

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Claim submissions
- Claim status inquiry
- Claims dispute
- Remittance inquiry
- Prior Authorization Look-Up Tool
- Prior authorization request
- Eligibility and benefits inquiry
- Total member view
- Provider enrollment
- Chat with Payer

Availity Client Services (<https://Availity.com/customer-support>) provides customer support for Availity Essentials users.

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials.

Provider enrollment and network management

Provider enrollment requests and contract changes should be submitted via Availity Essentials:

- To join our network or add a practitioner to your contracted group, select **Join Our Network** via our website or submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > Summit Community Care > Applications > Provider Enrollment.
 - If you are already part of our network and need to update your demographic data, such as your address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Service departments

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Healthcare networks

Provider relationship account managers are available to provide education on our product, network, electronic tools, and initiatives.

- Go to the key contact information for providers to view our provider representative assignments.

IRS Form 1099 requests

Email 1099dept@anthem.com or call 888-246-4893.

Pharmacy

Pharmacy Information for Providers

Prior Authorization

Log in to <https://Availity.com> and select Authorizations and Referrals.

Provider education and training

Our dynamic online Digital Solutions Learning Hub has training courses, on-demand webinar replays, demonstration videos, and more.

Provider forms:

- Provider Forms

Provider resources

On our Summit Community Care website under our Resources tab, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

Refund address

P.O. Box 933657
Atlanta, GA 31193-3657

Summit Community Care Medical Policies

Medical Policies and Clinical UM Guidelines

Product table

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews)
Local products Summit Community Care (Medicaid PASSE)	844-462-0022	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Medical claims Summit Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010	Payment Dispute Unit P.O. Box 62429 Virginia Beach, VA 23466-2429	Summit Community Care P.O. Box 933657 Atlanta, GA 31193-3657	Physical Health and LTSS preapprovals: 844-462 0022 Fax: 800-964-3627 Behavioral Health preapproval: 844-462 0022 Fax: 844-452-8068

<https://bit.ly/signup-summit-ar>

<https://provider.summitcommunitycare.com>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

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