

You asked, we delivered.

Your online dental claims, eligibility and benefits website is changing.

Over the past few years during conventions, workshops, phone calls and office visits, you shared ways we could make your lives easier. We heard you! Based on your input, we're launching a brand new dental provider website. We are phasing out the websites you previously used to submit claims (Anthem.com and SecureTrack). All the functions from these sites are now consolidated into a new dental web portal – powered by Availity – including enhancements and upgrades, making it easier to do business with us.

Our goal

- Help you reduce administrative time and expense.
- Deliver greater access, better options and new features.
- Give you the information you need to serve your patients.

What is Availity?

The Availity web portal is a multi-payer site where you can work with participating payers like Anthem. Availity is compliant with all HIPAA regulations, and there is no cost to use any of the online tools. We consolidated the multiple portals you previously used into one easy-to-use, secure portal.

How will these changes make your life easier?

- Use one secure website for all your office needs.
- New enhancements will reduce calling and waiting for information that's now at your fingertips.
- The majority of your questions about treating and obtaining cost estimates for your patients can now be answered on the new web portal.
- Obtain faster and more complete information about claims and patient eligibility.
- You only need to visit one location to submit your claims and attachments – you no longer have to visit multiple websites.
- All of your patients' records and claims history are in one place, reducing your time spent searching through paper or multiple websites.
- Attachments can be submitted online.
- Register multiple users in your office, making it easy for staff to have all the information they need any day of week.
- Visit www.availity.com/dentalproviders to learn more

The new and improved website is available **NOW**.
Visit www.availity.com/dentalproviders.

What you need to know

- Check eligibility and benefits, manage claims, view remittances, and complete secured administrative tasks online.
- If you currently don't have an account set up with Availity, you can easily create one with the instructions provided in the Quick Reference section.
- Once you're set up, remember to bookmark the new site for quick access every time.
- Training is free – online - and available at your convenience (no need to schedule).
- The same options you had before will still remain. You can continue to look up basic eligibility, summary of benefits, and finalized claim status among other items.

How the new portal will help your office

- You get one easy website for claims and attachments.
- You can now enter multiple patients at once to check eligibility, benefits and claims information.
- Our new website has so many tools and options, you and your staff won't have to make phone calls or wait for the answers you need.
- When you're reviewing your patient schedule for the next day, you can now enter each patient's information to determine eligibility and benefits ahead of time.
- Instructor-led training is available with sessions recorded for playback in the Learning Center.



What's new?

- You no longer need to visit multiple websites to view member eligibility, benefits and claims.
- Expanded capabilities for attachments: You can now view the type of attachment (X-ray, chart notes, etc.)
- Now you have both single and multiple claims status with expanded claims details, supporting suspended claims and pre-determination status.
- Remittance viewer (paper images only) now shows pre-determination, denials and paid claims.
- You can now submit your practice information updates and changes using our online form.
- Current clinical dental policy guidelines are now easily found on the website.
- Submit a corrected claim electronically (using voided claim or replacement claim options). No more paper submissions needed.
- You will now have the ability to submit secondary and tertiary claims too!
- More detailed information is available in the FAQ section.

Enhancements

- Eligibility and benefit (single and multiple) inquiry with expanded benefit information like pre-appointments and eligibility.
- Procedure code and associated codes will display frequency limitations and past history.
- Electronic Funds Transfer (EFT) registration for all dental plans – you previously could only use this feature with Prime and Complete. Enhanced automated deposits mean you get payments faster!
- Electronic Remittance Advice (ERA) registration – You're now able to register for electronic EOBs.
- View your patients' dental histories for procedures and limitations by service type and benefits.
- Multiple claims listings are now available, allowing you to view claims from a specific date range and by status of those claims.
- Submit your claims and attachments at no cost – for new, corrected and pre-determination claim submissions.

Not registered with Availity?

Have your designated administrator go to www.availity.com/dentalproviders and click Register. Complete the online registration wizard. Your office administrator will receive an email from Availity with a temporary password and next-steps information.

Already registered with Availity?

If so, now is the time to make sure you have all of your tax IDs registered on the new web portal. Your office administrator can add additional tax IDs by going to the Maintain Organization section of the My Account dashboard.

Get up to speed quickly with training opportunities

Online training options are available and it's free! After you register, log in to the Availity provider portal and click Help & Training /Get Trained to access recorded demonstrations. There you'll find in-depth product training as well as continuing education via national industry experts. A how-to guide is also available if you have any questions.

Questions about how to register?

For registration assistance, call Availity Client Services at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday from 7 a.m. to 6:30 p.m. Central Time (excluding holidays).

Still have questions?

If you have questions about changes to your office information or how your practice is listed in the directory? Contact Anthem's team at **866-947-9398**, Monday through Friday from 7 a.m. to 5 p.m. Central Time (excluding holidays). More information is available at www.anthem.com/dentalproviders.



Tell us how it's working for you!

We value your input. We heard your feedback before, and want to be sure this new website meets your needs. Please give us a call and share your thoughts on what you like and what you think might be improved.

866-947-9398



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