Availity and Patient Centered Care Reports

UniCare Health Plan of West Virginia, Inc. (UniCare) is pleased to announce the expansion of our provider portal services through Availity. Effective January 1, 2014, physicians, hospitals and other health care providers will be able to check their patients’ health coverage by going to the Availity Web Portal, a multi-payer portal that gives providers access with one sign-on to multiple payers’ information. Availity’s Web Portal offers a variety of online functions to help providers reduce administrative costs by eliminating paperwork and phone calls. Availity's Web Portal offers UniCare providers access to the following functionality at no cost:

- Eligibility and benefits
- Claim status inquiries
- Patient-Centered Care Reports

For more information please take a look at the bottom of this communication to see some of the Frequently Asked Questions about the Availity Web Portal.

Patient-Centered Care Program

An exclusive Availity feature is our patient-centered care reports. The patient-centered care program aims to empower Primary Care Providers (PCPs) to engage in those comprehensive primary care functions that move us toward a coordinated, evidence-based care model. The program also has a great impact on achieving the aim of improved quality and patient experience while containing administrative costs for PCPs.

The reports and information available to assist PCPs is accessed free via Availity web multi-payer portal. Go to www.availity.com to register or log in.

A presentation with additional information on Availity and accessing the Patient-Centered Care report is posted on our provider website at www.unicare.com:

1. Click OTHER UNICARE WEBSITES: Providers at the top of the screen.
2. In the Resources for box, click State Sponsored Plan providers.
3. Click the West Virginia – Medicaid Managed Care link.
4. On the Provider Resources screen, scroll to the Additional Services and Programs section.
5. Click on Availity Patient-Centered Care

Ready to get started?
To register, go to www.availity.com/providers/registration-details/. It's that simple! For more information on Availity, or to view a demo, go to www.availity.com. If you are already an Availity user, you can now ADD UniCare West Virginia to your payer profile.

www.unicare.com
Provider Frequently Asked Question – Availity Web Portal

What is the Availity Web Portal?
The Availity Web Portal is a multi-payer portal (website) at availity.com that gives physicians, hospitals and other health care professionals access to multiple payer information with a secure single sign-on. These services are free to providers!

Why is UniCare teaming with Availity?
Availity’s Web Portal offers a variety of additional online solutions to help reduce administrative costs by eliminating paperwork and phone calls. Our relationship with Availity will help streamline transactions and processes. This will help reduce the amount of paperwork for medical practices allowing you to spend more time with your patients.

What are the technical requirements to access Availity Web Portal?
All you need to access the Availity Web Portal is:
- A computer with Internet access. High speed is recommended for best results.
- Microsoft Internet Explorer 8.0 or higher
- A 1024 x 768 or greater pixel display for best results.

Is Availity Web Portal HIPAA compliant?
YES. Availity Web Portal is HIPAA compliant.

How does the Availity Web Portal protect the privacy and security of health information?
Information is protected by registration and can only be accessed by designated Availity Web Portal users. Availity does not store health information; it only exchanges the information in strict compliance with privacy laws and regulations as necessary to complete the range of transactions performed by participants.

Is there a charge to use Availity Web Portal?
NO. The standard Availity Web Portal health plan transactions, including eligibility and benefits, claim status inquiry, Patient-Centered Care reports are available at no charge to physicians, hospitals and other health care professionals. There are no set-up fees, monthly fees or per-claim fees charged to providers for these transaction types.

If I’m already registered for AccessPoint, the UniCare secure portal, do I also need to register for Availity Web Portal?
YES, Availity’s Web Portal requires you to register and obtain a user ID and password. Once logged into the Availity Web Portal, you will have the ability to transact with multiple health plans, eliminating the need to visit multiple sites and remember multiple passwords.
So what does this mean for AccessPoint? Is the tool going away?
NO. Access to eligibility, benefits and claim status inquiry is available at both AccessPoint and Availity. However, Availity is your new source to access Patient-Centered Care reports.

What is a Primary Access Administrator (PAA)?
Each provider organization that registers for the Availity Web Portal will designate a Primary Access Administrator (PAA). The PAA will perform the account administration functions, such as registering new users, assigning business functions to users, revoking user access if needed, and controlling the organizations information within the Availity Web Portal.

What services are available through Availity?
The Availity Web Portal offers the following transactions for providers treating UniCare members:
- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Patient-Centered Care Reports

Are There Demos or Training Available?
Assistance for Providers not yet registered for the Availity Web Portal:

- Availity Web Portal On-Line Demos – Providers can view a demo prior to registering for Availity to see the functionality available on-line. Go to www.availity.com select the Demo tab, and then select the Explore Demonstration button. This will route you to the Availity Web Portal Log In page. You do not need to have a user name and password, just select the Log In button. Select your state from the drop down list, and press Enter. Next, select the links under the left side of the page to see an interactive demonstration of that specific functionality. Select the plus sign “+” next to the topic you’d like to view to see a full list of demonstrations.

Who should I call if I have questions about the Availity Web Portal?
You should contact Availity Client Services toll free at 800-Availity (800-282-4548) or e-mail questions to support@availity.com. Availity Web Portal Client Services is available Monday through Friday, 5:00 a.m. to 4:00 p.m. PST (excludes holidays).