

Guide to register for and access the Provider Online Reporting application

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](https://www.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.



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 Availability 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.



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.



Availity Portal registration

If your practice does not have access, go to [availity.com](https://www.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](https://www.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.



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.

The screenshot displays the 'Organization Information' page in Availity. The navigation bar at the top includes 'Patient Registration', 'Claims', 'More', and 'Reporting'. The main content area is titled 'Organization Information' and includes a 'Learn More >>' link. A note indicates that an asterisk (*) denotes a required field. The form contains several fields: 'Account Alerts', '* Organization', 'Doing Business As', 'Organization Type', 'Payer/Vendor', and 'Geographic Location'. The 'Status' is 'Live' and the 'Status Date' is '07/30/2012'. On the right side, there is an 'Organization Links' section with the following options: 'View Roles', 'View Identifiers', 'Maintain Identifiers', and 'Provider Online Reporting Enrollment Administration'. A green arrow points to the 'Provider Online Reporting Enrollment Administration' link, which is highlighted in yellow. The text next to the arrow reads: 'Select "Provider Online Reporting Enrollment Administration" link.'



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

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

Provider Online Reporting

Click submit to register or maintain your organization's information and access.

Organization:

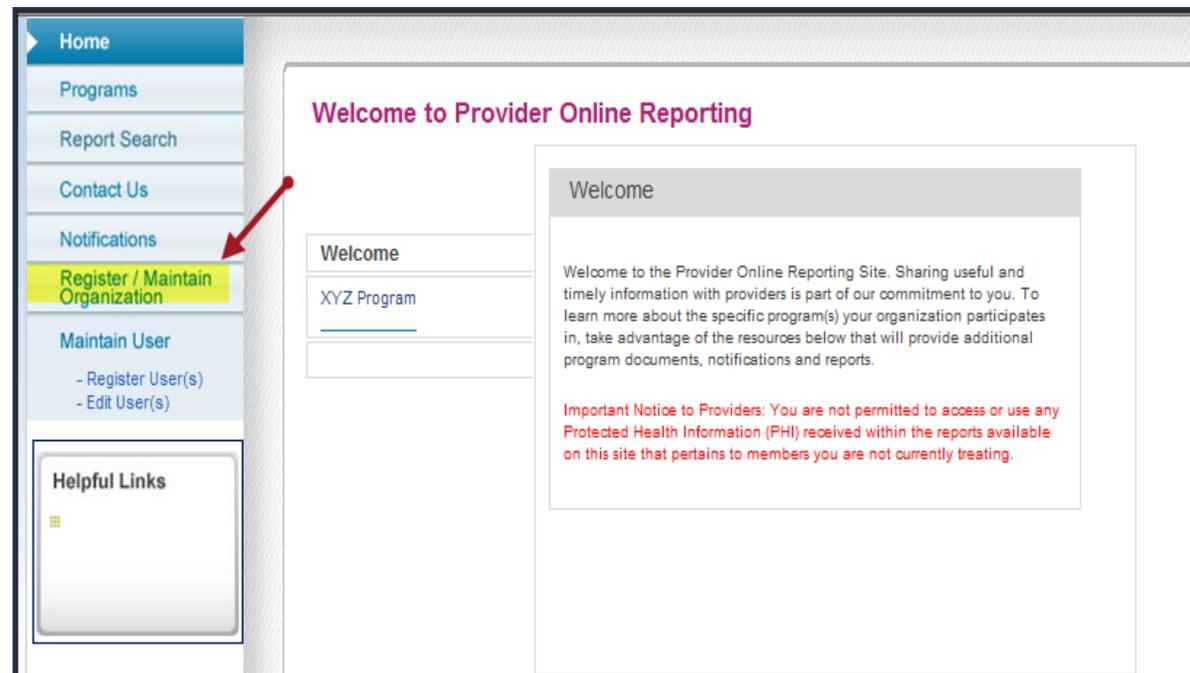
Payer: ?

You are about to leave Availity's secure site and enter a third-party site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services.



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.

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)
Helpful Links

Maintain Organization - orgDemoBrand

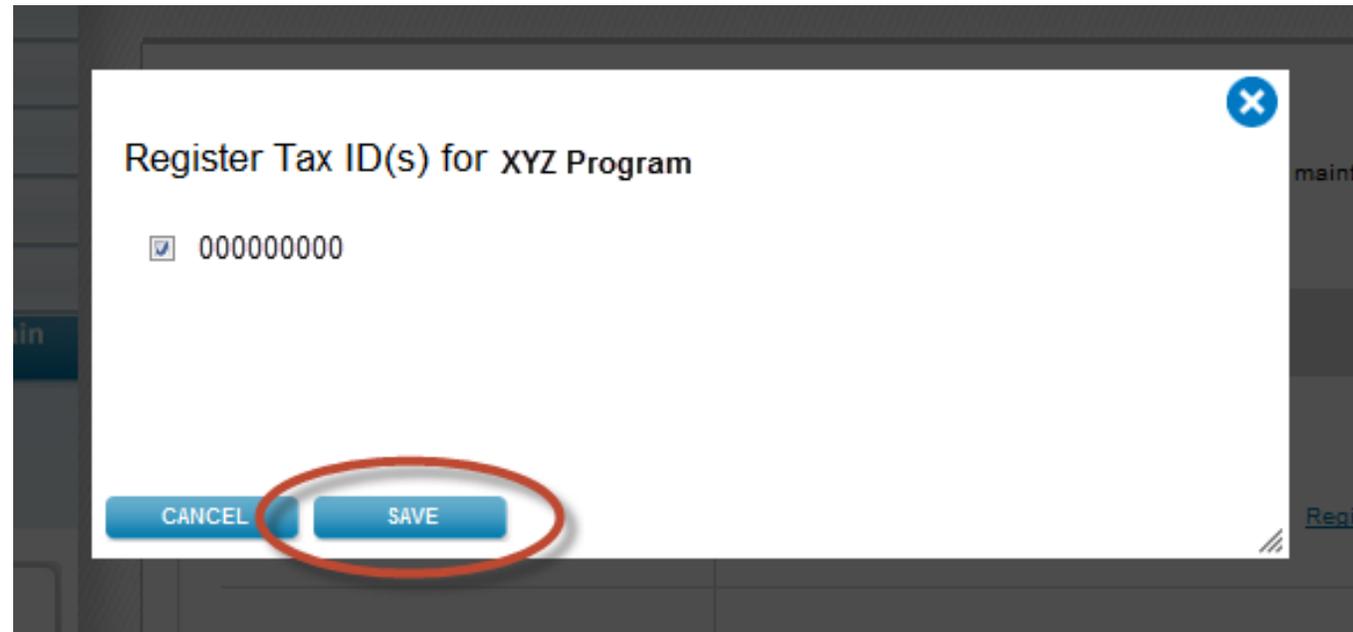
The following is a list of programs associated to the organization that are available for registration and maintenance.

Program and Tax ID Information	
Program Name	Registered Organization Tax ID(s)
XYZ Program	No Tax ID(s) registered Register Tax ID(s)



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

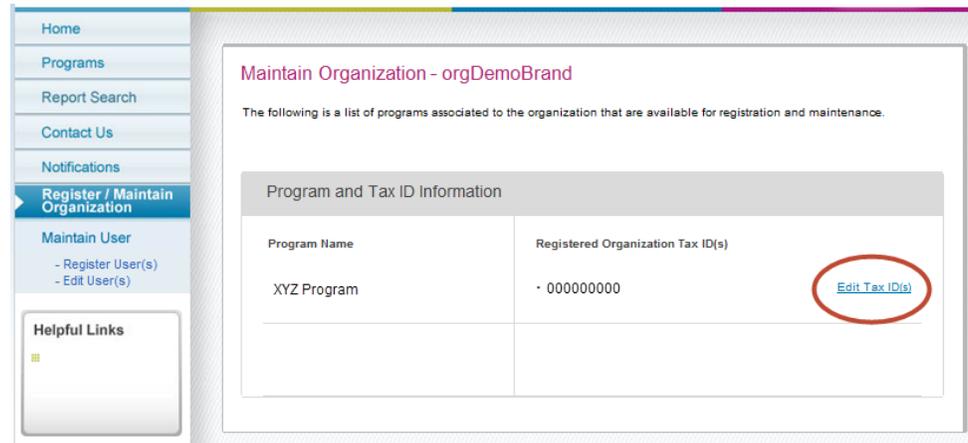
7. A pop-up window will display all tax ID(s) that need to be registered for the program.
8. Check the box for each tax ID to be registered, then select Save.



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.



The screenshot shows the 'Maintain Organization - orgDemoBrand' page. The left sidebar contains navigation links: Home, Programs, Report Search, Contact Us, Notifications, Register / Maintain Organization (highlighted), and Maintain User (with sub-links for Register User(s) and Edit User(s)). Below the sidebar is a 'Helpful Links' section. The main content area displays a table titled 'Program and Tax ID Information' with the following data:

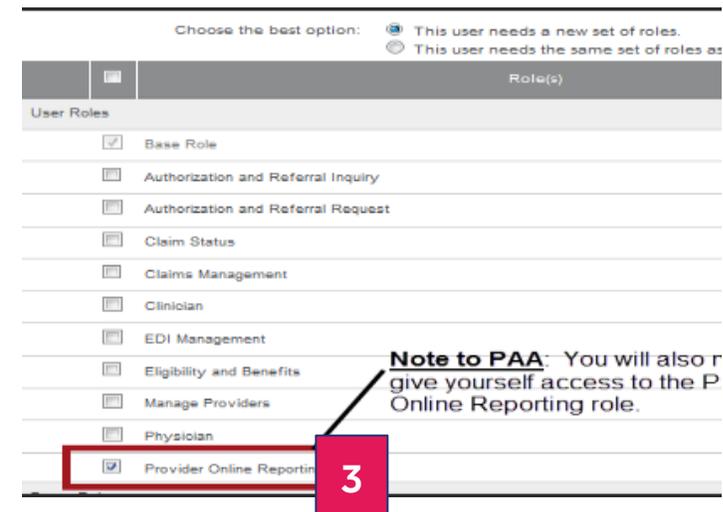
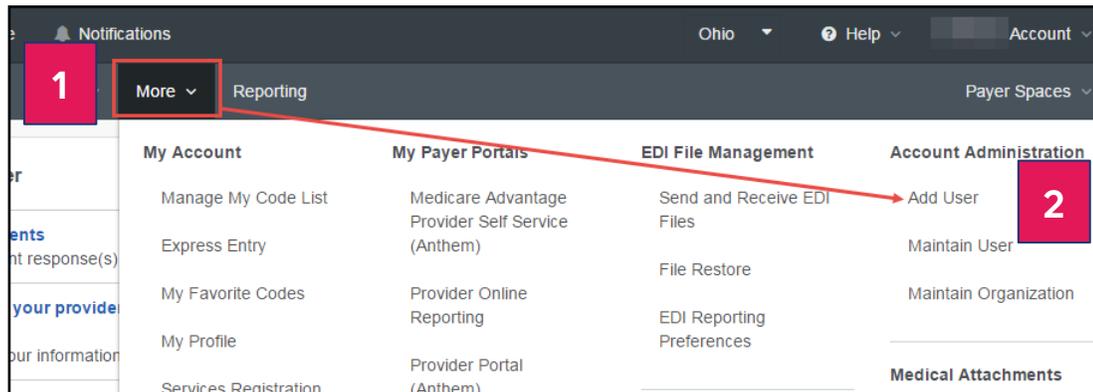
Program Name	Registered Organization Tax ID(s)
XYZ Program	000000000

An 'Edit Tax ID(s)' link is visible next to the tax ID '000000000' and is circled in red.



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.



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**.

Notifications Ohio Help Account

More Reporting Payer Spaces

My Account **My Payer Portals** **EDI File Management** **Account Administration**

Manage My Code List Medicare Advantage Send and Receive EDI Add User

Express Entry Provider Self Service (Anthem) Files

My Favorite Codes Provider Online File Restore

My Profile Reporting EDI Reporting Maintain Organization

Provider Portal Preferences

Revoke User Reset Password Search for a user Search

User ID: Demo123

* First Name: Name

* Last Name: Name

E-mail:

Phone: - - ext.

Notes:

Save Cancel

User is associated with the following organization(s):

Organization	Customer ID	Address	Tax ID	Status	Status Date	Roles
ABC Clinic	11111	111 Street Jacksonville, FL 11111	111111111	Active	06/04/2012	View/Edit

User Roles

Base Role

Authorization and Referral Inquiry

Authorization and Referral Request

Claim Status

Claims Management

Clinician

EDI Management

Eligibility and Benefits

Manage Providers

Physician

Provider Online Reporting

Note to PAA: You will also need to give yourself access to the Provider Online Reporting role.



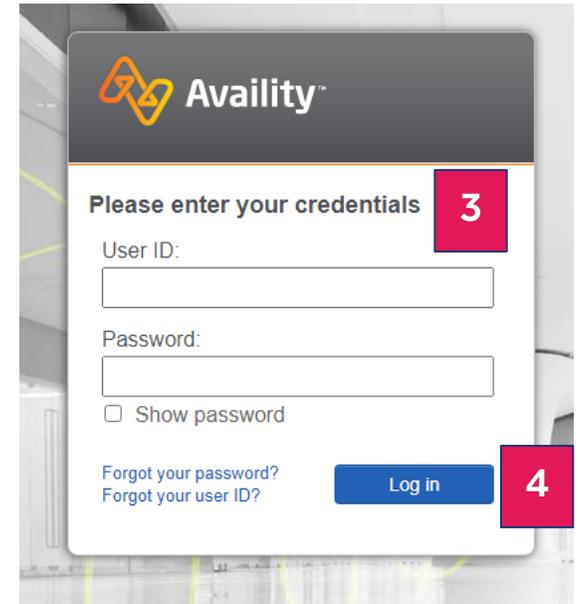
After assigning user roles

- 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**.



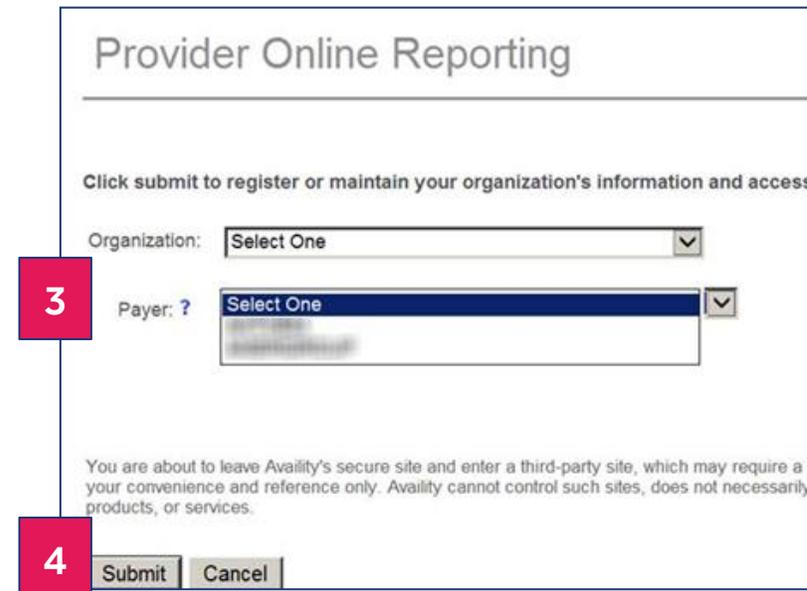
Access Provider Online Reporting

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**.



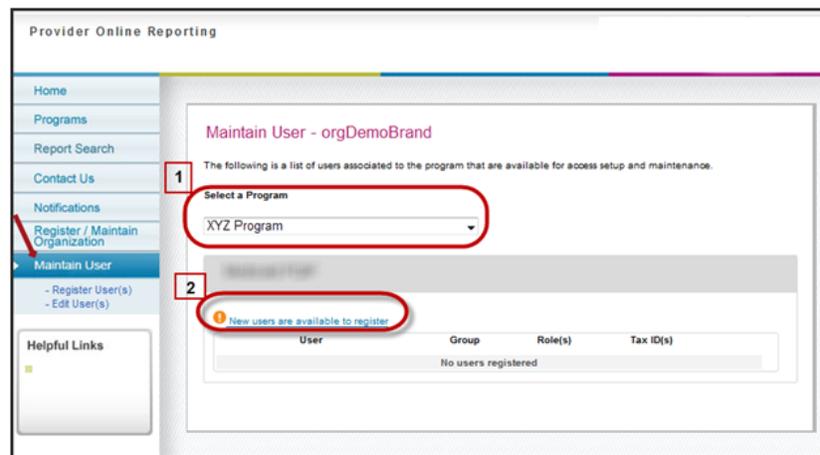
Administrator: Register and set up new user in Provider Online Reporting



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.



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

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
 Register User(s)
 - Edit User(s)

Register User(s)

Select Program: XYZ Program

- 1 Select Group :**
Name of practice
- 2 Select Role(s) :**
 Clinical
- 3 Select User(s) :**
 Last name, First name
- 4 Assign Access :**
 Group Access
Or
Search or Select Eligible Tax ID(s):
Search
Select
 Select All
 000000000
- 5 Preview :**
< Add selections from the left to review. >

View HP | ADD TO PREVIEW | CANCEL | SAVE

Release 3.3.3 | Privacy Statement | Terms of Use | Contact Us



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).



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

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)

Register User(s)

Select Program : XYZ Program

1 Select Group :
Name of practice

Test Program

2 Select Role(s) :
 Clinical

3 Select User(s) :
 Last name, First name

4 Assign Access :
 Group Access
Or
Search or Select Eligible Tax ID(s):
Search

Select
 Select All
 00000000

5 Preview :
< Add selections from the left to review. >

[View Help](#)

Release 13.3 | [Privacy Statement](#) | [Terms of Use](#) | [Contact Us](#)

4 Assign Access :

Group Access
Or
Search or Select Eligible Tax ID(s):
Select

000000005 **Managed Tax ID**



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

Register user(s):

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

Home

Programs

Report Search

Contact Us

Notifications

Register / Maintain Organization

Maintain User

- Register User(s)
- Edit User(s)

Helpful Links

- Online Resources
- NCOA PCMH Recognition Attestation Form

Register User(s)

Select Program : XYZ Program

- 1 Select Group :**
Name of Practice
Programs : Test Program
- 2 Select Role(s) :**
 Clinical
- 3 Select User(s) :**
 Last, First
- 4 Assign Access :**
 Group Access
Or
Search or Select Eligible Tax ID(s):
Select
 00000000
[View NPI](#)
- 5 Preview :**
Search or View NPI or Tax ID
Search
Enter NPI or Tax ID
Tax ID: 00000000
1234567890

[ADD TO PREVIEW](#) [CLOSE](#)



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).

Home

Programs

Report Search

Contact Us

Notifications

Register / Maintain Organization

Maintain User

- Register User(s)
- Edit User(s)

Helpful Links

- Online Resources
- NCQA PCMH Recognition Attestation Form

Register User(s)

Select Program : XYZ Program

- Select Group :**
Name of Practice
Test Program
- Select Role(s) :**
 Clinical
 Last, First
- Select User(s) :**
 Last, First
- Assign Access :**
 Group Access
Or
Search or Select Eligible Tax ID(s):
Select
 000000000

[View NPI](#)

5 Preview :
XX000239 - TestGroup [Hide Group](#)
User: Last, First [Remove](#)
Roles: Clinical
Tax ID(s): 000000000

[ADD TO PREVIEW](#) [CANCEL](#) [SAVE](#)



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).

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)

Maintain User - orgDemoBrand

The following is a list of users associated to the program that are available for access setup and maintenance.

XYZ Program

New users are available to register

User	Group	Role(s)	Tax ID(s)
Last name, First name Edit User	Name of practice	Clinical	000000000



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.

The screenshot displays the 'Edit User(s)' interface. On the left, a navigation menu includes 'Home', 'Programs', 'Report Search', 'Contact Us', 'Notifications', 'Register / Maintain Organization', and 'Maintain User'. Under 'Maintain User', there are sub-options for '- Register User(s)' and '- Edit User(s)', with a red arrow pointing to the latter. Below the menu is a 'Helpful Links' section. The main content area is titled 'Edit User(s)' and contains the following fields and sections:

- Select Program:** A dropdown menu currently showing 'XYZ Program'.
- 1 Select User(s):** A text input field labeled 'Last name, First name'.
- 2 Select Group:** A dropdown menu labeled 'Name of Practice'.
- 3 Select Role(s):** A checkbox labeled 'Clinical' which is checked.
- 4 Assign Access:** A checkbox labeled 'Group Access' which is unchecked, followed by the text 'Or'.
- Search or Select Eligible Tax ID(s):** A section with a 'Select' label and a list of 'Current selected Tax ID(s)'. One entry, '00000000', is checked.
- 5 Preview:** A preview area with the text '< Add selections from the left to review. >' and 'CANCEL' and 'SAVE' buttons at the bottom.

At the bottom of the main content area, there is a blue button labeled 'ADD TO PREVIEW' and a blue link labeled 'View NPI'.

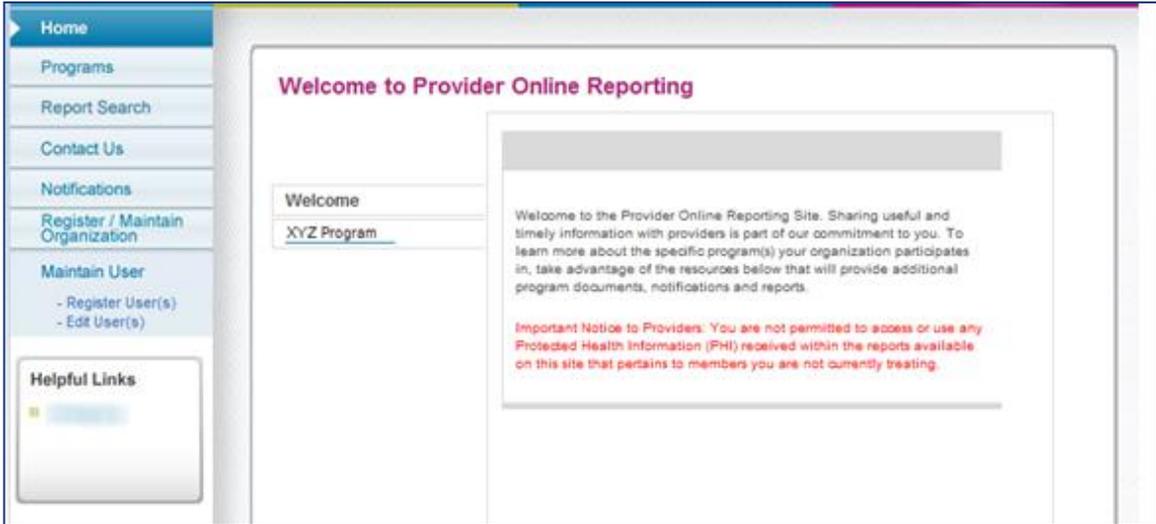


Provider Online Reporting overview



Navigation

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



Programs

Programs

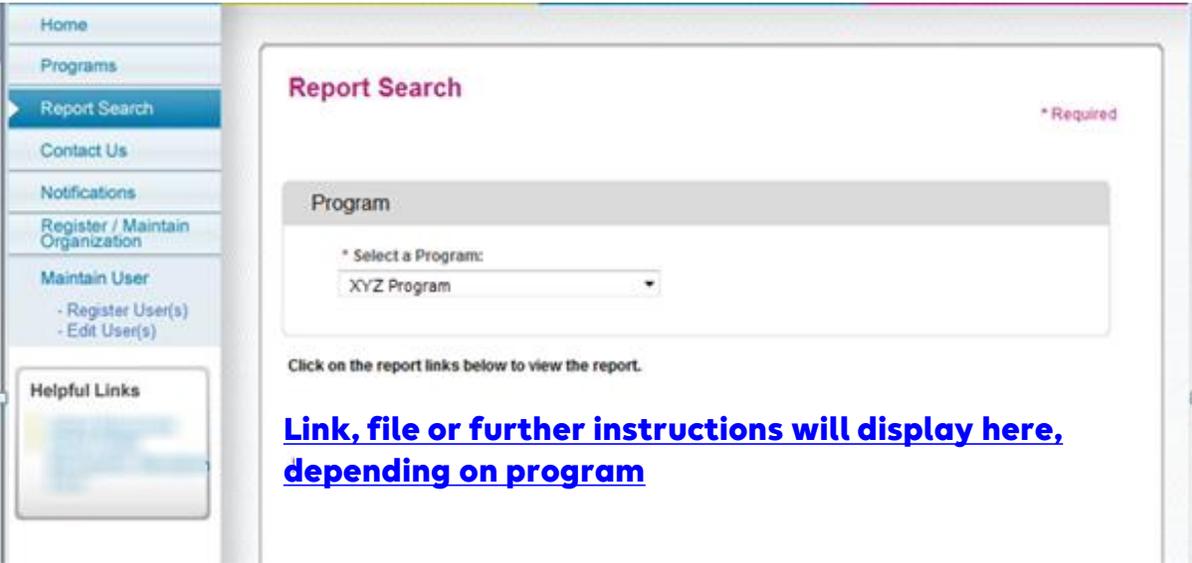
- Select a program using the drop-down arrow.
- This page provides a description about the program(s) your organization is participating in.

The screenshot displays a web application interface for managing programs. On the left is a vertical navigation menu with items: Home, Programs (highlighted), Report Search, Contact Us, Notifications, Register / Maintain Organization, and Maintain User (with sub-links for Register User(s) and Edit User(s)). Below the menu is a 'Helpful Links' section. The main content area is titled 'Programs' and contains a 'Program and State' section with a dropdown menu for 'Select a Program' (set to 'XYZ Program') and a 'State' field (set to 'TX'). Below this, there is a section for 'XYZ Program' with a 'Program Description' field. At the bottom, there is a 'Medicaid PQIP Notifications' section with a 'VIEW ALL NOTIFICATIONS' button. A red arrow points to the dropdown menu.



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.

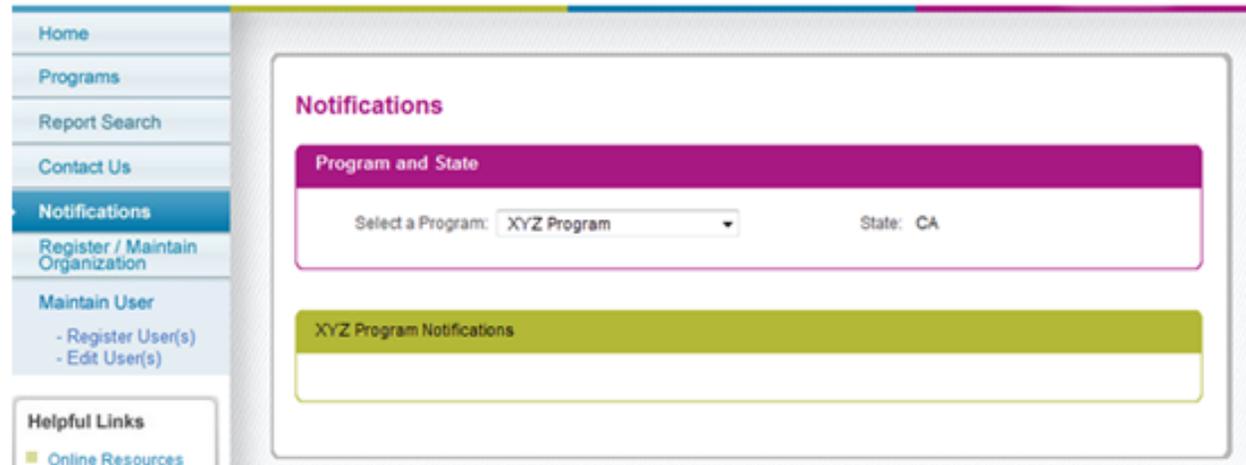
The screenshot shows a web application interface with a sidebar on the left and a main content area. The sidebar contains a menu with items: Home, Programs, Report Search, **Contact Us** (highlighted), Notifications, Register / Maintain Organization, and Maintain User (with sub-items: Register User(s), Edit User(s)). Below the menu is a 'Helpful Links' section. The main content area is titled 'Contact Us' and contains a form with the following fields and labels:

- * Required**
- * What is your comment regarding?** (Dropdown menu with 'XYZ Program' selected)
- State: CA
- * Please specify the category for your question:** (Dropdown menu)
- * First Name:** (Text input field with 'First' label below)
- * Last Name:** (Text input field with 'Last' label below)
- * Please specify the best way for us to contact you:** (Dropdown menu with 'Phone' selected)
- Extension: (Text input field)
- * Best time to contact you:** (Dropdown menu with 'Morning' selected)
- Please leave your comment: (Text area)
- Estimated time of response: 2-3 business days*
- Remaining Character Count: 250
- Please do not send personal health information.
- SUBMIT** button



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.



The screenshot displays a web application interface. On the left is a vertical navigation menu with the following items: Home, Programs, Report Search, Contact Us, Notifications (highlighted in blue), Register / Maintain Organization, Maintain User (with sub-items: - Register User(s), - Edit User(s)), and Helpful Links (with sub-item: Online Resources). The main content area is titled "Notifications" in purple. Below the title is a section labeled "Program and State" with a purple header. It contains a form with a dropdown menu labeled "Select a Program:" set to "XYZ Program" and a text field labeled "State:" set to "CA". Below this is a section labeled "XYZ Program Notifications" with a green header and an empty white box for displaying notifications.



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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