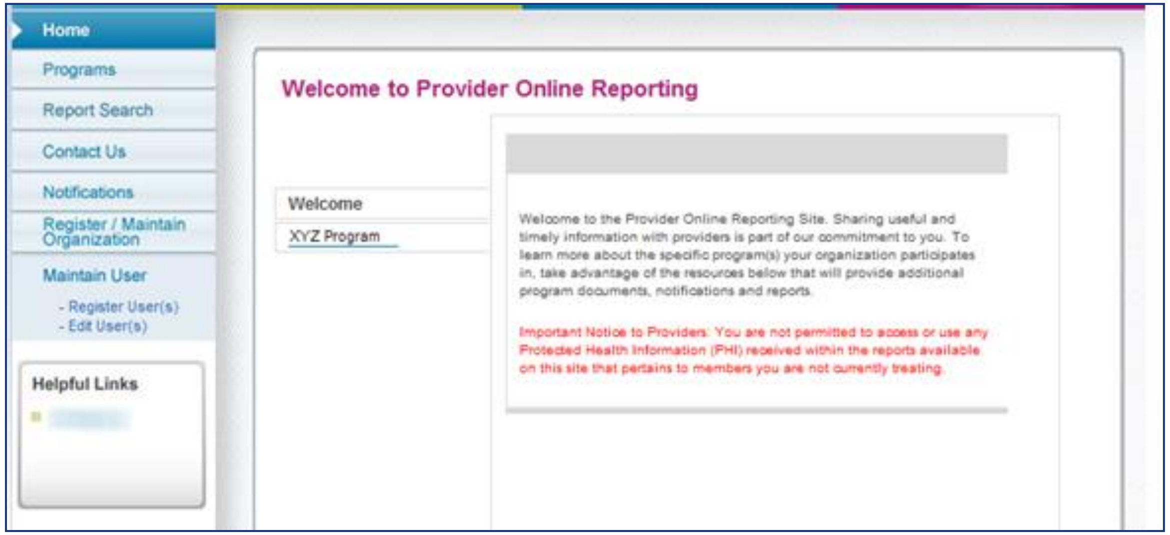
Provider Online Reporting overview

Navigation

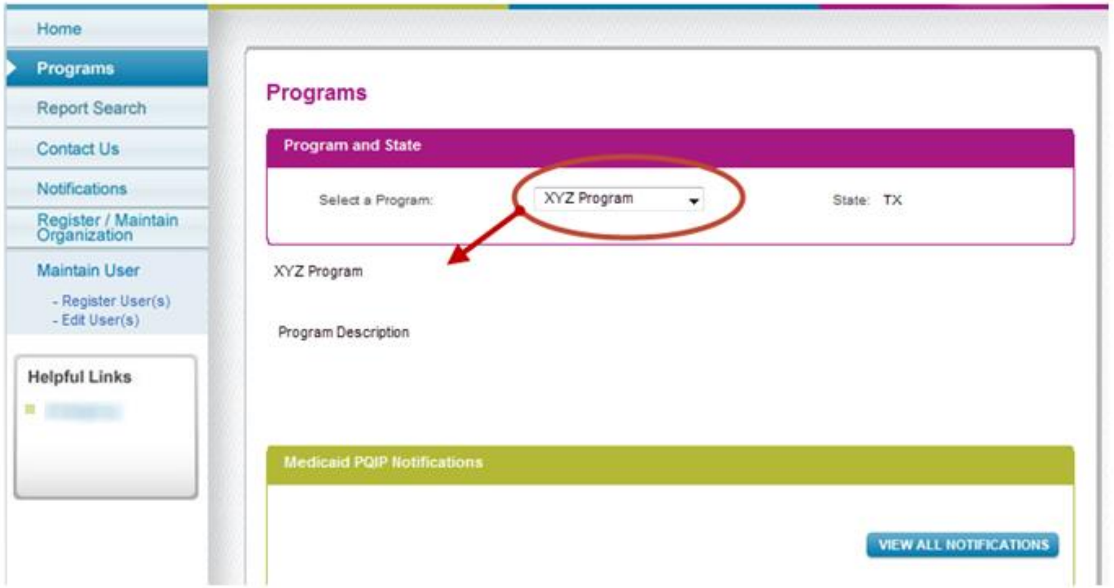
Navigation through the application appears on the left-hand side of the page.



Programs

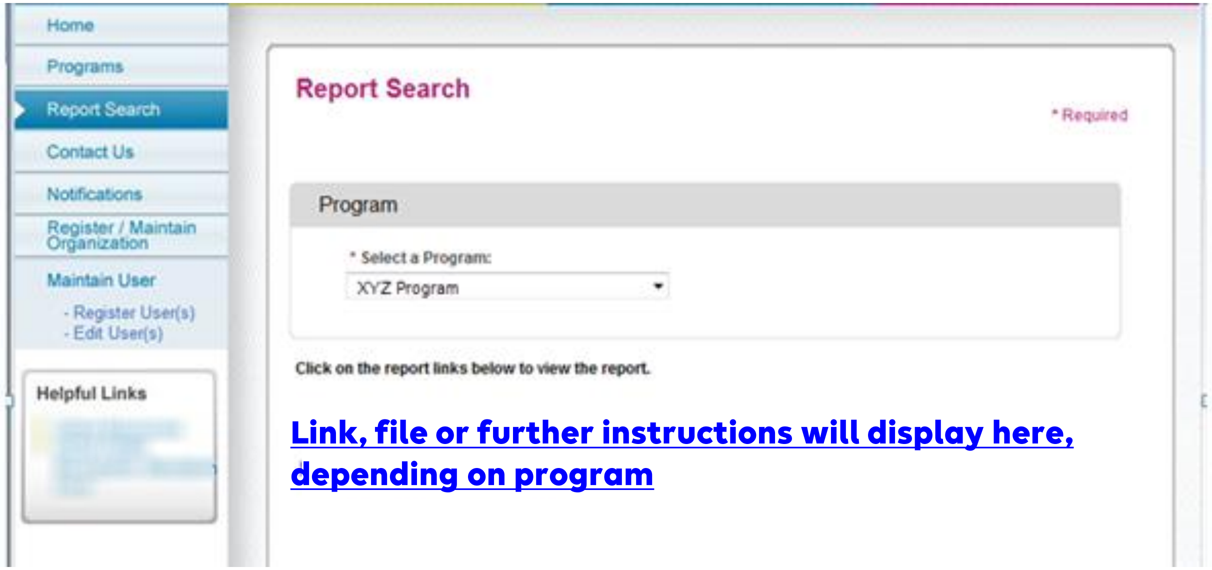
Programs

- Select a program using the drop-down arrow.
- This page provides a description about the program(s) your organization is participating in.



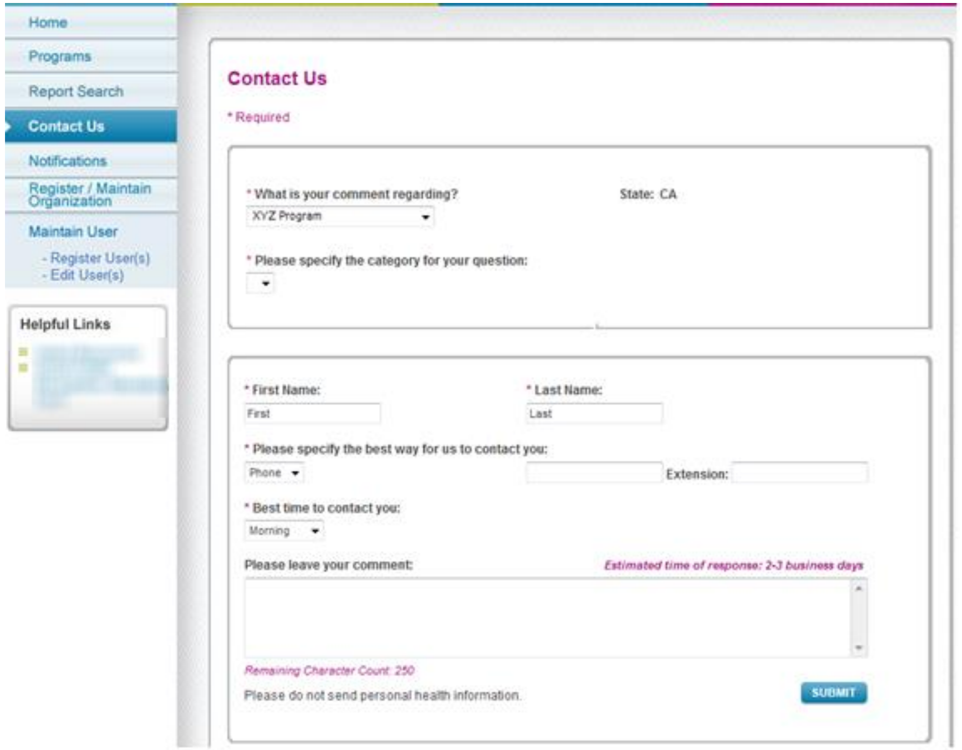
Report search

Select **Report Search** to access the corresponding report(s) for the program(s) your organization is participating in.



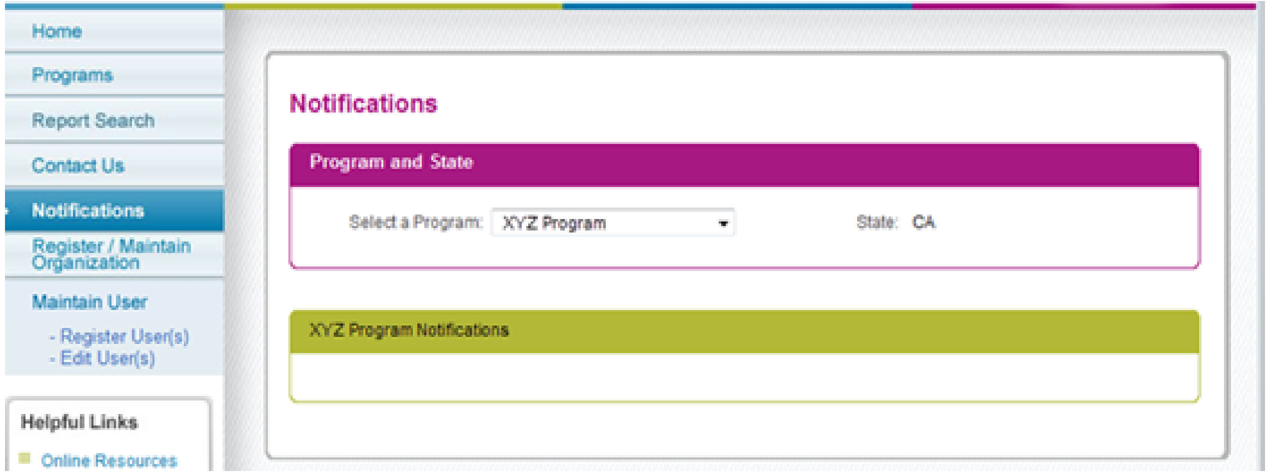
Contact us

Select **Contact Us** to submit questions about the Provider Online Reporting application.



Notifications and helpful links

- Select **Notifications** to view updates for programs, as applicable.
- Select **Online Resources** under *Helpful Links* to view external web sites that may be useful to your organization.
- Please note: Functionality dependent upon specific program requirements.



Help resources

- If you need further assistance with Availity, please contact Availity Client Services at **800-282-4548**.
- If you have questions about Provider Online Reporting, use the *Contact Us* section of the application.
- If you have other questions, contact your local Provider Experience representative or call Provider Services at **833-731-2162**.

provider.wellpoint.com/tn/

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