Provider enrollment application

A new quick and intuitive way to enroll and become a participating provider with Summit Community Care

Submit an enrollment application online

- Digital provider enrollment is a way to enroll to become a participating provider with Summit Community Care to serve Summit Community Care members. The tool is hosted in Availity Essentials* and uses Council for Affordable Quality Healthcare, Inc. (CAQH) ProView® to extract data from the provider's CAQH profile.

You can use the application to:

- Add new providers to an existing participating group.
- Contract and enroll as a new individual provider or group of providers.

- Currently, **ancillary** and **facility** providers are the only excluded provider types. These providers should continue to use the current enrollment process.

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General rules for submitting an application

- If the provider has a CAQH profile (PCPs and specialists):
  - Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
  - Ensure the CAQH ProView profile is attested, and Summit Community Care is authorized to access.

- The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **Primary specialty is mandatory**. The primary specialty is the specialty that will be listed in the directory.

New profiles will remain in *Profile Data Submitted* status until CAQH has approved the profile.

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General rules for submitting an application (cont.)

- For help, visit: **CAQH ProView for Providers and Practice Managers**.
- The organization must be registered with Availity Essentials and have an Availity login ID under the organization. The Availity user ID should be assigned the role of *Provider Enrollment*.

Before you get started

1. Assign an Availity Administrator from your staff to register your organization on availity.com:
   - Your organization's administrator will create a personal account for each user under your organization within Availity:
     - The administrator will select **Add User** to register new users or **Maintain User** for registered users from their **Account Dashboard** located on Availity's home page.
     - The administrator should assign the user the role of **Provider Enrollment** to applicable staff.
2. Update your CAQH profile and complete the following:
   - Review and attest your CAQH profile.
   - Ensure Summit Community Care is authorized to view your CAQH data.
   - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
   - Under **Payer Spaces**, select the **Summit Community Care logo**, then select **Applications** and **Provider Enrollment**.

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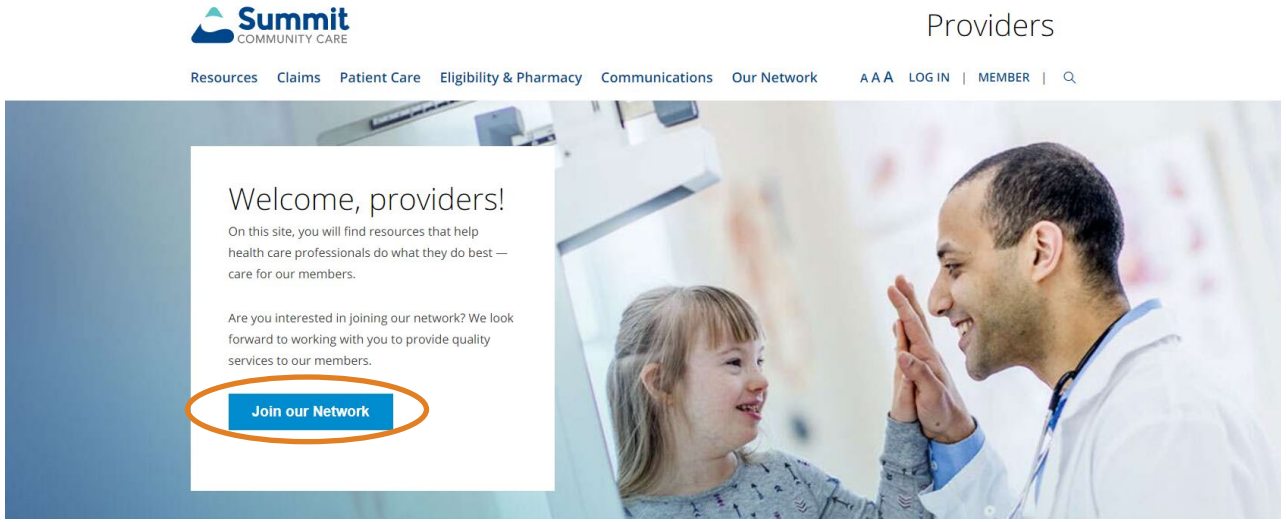
Where is the application located?

Follow the steps below to access the enrollment application:

- Navigate to https://provider.summitcommunitycare.com.
- Select **Join our Network.**



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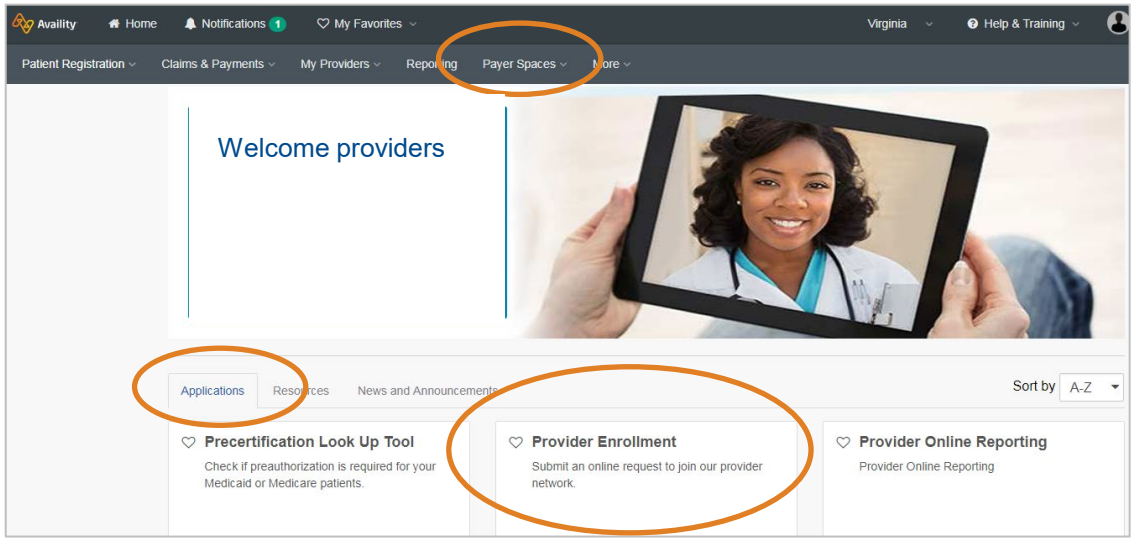
Enroll through Availity Essentials

The enrollment application is located on Availity:

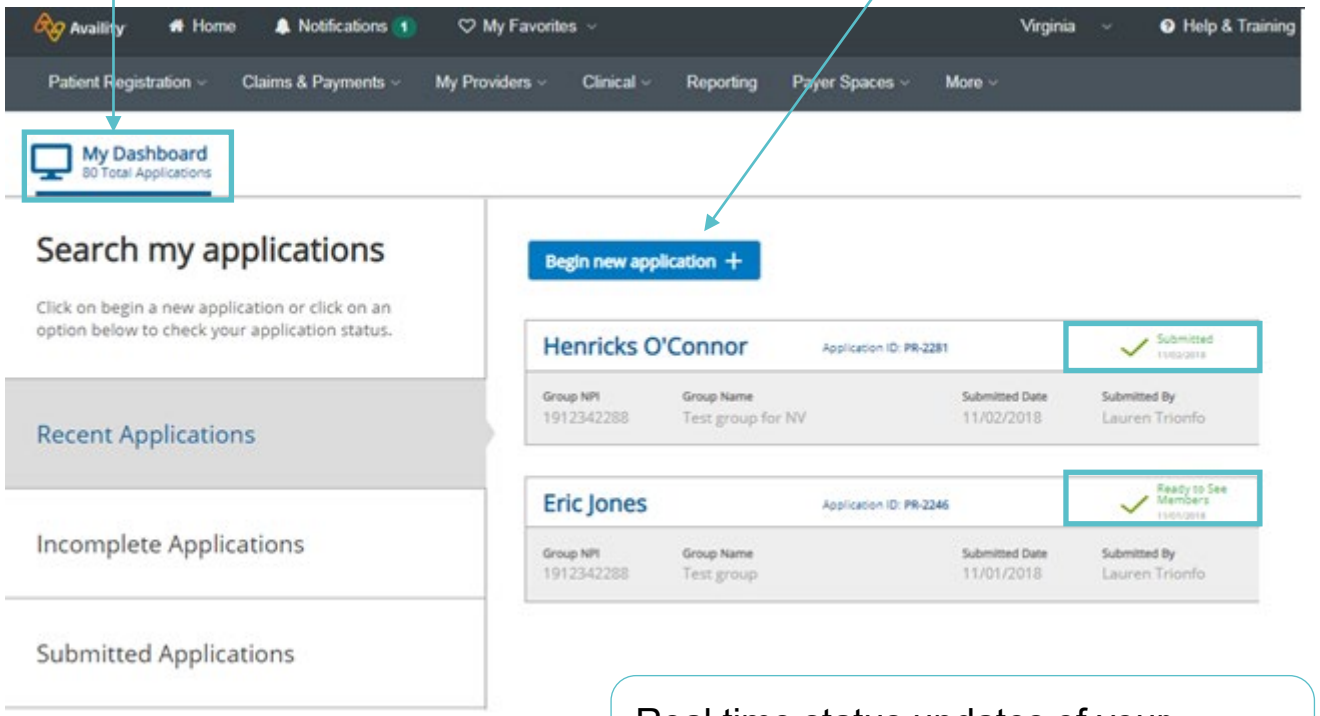
- Navigate to **availity.com**.
- After logging in, select **Payer Spaces**.
- Select the **Summit Community Care logo**.
- Select **Applications**, then **Provider Enrollment**.



Enrollment dashboard

My Dashboard is the place to track your submission.

Select **Begin new application** to start the enrollment process.



The left-hand navigation options allow providers to find their applications and check their status.

Real time status updates of your applications.

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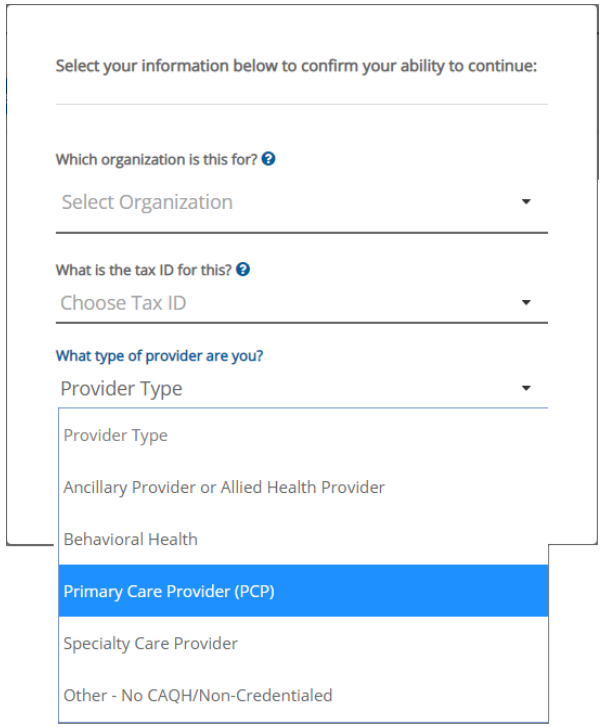
Begin the enrollment process

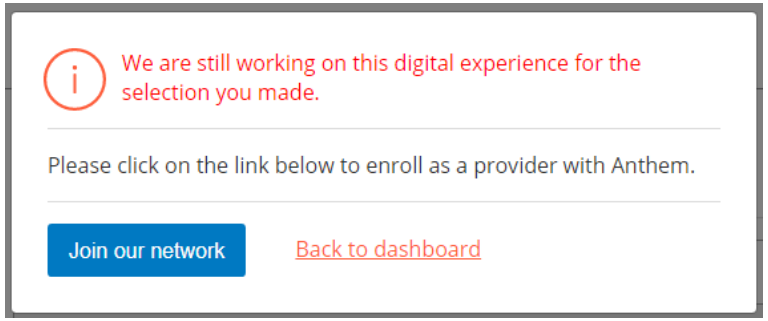


Select the organization name.

Select the tax ID.

Select the provider type. This will direct the provider to the correct enrollment experience.

Ancillary providers will be directed to the provider website for instructions.



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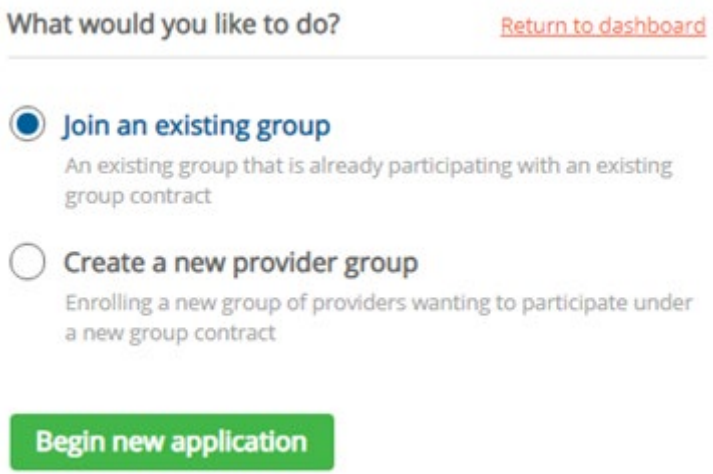
What would you like to do?

Select to add providers to an existing group.

Select to create a new provider group and receive a contract.



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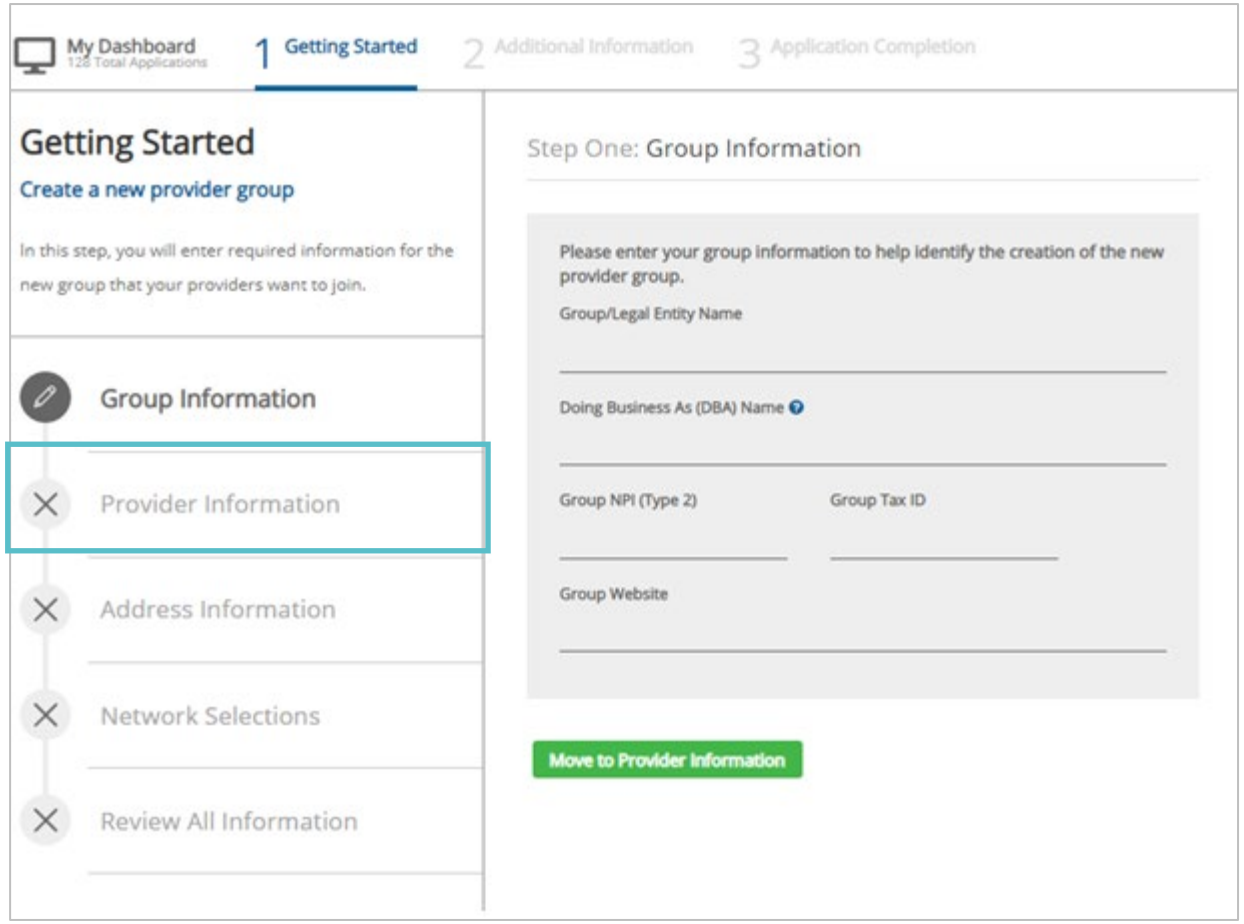
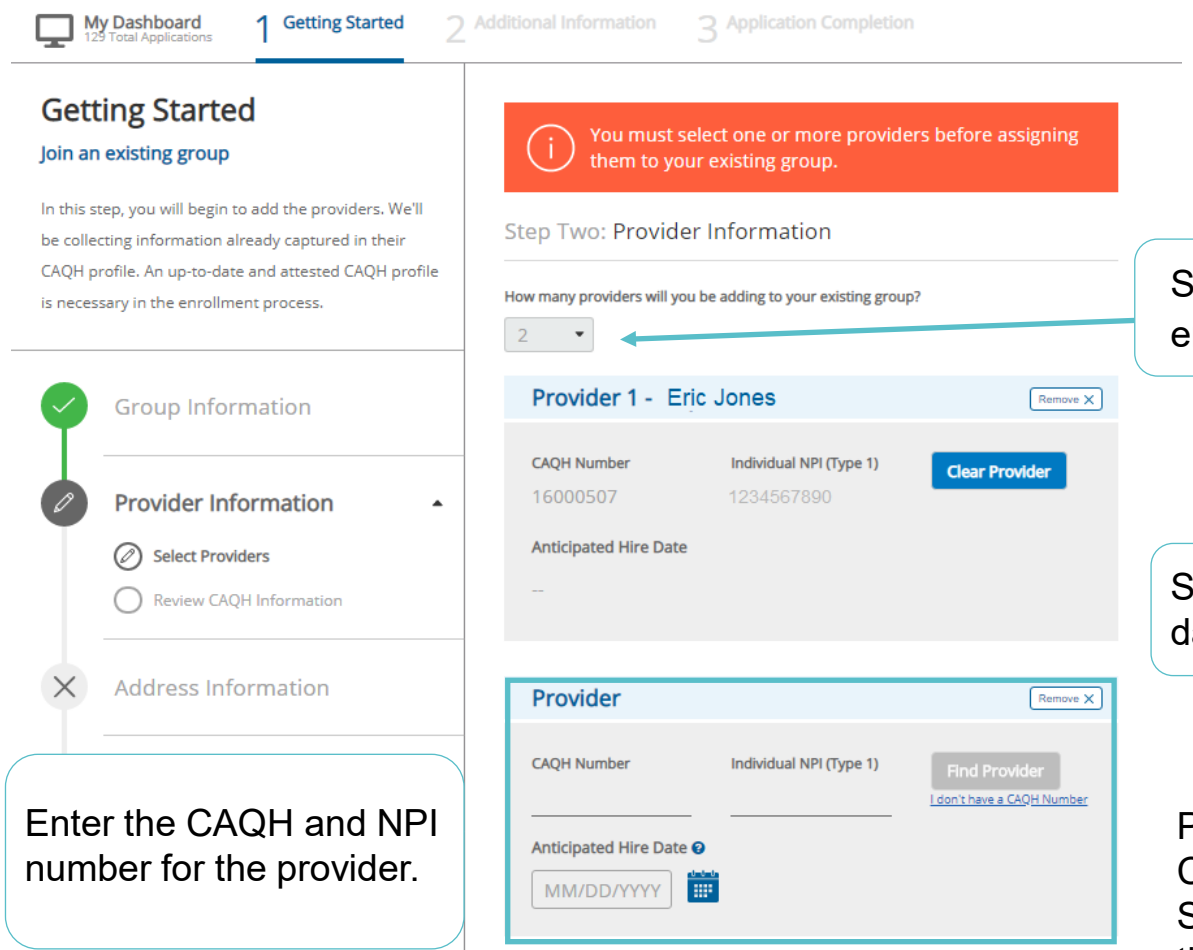
Step 1: getting started: group information



Provide group information when you are adding a provider to an existing group or enrolling a new provider group.

Step 1: getting started: provider information



Select the number of providers to enroll.

Select **Find Provider** — This pulls data from CAQH.

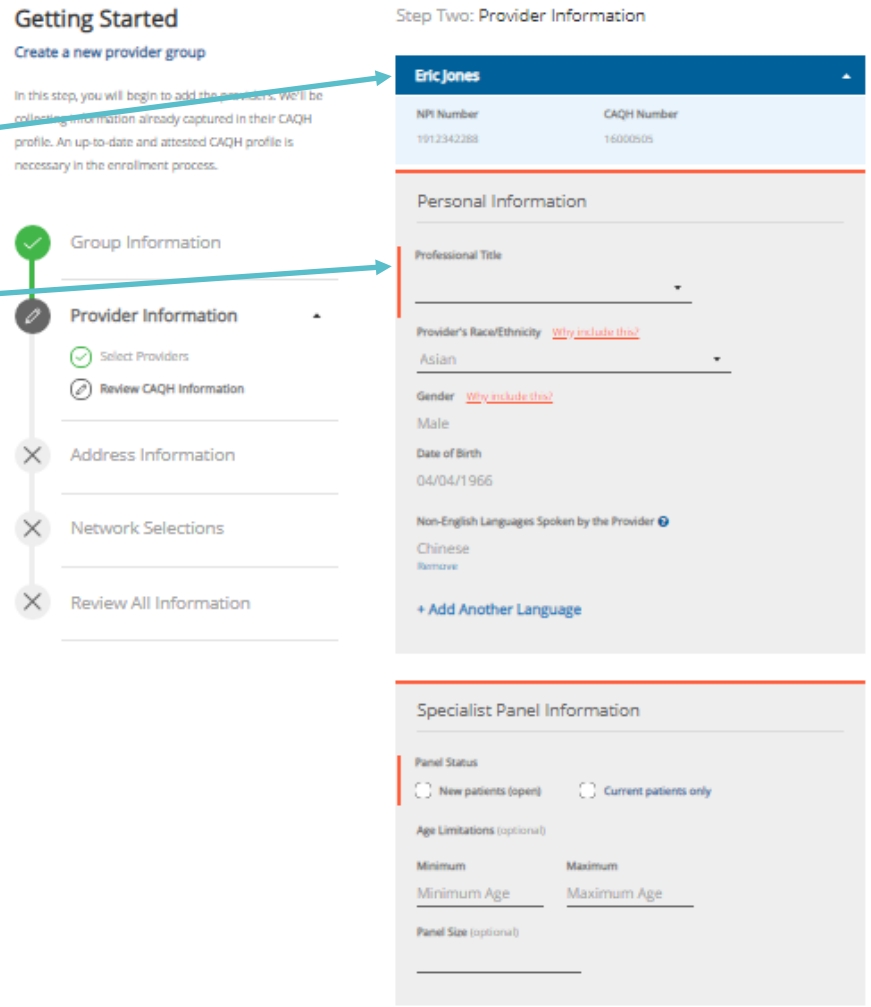
Enter the CAQH and NPI number for the provider.

Providers must have an attested CAQH profile and have authorized Summit Community Care to access their data.

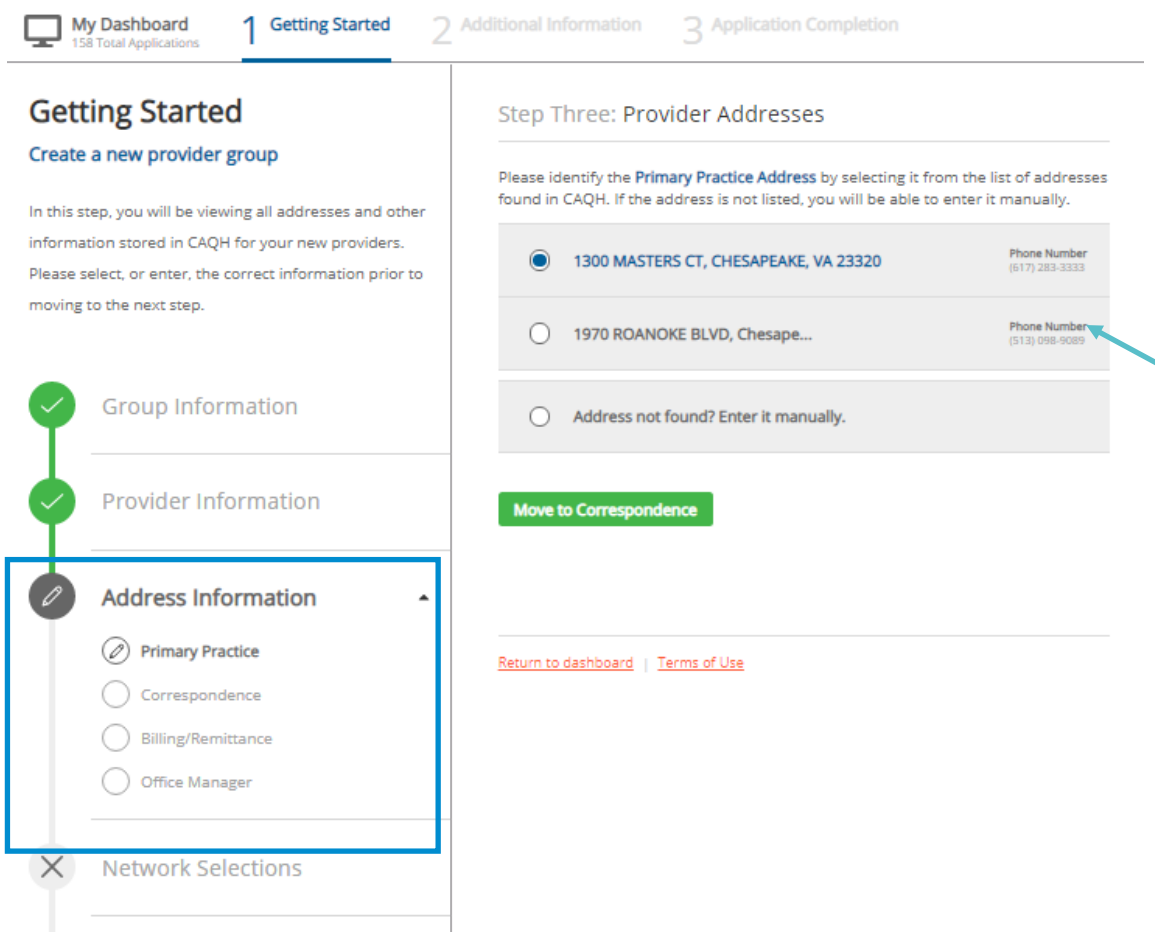
Step 1: getting started: CAQH information

The application pulls data from the provider's CAQH profile:

- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.



Step 1: getting started: address information



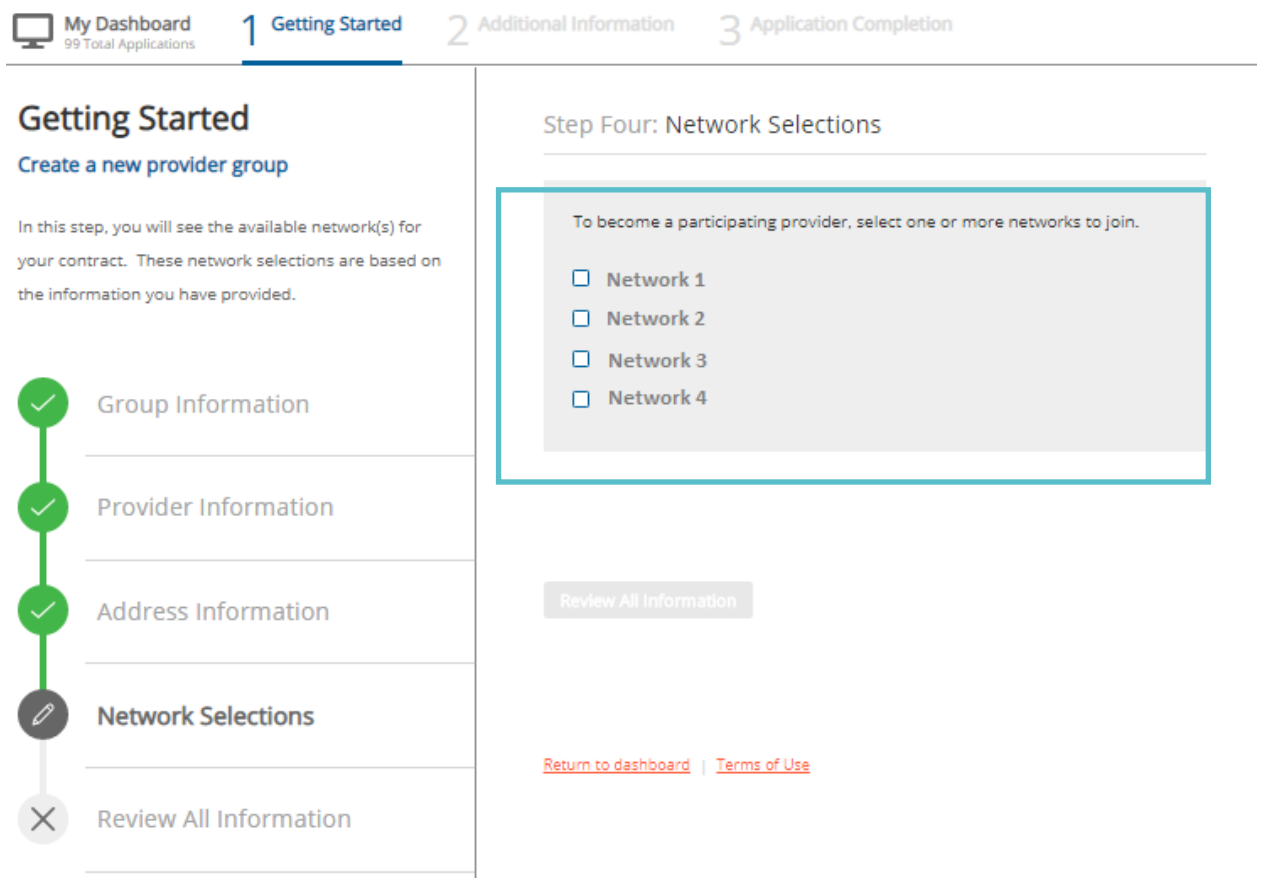
This step captures all the address information and contacts.

We are collecting the:

- Primary practice address.
- Correspondence address.
- Billing/remittance address and contact.
- Office manager contact.

Choose an address/contact or add a new one (if needed).

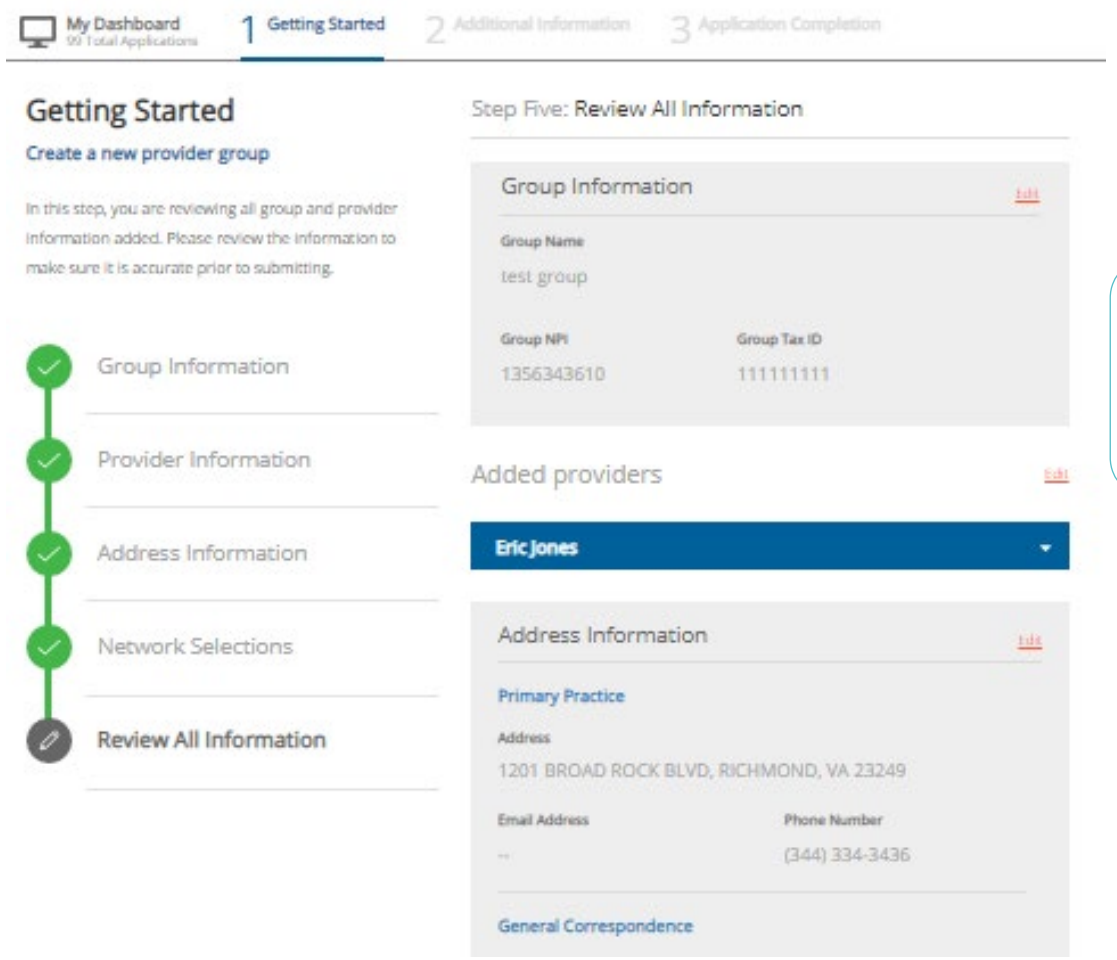
Step 1: getting started: network selections



Providers who need contracts may be prompted to select the provider networks in which they will participate.

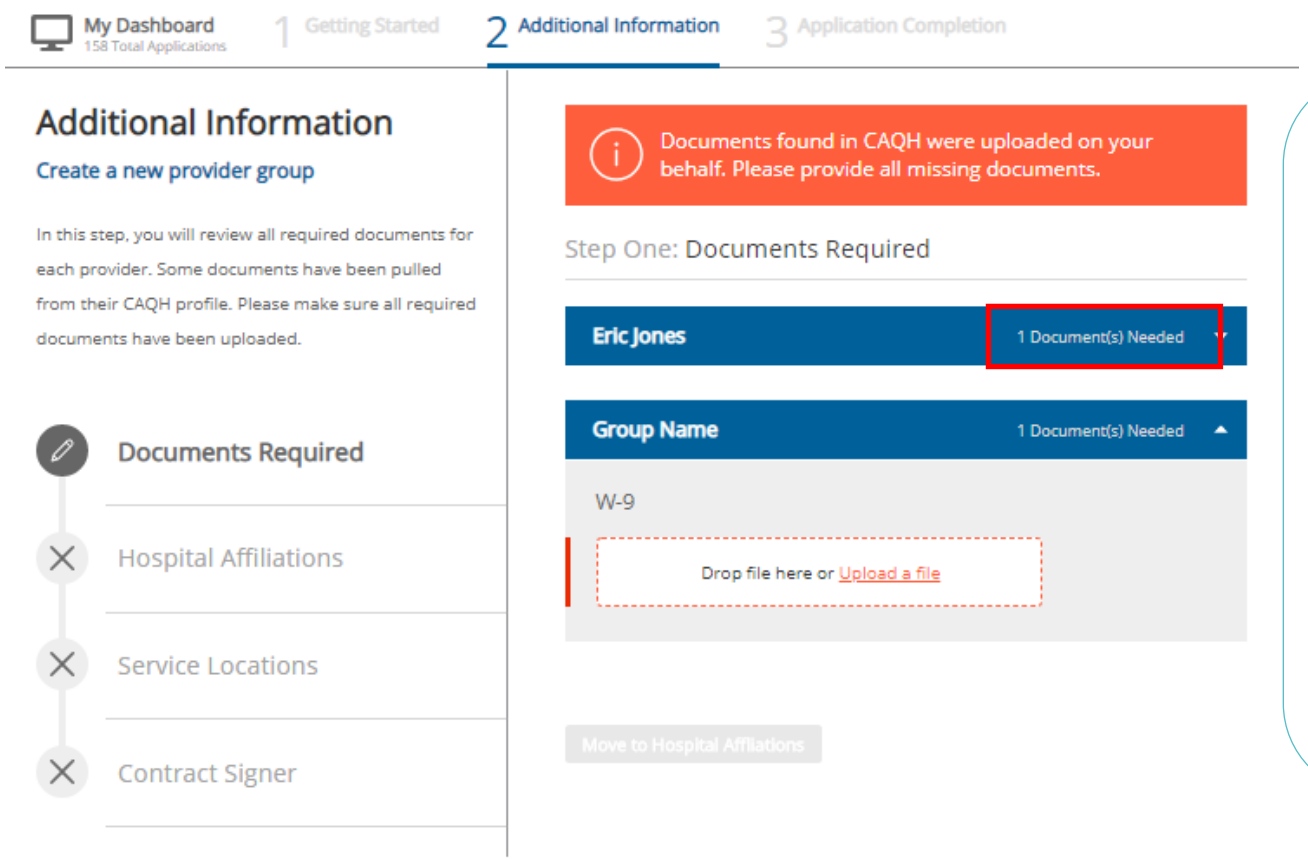
The network selections will reflect the products available in the state to which they are applying.

Step 1: getting started: review all information



Review the data and select any of the *Edit* buttons to edit the data.

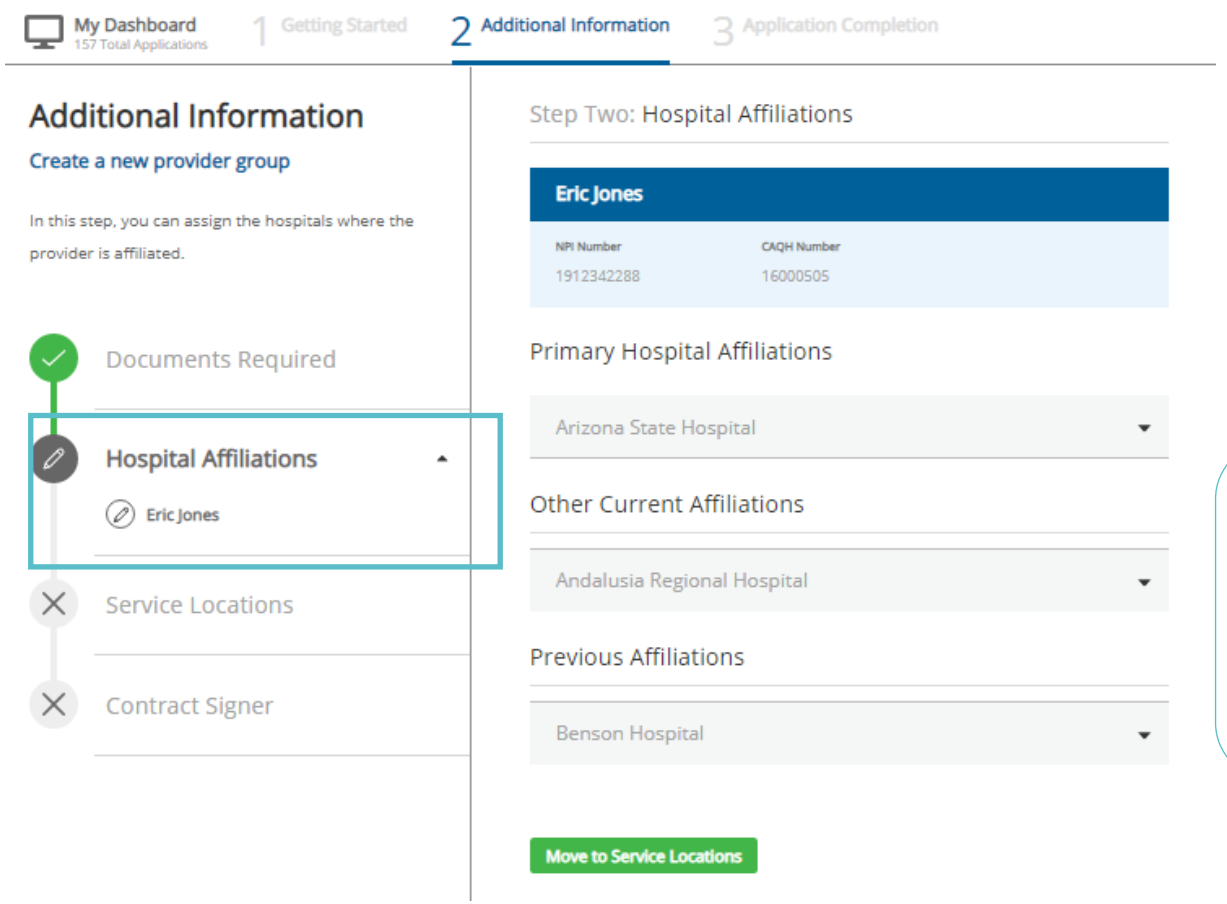
Step 2: additional information: documents required



In stage two, documents and additional information are collected:

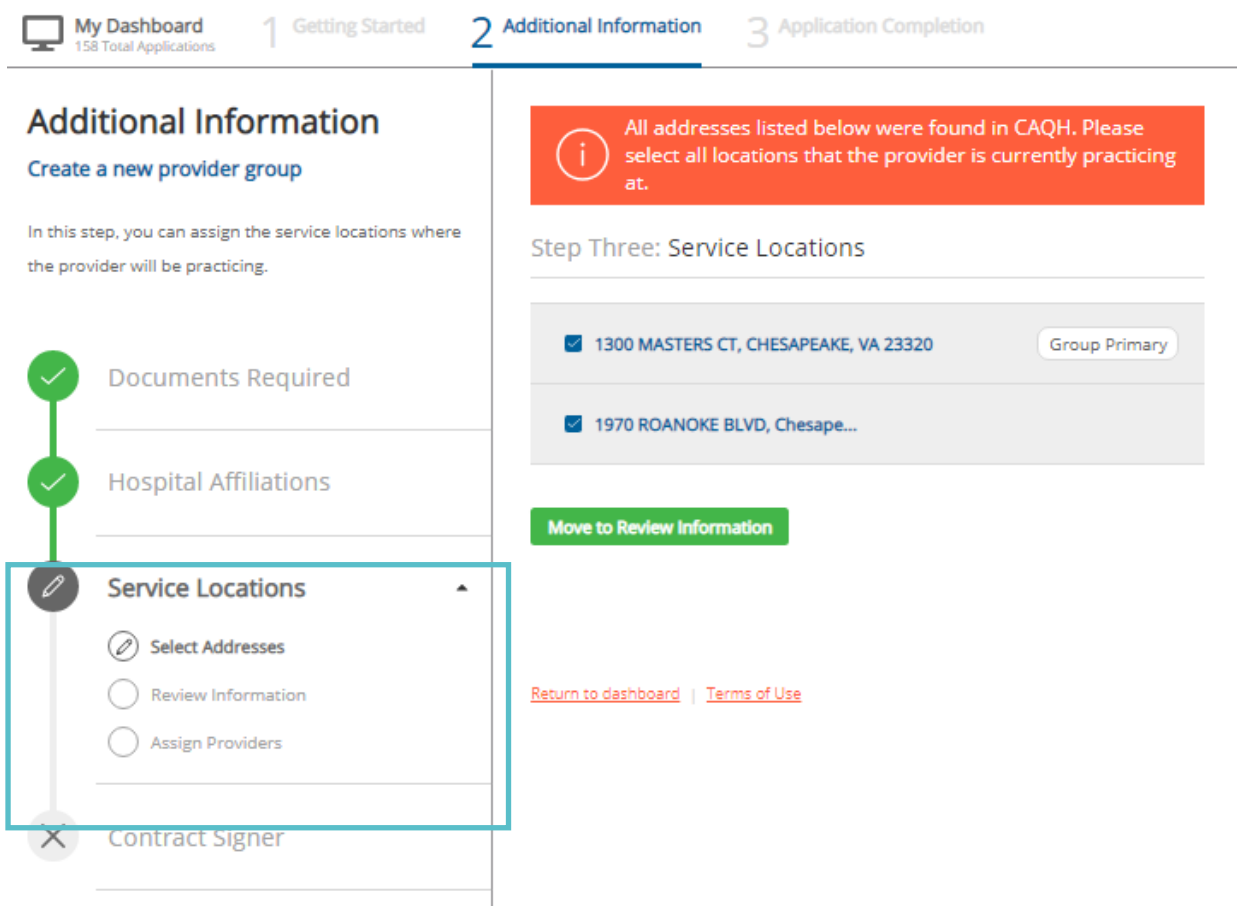
- The application will automatically pull required documents from CAQH if available.
- Documents are collected at the provider and group level.
- Drag and drop files or use the upload feature to add documents to the application.

Step 2: additional information: hospital affiliations



Review each provider's hospital affiliation information and provide any missing information.

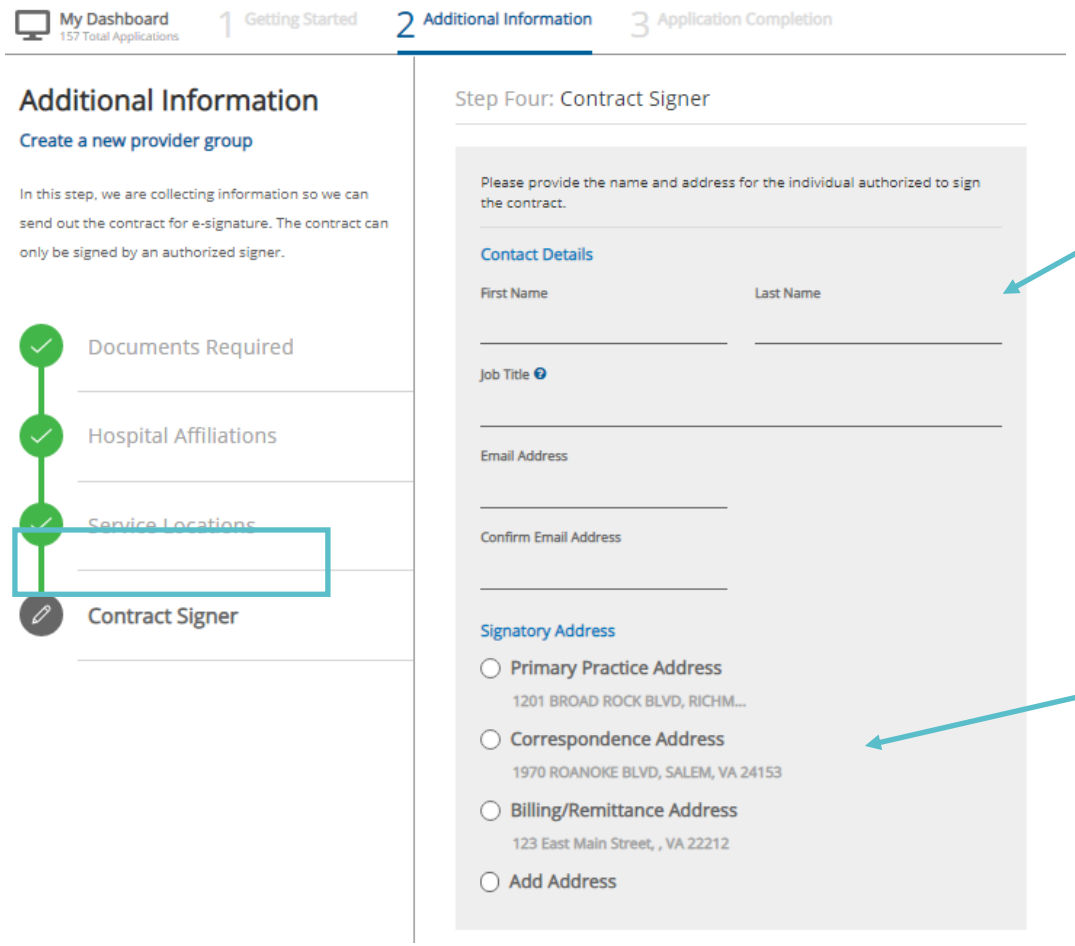
Step 2: additional information: service locations



There are three steps within *Service Locations*:

- Select the actual addresses where providers practice.
- Review information for each location to ensure the accuracy of data.
- Assign providers to those service locations.

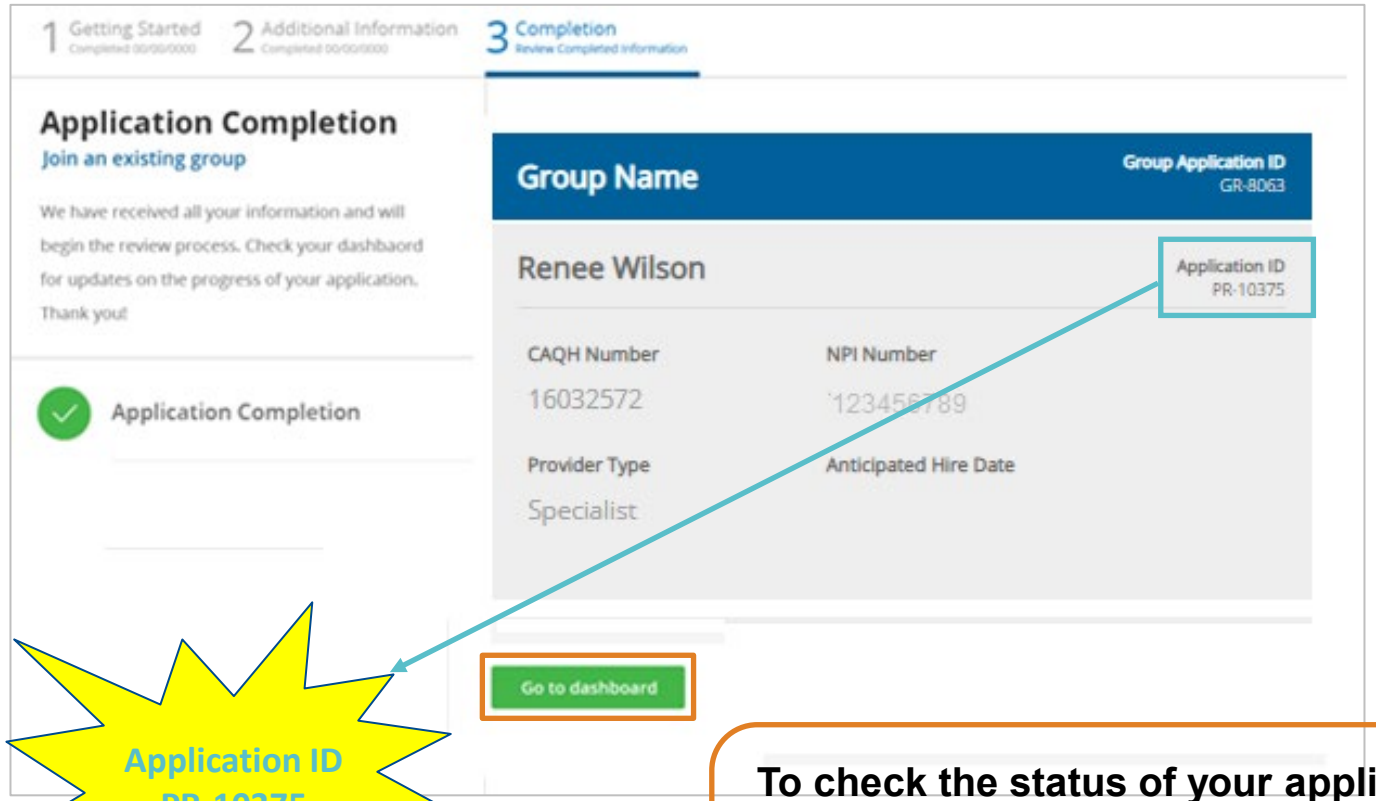
Step 2: additional information: contract signer



Supply the name and information for the person authorized to sign the contract when enrolling a new solo provider or provider group.

Choose the address for the signatory or enter a new one.

Step 3: Completion



Application ID
PR-10375

This is the final stage of the application process.

- Each provider will have an **application ID**.
- The application ID allows the provider to view the status on each individual application.

To check the status of your application:
Select the **Go to dashboard** button to go back to the dashboard and **view the application status**. You will need the **application ID** to check your status.

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Before you are ready to see Medicaid members

- You must complete the *Provider Enrollment* application.
- You must pass credentialing if applicable to your specialty type:
  - Refer to the provider manual for providers that require credentialing.
  - Go to **https://provider.summitcommunitycare.com**. Under *Resources*, select **Provider Manuals and Guides**. Under *Provider Manual*, select ***Provider Manual***.

You must have a fully executed contract:

- The contract is not valid until signed by provider and Summit Community Care, and the provider has met credentialing requirements.

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Troubleshooting tips

- When working in the application, you may run into technical issues or questions. These quick tips will help you navigate this new platform by addressing some of the commonly asked questions:
- **If you see an error messages when adding provider information, ensure:**
  - A **primary specialty** has been selected in CAQH ProView.
  - The provider's CAQH ProView profile has been **attested**.
  - The provider's CAQH ProView profile has **designated Summit Community Care** as an authorized user.
  - The provider's CAQH profile is in an **Initial Profile Complete status**. If the profile is new, CAQH reviews the profile before moving it to Initial Profile Complete status.
  - **All documentation has been uploaded** in CAQH.

- If the system is down, you will receive a *System Not Available* message. Your application will be saved, but you will need to finish at a later time. If you experience issues with Availity Essentials' organization registration, call Availity support at **800-282-4548** (**800-AVAILITY**) or visit the ***Contact Us*** page on Availity.

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Troubleshooting tips (cont.)

- **For CAQH issues:**
- If you see error messages after you select **Find Provider**, check if there is no primary specialty chosen in CAQH or if the primary specialty information is incomplete:
  - The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
  - *Profile Data Submitted* status is shown when a new profile has been created and submitted to CAQH, but the profile has not been approved by CAQH.

PROVIDER SEARCH RESULTS

Refine Search

Provider Name	Birth Date	Primary Practice State	Roster Status	Provider Status
Joe Smith	07/23/1969	TN	Active	Profile Data Submitted

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* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

https://provider.summitcommunitycare.com