Digital Tools

Anthem Blue Cross and Blue Shield | Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

2024 IHCP Works Seminar

Agenda

- Availity Essentials Provider Data Management (PDM) tool
- Roster Automation
- Important reasons for using these tools
- Roster Submission Guide
- Help, Training, and support
- Questions
- Contact information

Availity PDM Application

The intake channel for all demographic change requests, including roster uploads

Digital Tools — Provider Data Management

The PDM application on Availity Essentials is now the only intake application to verify and initiate care provider demographic change requests, including submitting roster uploads, for all professional and facility care providers.

Previous intake channels are now retired as of October 1, 2023.

Choice and flexibility to select the option that works best for you:

• Request data updates via either of the following options:

  – Standard PDM experience.

  – Submitting a spreadsheet via a roster upload.

Note: An Availity Essentials account is required to access these tools. If you are not registered yet, see the next slide for registration details.

Digital Tools — Provider Data Management Registering

Not registered for Availity Essentials yet?

If you aren't registered to use Availity Essentials, signing up is easy and 100% secure. There is no cost for your providers to register or to use any of our digital applications. Start by going to Availity.com and selecting **New to Availity? Get Started** at the top of the home screen to access the registration page. If you have more than one TIN, please ensure you have registered all TINs associated with your Availity Essentials account.

If you have questions regarding registration, reach out to Availity Client Services between the hours of 8:00am and 8:00pm Eastern time at **800-AVAILITY-(282-4548)**.

Digital Tools — Provider Data Management Benefits

Benefits to our care providers using Availity PDM

The Availity PDM application will ensure:

- Consistently updated data.
- Decreased turnaround time for updates.
- Compliance with federal and/or state mandates.
- Improved data quality through standardization.
- Increased provider directory accuracy.

Digital Tools — Accessing Provider Data Management

How to access the Availity PDM application

Log in to Availity.com, select **My Providers**. Then, select **Provider Data Management** to begin the attestation process. Before selecting the TIN/business name, select the three-bar menu option on the right side of the window, select the option you need, and follow the prompts.

Availity Essentials administrators will automatically be granted access to PDM. Additional staff may be given access to Provider Data Management by an administrator. To find your administrator, go to My Account Dashboard > My Account > Organization(s) > Administrator Information.

Digital Tools — Provider Data Management Training

Training is available on Availity:

- PDM application specific trainings:
  - Learn about and attend one of our training opportunities here.
  - View the *Availity PDM Quick Start Guide* here.

Reminder: An Availity Essentials account is required to access these training options.

Introducing Roster Automation

Digital Tools — Roster Automation

Roster Automation is a new technology solution designed to streamline and automate large care provider data additions, changes, and terminations that are submitted using a standardized Microsoft Excel submission.

Any care provider, whether an individual provider/practitioner, group, or facility, can use Roster Automation starting today.

Digital Tools — Future of Roster Automation

Where we are headed with Roster Automation:

- Roster Automation was created to drive a standardized intake method that allows the ability to autoload changes. This technology will significantly reduce the turnaround time and drive quality through standardization and programmed business rules, improving the accuracy of care provider data.

Digital Tools — Roster Automation Benefits

Benefits to our care providers:

- When a roster is submitted using the established requirements, Roster Automation will ensure the following, using business rule logic:
  - Consistently updated data
  - Timely updates (processing times of less than five business days)
  - Compliance with federal and/or state mandates
  - Improved data quality through standardization
  - Increased provider directory accuracy

Digital Tools — Roster Automation Submission

Submit a roster using Roster Automation today in two easy steps:

- Use the standard roster template:

  – For your convenience, there is a standard roster Excel document. Find it online [here](#).

- Follow the *Rules of Engagement*:

  – A reference document, Roster Automation *Rules of Engagement,* is available to ensure error-free submissions, driving accurate and more timely updates through automation. More detailed instructions on formatting and submission requirements can be found on the first tab of the standard roster template (*User Reference Guide*). Find it online [here](#).

Digital Tools — Roster Automation Compatibility Check

Availity PDM compatibility check for roster submissions:

- Availity PDM has been enhanced to incorporate a roster compatibility check. Care providers can see if the roster was successfully submitted:

  - If there is an error to the roster, care providers will see an error rejection message with a detailed reason for the rejection.

  - Errors will need to be corrected. Then, the roster should be re-uploaded. Status will show as Roster Successfully Submitted.

  - After the successful submission of the roster, all accepted elements of the roster will be processed and only errors/rejections will fall out.

  - Any elements that fall out will require manual intervention.

Why Using These Tools Is Important For Accuracy

Find Care Directory

Please see a link to our "Find Care" site Here.

Find Care Directory — Demographic Information

Verify Directory Listing via PDM

On the Provider Data Management page, select the action menu next to the business whose information you want to verify, and then select one of the following options in the action menu.

Verify Directory Listing

Select **Verify Directory Listing** to verify the information as required every 90 calendar days by the Centers for Medicare & Medicaid Services (CMS).

After-Hours Services — PMP

As a primary medical provider (PMP), you are required to meet state standards for members to have access to care 24 hours a day, 7 days a week.

Anthem monitors these standards on a regular basis, including annual telephonic surveys.

After-Hours Services — Answering Service or Office Personnel

PMPs must adhere to these after-hours protocols.

Failure to comply may result in corrective action.

Answering service or after-hours personnel must:

- Forward member calls directly to the PMP or on-call care provider or instruct the member that the care provider will contact the member within 30 minutes.
- Ask the member if the call is an emergency. In the event of an emergency, they must immediately direct the member to dial 911 or proceed directly to the nearest hospital emergency room.
- Have the ability to contact a telephone interpreter for members with language barriers.
- Return all calls.

After-Hours Services — Answering Machines

Answering machine messages:

- May be used in the event that staff or an answering service is not immediately available.
- Must instruct members with emergency healthcare needs to dial 911 or proceed directly to the nearest hospital emergency room.
- Must provide instructions on how to contact the PMP or on-call care provider in a nonemergency situation.
- Must provide instructions in English, Spanish, and any other language appropriate to the PMP's practice.

After-hours protocols can be found in the [provider manual](#) in Chapter 8.

Provider Satisfaction Survey

Anthem conducts this survey annually to find out where we are excelling and where we need to improve. Participation is strongly encouraged.

This survey is mailed and emailed to the care provider locations and email address we have on file.

Roster Submission Guide via Availity

Step 1: Go to Availity

[Revenue Cycle Management | Healthcare | Availity](#)

Step 2: Essentials Login

Select Essentials Login.

Step 3: Login

Log in to Availity.

Step 4: Role Assignment Needed

Have your Availity administrator ensure you have been assigned the role of Provider Data Management to be able to access this application and submit.

Step 5: Accessing PDM in Availity

Select **My Providers** at the top toolbar then select **Provider Data Management.**

Step 6: Accessing Roster Upload Page

On the PDM landing page locate your organization. Select the three-bar menu option to the right, then select **Upload Rosters.**

Step 7: Agreement Statement

The system will display statements regarding the use of this file attachment process. You must agree to these statements to continue.

Step 8: Attaching Roster File

The system will display the preferred file format and maximum allowed size. Select the **Upload New Roster** button to locate and select your roster file.

Step 9: Successful Attachment

1. The file name will be displayed at the bottom of the page.

2. The **Download** link allows users to open the attached file.

3. The progress bar indicates the file has been loaded successfully.   Select **x** next to the progress bar if you need to delete the attachment.

4. After the file has been successfully attached, the upload process is complete.

Step 10: Roster File Submission Confirmation Page

After uploading the roster, a pop-up will appear indicating a successful roster file submission.

Step 11: Compatibility Check

- Next, the file will undergo a compatibility check, the result of which will display in the Notifications tab at the top of your browser window, next to a bell icon.

- If your roster fails to pass the compatibility check, you must correct the errors and upload the corrected roster. The roster will then be subjected to another compatibility check and must pass before it is considered successfully submitted.

Step 12: Uploaded Roster File Screen

1. The Upload Roster File screen now provides a 12-month history of roster submissions.

2. If a submitted roster contains errors (for example, required information is missing or data is formatted incorrectly), a link to an error report will appear in the Error Report column.

3. In addition, you will receive a message in the Notifications tab, instructing you to review the error report. See next slide for notifications.

Step 12: Uploaded Roster File Screen - Notifications

1. In addition, you will receive a message in the Notifications tab, instructing you to review the error report.

Step 13: Error Report Information

- Select a report in the Error Report column to see what issues are contained in a roster. Refer to the example in step 12 above.

  1. The first sheet(s)/tab is the updates tab, and it contains the data submitted in a roster, reformatted for automatic processing. The sheet(s) in the Error Report will match the name of the sheet(s) in the submitted roster.

  2. The Error Report tab provides the name of the tab in which the error occurred, a description of the error, an explanation of how to fix the error, and the number of the row in which the error occurred.

Step 14: Error Report Tab Details

- Use the Error Report tab to understand the errors in the submitted roster.
  - For example, the image tells you:
    1. The error is in the Updates sheet/tab of the submitted roster.
    2. Network Effective Date was not in the required mm/dd/yyyy format.
    3. The error is in row 1 of roster 123456.
    4. Column A in the Updates sheet/tab provides the roster row ID.

Help, Training, and Support

- Help
  - In the Availity Essentials navigation bar, select **Help & Training | Find Help**. Search by keywords **provider data management**.
    - Go directly to the Provider Data Management (PDM) topic.
- Training
  - In the Availity Essentials navigation bar, select **Help & Training | Get Trained**. Search by keywords **provider data management**.
    - Go directly to the Provider Data Management (PDM) demo.
- Support
  - In the Availity Essentials navigation bar, select **Help & Training | Availity Support**. Access online support ticketing and online chat.
    - Call 800-282-4548 (800-Availity) between the hours of 8 a.m. and 8 p.m. Eastern Time.
  - **TIP**: See the Availity Client Services help topic for more information.

Questions or Concerns

Questions: If you need help accessing PDM, contact Client Services for Availity at **800-AVAILITY (282-4548).** If you have any questions regarding roster submission, contact your local **provider relationship management representative**.

Provider Relationship Account Management Physical Health Zone Map

Zone 1
Jamaal Wade
Jamaal.WadeSr@anthem.com
317-409-7209

Zone 2
Angelique Jones
Angelique.Jones@anthem.com
317-619-9241

Zone 3
Whit'ney McTush
Whitney.McTush@anthem.com
317-519-1089

Zone 4
Matthew McGarry
Matthew.McGarry@anthem.com
463-202-3579

Zone 5
David Tudor
David.Tudor@anthem.com
317-447-7008

Zone 6
Matt Swingendorf
Matthew.Swingendorf@anthem.com
317-306-0077

Zone 7
Sophia Brown
Sophia.Brown@anthem.com
317-775-9528

https://providers.anthem.com/docs/gpp/IN_CAID_PU_NetworkRelationsMap.pdf?v=202110061311

Provider Relationship Account Management Physical Health

Indiana University Health
Michelle Fitch
Michelle.Fitch@anthem.com
317-646-4514

Ascension, Parkview Health
Open

Community Health Network, Franciscan
Health, Deaconess Health
Trent Mast
Trenton.Mast@anthem.com
317-526-2304

Indiana Orthopedic Hospital (OrthoIndy), South
Bend Clinic, Eskenazi, American Health Network,
Beacon, Union Hospital, Lutheran Health Network,
Community Munster, St. Joseph Regional Health
(Trinity)
Julie Fiedler
Julie.Fiedler@anthem.com
260-600-9342

Schneck Medical Center, Goshen Hospital,
Columbus Regional Health, Good Samaritan,
Logansport Memorial Hospital, Major Medical
Group, Unity Lafayette, Margaret Mary Health,
Methodist Gary, Hancock Health, Hendricks
Regional Health, Witham, Henry Community
Health, Johnson Memorial Health, Riverview
Health
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317-601-9474

Provider Relationship Account Management Behavioral Health Subject Matter Experts (SME)

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Tish Jones Latisha.Willoughby@anthem.com 317-617-9481
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SME — SUD/OTP
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Indiana PathWays for Aging Network Relations Specialists
Home and Community-Based Services, Home Health/Personal Care Attendant

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463-290-1715

https://providers.anthem.com/docs/gpp/IN_CAID_PathWaysForAgingNetworkRelationsMapAndSupports.pdf?v=202407091642 45

Indiana PathWays for Aging Network Relations Specialists Nursing Facility/Assisted Living/Adult Day and Adult Family Care

Northern Indiana

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Central Indiana

Bridgette Oliver Parran

Network Relations Specialist

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765-516-4510

Southern Indiana

Caitlyn Bourff

Network Relations Specialist

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317-868-0758

Indiana PathWays for Aging Network Relations Specialists – Additional Resources and Contacts

Website:

providers.anthem.com/in > Patient Care >Indiana PathWays for Aging

LTSS Provider Relations email:

INMLTSSProviderRelations@anthem.com

LTSS Provider Contracting email:

INMLTSSContracts@anthem.com

LTSS Provider Relations phone:

833-569-4739

Manager, LTSS Network Relations

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Workforce Development Administrator

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317-671-2141

Value Based Program Specialist

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LTSS Provider Training Specialist

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HCBS Contracting Network Specialist

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Anthem