

Simplify Office Administrative Tasks

QUICK REFERENCE GUIDE

Remember:

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website

www.AmbetterofAlabama.com

- Patient care forms
- Pre-Auth Needed tool
- Ambetter of Alabama News
- Provider Manual
- Preferred Drug List
- Member resources

Availity Essentials

www.Availity.com/documents/learning/LP_AP_GetStarted

Availity Essentials has been chosen as the new, secure provider portal with a phased rollout to be completed by early 2025.

- Validate eligibility and benefits
- Submit claims
- Check claim status
- Submit authorizations
- Access payer resources

For providers new to Availity Essentials, getting an account is the first step toward working on Availity.

Secure Provider Portal

www.AmbetterofAlabama.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- Secure Web Portal
- 24/7 Toll-Free Interactive Voice Response (IVR) Line:
1-800-442-1623
- Provider Services:
1-800-442-1623

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during an upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal
2. Review patient information for any gaps in care
3. Plan to address care gaps during an upcoming office visit

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization via:

- Secure Provider Portal
- Medical Outpatient:
1-833-928-0638
- Behavioral Health Outpatient:
1-833-928-0642
- Medical Inpatient:
1-833-928-0636
- Behavioral Health Outpatient:
1-833-928-0642

Claims

Timely Filing Guidelines:
180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses:
EDI Payor ID 68069
- Mail paper claims to:
Ambetter Health of Alabama
Attn: Claims Department
P.O. Box 5010
Farmington, MO 64640-5010

 **Questions? Call Provider Services**
1-800-442-1623

 **Log into secure web portal**
www.AmbetterofAlabama.com