Credentialing on the Availity Portal
For Nursing Facilities
The Availity Portal

✓ Multiple payers
✓ One website
✓ One log-in
✓ Secure, compliant network
✓ No cost

**INSIGHT** Access many payer-specific tools and third-party applications quickly using Availity’s single sign-on (SSO) links. Embedded right at the point of need, open these tools without having to log in separately.
Get registered

1. Go to www.availity.com
2. Select REGISTER at the top right of the page.
3. Select Providers as the registration type.
4. Complete the registration process.
You’ll need...

- Basic organization information
- An individual email address
- Tax ID
- NPI (unless exempt)
First time log in

1. Go to [www.availity.com](http://www.availity.com)
2. Click **LOGIN** at the top right of the page.

### Use temporary password

- **User ID:**
- **Password:**

### Set three security questions and answers

1. **Question 1:** Who was your first employer?
   - **Response:**
2. **Question 2:** Who was your favorite teacher?
   - **Response:**
3. **Question 3:** What was your childhood nickname?
   - **Response:**

### Enter and re-enter new password

- **Enter new password:**
- **Re-enter new password:**

*Your new password must...*
- Have 8 to 15 characters
- Have at least one number
- Have at least one lowercase letter
- Have at least one special character
- Not contain your user ID
- Contain no spaces
- Match in both entry fields
Initial Credentialing Process

1. Provider requests to join MCO network
2. MCO notifies Aperture to start the credentialing verification process
3. Aperture sends instructions to the provider to submit the credentialing application
4. Provider completes and submits the credentialing application (using the Availity Portal)
5. Aperture processes the primary source verification of the credentialing application
6. MCO reviews the credentialing results
7. Provider receives notification of the results

- If the NF is already credentialed with their contracted Medicaid MCOs as a SNF:
  - NF will be "DEEMED" credentialed for Nursing Facility
  - MCOs will be sending out notices to NFs advising of their “DEEMED” status
- If a NF has not previously been credentialed as a SNF by their contracted Medicaid MCOs:
  - NF will need to complete an application as an initial credentialing
- Any change of ownership (CHOW) requires new contracts with the Medicaid MCOs and an initial credentialing application under the new ownership

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Re-credentialing Process

MCO notifies Aperture that re-credentialing is due

Aperture sends instructions to the provider to submit the credentialing application

Provider completes and submits the credentialing application (using the Availity Portal)

Aperture processes the primary source verification of the credentialing application

MCO reviews the credentialing results

Provider receives notification of the results

- NFs that are already credentialed as SNF with their contracted Medicaid MCO are required to re-credential every three years.
- Some NFs may need to re-credential based upon their SNF credentialing date with their Medicaid MCOs.
  - Dates may vary by MCO.
  - Earliest re-credentialing date will trigger a notice to the NF of the need to re-credential, and/or
  - Re-credentialing date will reset the credentialing date with ALL the Medicaid MCOs to be the same.
Accessing Provider Credentialing

Click My Providers | Provider Credentialing.
Provider Credentialing role

Administrators must assign the Provider Credentialing role to themselves as well as other users who will need access.

1. On your My Account Dashboard, click **Maintain User**.
2. Locate and click the name of the user who needs the access.
3. Next to the name of the organization, click **View/Edit**.
4. Locate and select the check box next to the **Provider Credentialing** role.
5. Click **Save**.

**Note:** You will need to logout of the account for the change to take effect.
Tips for completing an application

• To start a new application, click Credential a Provider on the Provider Credentialing dashboard.

• All fields are required unless specified as optional.

• Information can be saved once all required fields in a section are complete. Click Continue or Save & Continue.
  • Once saved you can return to the application at a later time to pick up where you left off.

• Documents you will need prior to completing the application:
  • NF License
  • NF Insurance Certificate (if applicable)
  • HHSC survey (2567)
    • Plan of Correction
    • HHSC Cover Letter(s)
  • NF Clinical Laboratory Improvement Amendment (CLIA) or CLIA Waiver
Credentialing a NF, SNF Provider

• Start the process with basic information.

• Single application for multiple health plans.

• If the NPI matches any of our records, the information is pre-populated in some fields.

• When selecting a specialty you can narrow the list by typing part of the specialty name or part of the taxonomy.
  • You can add additional specialties, if needed.
The sections needed when credentialing a Facility

Business name, legal name and TAX ID must match the W9
Texas contracted Medicaid Number

- In the **Facility Information** section:
  - Add your Texas contracted Medicaid Number
  - Select a State from drop-down
    - Add additional Medicaid Numbers if applicable
- Complete the NF application utilizing the drop-down boxes, when applicable
Insurance Coverage

• In the **Facility Information** section:
  • Insurance Coverage is not required for STAR+PLUS credentialing
  • It is recommended to be submitted, if available
• If the NF is also contracted separately as a SNF for MMP or other Medicare Advantage contracts, then insurance may be required
• Check with your MCOs regarding SNF Credentialing Requirement
Business Contact

In the Facility Information section, be sure that the Credentialing Contact for the Business is the person who should be the point of contact for the MCOs.

- This will be the contact for questions, as well as notifications for future re-credentialing notices.
- Be sure it is someone knowledgeable about the credentialing process and the content of the application.
In the Service Locations section:

- Select only boxes that apply to the NF
- These are informational questions that do not impact the NF STAR+PLUS credentialing status
Service Locations (cont.)
Services & Practice Limitations

- Skip any questions that are not applicable
- Select only those services that the NF provides directly – not through an ancillary provider
Services & Practice Limitations (cont.)

These are information questions not impacting the STAR+PLUS credentialing status.
• STAR+PLUS credentialing requirements include the NF either having a Clinical Laboratory Improvement Amendment (CLIA) or a CLIA Waiver.
  • A copy of the CLIA or CLIA Waiver is required.
  • If the NF is undergoing Change of Ownership (CHOW) then the NF has up to 84 days to submit the CLIA or CLIA Waiver from the submission of the credentialing application.
• Services should only be ones provided directly by the NF – not through an ancillary provider.

<table>
<thead>
<tr>
<th>Services &amp; Practice Limitations (cont.)</th>
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Licenses and Identifiers

Select **Add a license for this provider** and complete the license questions.

- NFs must have a current license in the name of the current ownership to be credentialed.
- NFs going through a Change of Ownership (CHOW) - applications are not complete until the new license is submitted.
- A letter from HHSC verifying the NF has a current license is acceptable for NFs recently completing a CHOW.
Disclosures

Answer each Disclosure question based on current ownership.

• Read through all of the disclosers carefully.

• Any question answered Yes will require further explanation.
  • A text box will appear with a 500 character capacity to explain.
  • If more room is needed, a separate document may be submitted with further explanation under the Attachments section.

INSIGHT Example of explanation for federal and state sanctions:
Texas Administrative penalties for the 4/15/16 survey
CMS Civil Money Penalties for 4/15/16 survey
Denial of Payment for 4/15/16 survey - DPNA for 5/31/16 - 6/15/16

NFs must disclose all federal and state sanctions and penalties for the most recent three years.
**Required Attachments**

STAR+PLUS credentialing requirements include the NF either having a Clinical Laboratory Improvement Amendment (CLIA) or a CLIA Waiver.

- A copy of the CLIA or CLIA Waiver is required.
- If the NF is undergoing Change of Ownership (CHOW) then the NF has up to 84 days to submit the CLIA or CLIA Waiver from the submission of the credentialing application.

**TIPS:** Accepted file types include TIF, JPG, and PDF. There is no file size limit.
Optional Attachments

Current NF License or HHSC Letter verifying current license

Not required for STAR+PLUS, but preferred - May be required for SNF credentialing

Not required for STAR+PLUS, but preferred - May be required for SNF credentialing

The most recent 2567 Statement of Deficiencies that includes the Plan of Correction and HHSC accompanying cover letters/clearance letters will satisfy as proof of Medicare participation.
The most recent 2567 Statement of Deficiencies that includes the Plan of Correction and HHSC accompanying cover letters/clearance letters will satisfy as proof of TMHP Medicaid Letter and Agreement with HHSC.
Optional Attachments (cont.)

- Current W9, part of demographic information

- The most recent 2567 Statement of Deficiencies that includes the Plan of Correction and HHSC accompanying cover letters/clearance letters.

See checklist in speaker notes section.
Attestation

Attestations may be signed by any authorized representative of the NF.

- The NF can determine who is authorized to sign for the NF.
- You may print a copy of the Attestation Statement for your records.

Be sure to check the boxes
Credentialing Dashboard

- Search and sort the list with key information
- Statuses are color-coded
  - Gray - application has been started but not submitted
  - Blue - application has been submitted and is in progress
  - Red - error was found
  - Green - application has been approved
- Expand sections to view progress and history details
- Amend applications in-progress or with errors
- Re-credential approved providers
Credentialing Dashboard

a) Show or hide the progress of the application

b) Show or hide the history details of the application
Thank you!

Contact Availity Client Services for additional assistance. Click Help & Training | My Support Tickets or call 1.800.AVAILITY (1.800.282.4548).