Important update — AccessPoint provider website retirement

UniCare Health Plan of West Virginia, Inc. (UniCare) will retire the AccessPoint portal on December 8, 2017. At that time, the Availity Portal (https://www.availity.com) will be the exclusive web portal for accessing all of UniCare’s electronic tools and resources.

The services and information available to providers on the Availity Portal include:
- Eligibility and benefits.
- Claims status inquiries.
- Remittance advices.
- Claims submissions.
- Provider online reporting.
- The Education and Reference Center.
- Patient360.
- Clear Claim Connection.
- Prior authorization submission and inquiry.

Our newest addition to Payer Spaces — the Education and Reference Center
You now have a one-stop shop for all of UniCare’s tools and reference materials currently on AccessPoint. Through the Availity Portal, you can efficiently navigate to these electronic resources.

Select Payer Spaces > Applications > Education and Reference Center to find important policy information, commonly used forms, and presentations and reference guides that can be used to educate provider staff on UniCare’s proprietary tools.

If you would like more information on navigating in Availity, select Help & Training > My Learning Plan from the top navigation menu on the Availity home page to plot your learning journey. Availity also offers onboarding modules for new administrators and users. To locate these modules in the Availity Learning Center type Onboarding in the search field.

We encourage you to start using the Availity Portal today.

Do I need to get assistance from my Availity administrator to access the Education and Reference Center?
No further steps are required; that’s how easy it is! All users with an Availity Portal login and password will automatically be able to access.

Anything more I should know?
If you are having trouble locating the Education and Reference Center, type Education and Reference Center in the Availity search option, located on the top navigation menu. Select the heart next to the application to save it to your favorites.

What if I have questions?
For questions or additional registration assistance, contact Availity Client Services at 1-800-AVAILITY (1-800-282-4548) Monday through Friday, 8 a.m. to 7 p.m. Eastern time. Please have your application ID available when calling.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at: www.unicare.com