

Learn More

Frequently Asked Questions for Providers

Coming soon: electronic claim submission via Availity®

June 2021

Wellmark will soon be transitioning to Availity for electronic data interchange (EDI) transactions for electronic claim submissions (837), electronic remittance advices (ERA) (835), and requests and responses for eligibility and benefits (270/271). This FAQ outlines some of the questions providers may have leading up to this transition.

Q1.	What is Availity®?
A1.	Availity is an independent company that operates a multi-payer provider portal with easy-to-use online tools for health care providers. Availity connects over one million providers and health plans around the United States to help facilitate the business side of health care.
Q2.	When is Wellmark moving to Availity?
A2.	Beginning July 19, 2021 , Wellmark will begin transitioning claims submitted through clearinghouses to Availity. Availity will reach out directly to these clearinghouses to outline the transition timelines. For users of Wellmark's Create and Submit Claims tool, providers will begin using Availity's direct data entry tool beginning August 2, 2021 , and will have a transition period that ends on August 31, 2021 .
Q3.	What do providers need to do for this transition?
A3.	Providers who already use Availity with other payers will not need to do anything. When Wellmark Blue Cross Blue Shield of Iowa and Wellmark Blue Cross Blue Shield of South Dakota information is available on Availity, they will have access to it. Availity will work with clearinghouses to make any necessary changes. Providers who are not currently registered with Availity will need to register. Please see Question and Answer #7 in this document for instructions on how to register.
Q4.	Are any of Wellmark's secure provider tools besides the Create and Submit Claims tool going away?
A4.	No. All secure provider tools will remain on the Wellmark provider portal. The only secure tool going away is the Create and Submit Claims tool. Providers will no longer access reports through business exchange services (BES) if they do so today.
Q5.	Which of Wellmark's online tools will <u>not</u> change with the transition to Availity?
A5.	The following tools will not be impacted by the transition to Availity, and will remain as they are today: <ul style="list-style-type: none"> • Authorizations <ul style="list-style-type: none"> ○ These will still be done through Jiva and Novologix

	<ul style="list-style-type: none"> • Credentialing <ul style="list-style-type: none"> ○ All credentialing tools will still be accessed through E-Credentialing Central • Wellmark’s secure provider portal <ul style="list-style-type: none"> ○ Access to PCRs, Check a Claim tool, Check member benefits, and submitting an inquiry • EFT enrollment <p>Wellmark will only be transitioning to Availity for EDI transactions and direct data entry (the new Create and Submit Tool).</p>
Q6.	Our office already uses Availity for other payers. When can we start using it for Wellmark?
A6.	<p>Wellmark’s anticipated start date for EDI transactions processing through Availity is July 17, 2021. The anticipated start date for direct data entry (users of Wellmark’s Create and Submit tool) through Availity is August 2, 2021. We ask that you continue to use Wellmark’s current tools until we announce that our information within Availity is ready for use. We want to make sure that everything is working correctly before you transition to using Availity for your online Wellmark information needs. Please watch for more information via <i>BlueInkSM</i>, DSC Connection, and WINS.</p>
Q7.	Will we sign in with the same username and password?
A7.	<p>If you’re already registered with Availity, you will use your same Availity username and password you use today. Please note this will not be your Wellmark secure provider portal username and password.</p>
Q8.	How soon should providers register for Availity?
A8.	<p>Watch for information in our provider publications, <i>BlueInk</i>, DSC Connection, and WINS. When it’s time to register, we’ll announce it there. While you can register with Availity at any time, you will not be able to view Wellmark information until we go live in July 2021.</p>
Q9.	What is the Availity contact information for registering?
A9.	<p>With Availity, an individual in your office or facility serves as the administrator. That individual can register with Availity online. The office administrator can begin the registration process at Availity.com* by clicking on “Register” in the upper right corner of the screen. After registering an organization, the administrator can add other users from the administrator’s organization.</p> <p>To learn more about registering and getting started with Availity, go to “Get Started with Availity Provider Portal.”*</p> <p>If you need assistance with an existing account or have started the registration process and are experiencing issues, you can contact 1-800-AVAILITY (282-4548), Monday through Friday, 8 a.m. to 8 p.m.</p> <p>While you can register with Availity at any time, you will not be able to view Wellmark information until we go live later in July 2021.</p>
Q10.	Is there anything providers need to do now?
A10.	<p>Providers who don’t currently use Availity can prepare for Availity by doing two things:</p>

	<p>1. Select someone in your organization (office, practice, or facility) to serve as the primary administrator. This person will handle access to Availity for other users, speeding up the enrollment process. The primary administrator will be able to add team members or change access with just a few keystrokes.</p> <p>The organization should also delegate some team members to assist the primary administrator. These individuals can handle requests when the primary administrator is not available.</p> <p>2. For the best experience and a smooth transition to Availity, review the technical requirements for optimum performance. You can find these requirements on Availity.com.*</p>
Q11.	Will providers be able to access payment and denial information through Availity?
A11.	<p>Yes, payment information, including the check number, date, amount, and denial information will be available within the check and claim payment tabs on the 835. You will continue to have access to Wellmark provider claim remittances (PCRs) through the secure provider portal on Wellmark.com.</p>
Q12.	Will providers use Availity to perform enrollment and credentialing tasks?
A12.	<p>No. Enrollment and credentialing will be conducted using the same tools you use today. The Wellmark enrollment and credentialing requirements and processes will not change with the introduction of the Availity portal.</p>
Q13.	Will providers use Availity to perform prior authorizations?
A13.	<p>No. Providers will continue to use Jiva for medical prior authorizations and NovoLogix® for drug prior authorizations, as they do today.</p>
Q14.	I have additional questions that aren't answered in this FAQ document. How can I get them answered?
A14.	<p>If your question is about the transition to Availity, you can submit it to your Network Engagement business partner. Questions received through these emails will be considered for adding to this FAQ document.</p>
Q15.	Will I need to re-enroll for 835 and 837 transactions?
A15.	<p>For providers submitting through a clearinghouse, Availity will work with your clearinghouse to validate ERA enrollment. No additional provider action is required.</p> <p>For providers that submit EDI Transactions directly to Wellmark today (not using a clearinghouse or trading partner), re-enrollment is required.</p>
Q16.	After the transition to Availity, what updated payer information should providers use to update management systems?

A16.		Field	837		
Loop	Field	Description	Professional	837 Institutional	837 Dental
		Sender ID			
Header	ISA05	Qualifier	ZZ	ZZ	ZZ
			AV09311993<+5	AV09311993<+5	AV09311993<+5
Header	ISA06	Sender ID	spaces>	spaces>	spaces>
		Receiver ID			
Header	ISA07	Qualifier	01	01	01
		Receiver	030240928<+6	030240928<+6	030240928<+6
Header	ISA08	ID	spaces>	spaces>	spaces>
		Application			
Header	GS02	Sender Code	AV01101957	AV01101957	AV01101957
		Application			
Header	GS03	Receiver Code	030240928	030240928	030240928
		Submitter	HIPAA-compliant identifier of the submitter's choice (TIN, Duns, etc.) otherwise default to 999999999	HIPAA-compliant identifier of the submitter's choice (TIN, Duns, etc.) otherwise default to 999999999	HIPAA-compliant identifier of the submitter's choice (TIN, Duns, etc.) otherwise default to 999999999
1000A	NM109	ID			
		Receiver	WELLMARK BLUE CROSS AND BLUE SHIELD	WELLMARK BLUE CROSS AND BLUE SHIELD	WELLMARK BLUE CROSS AND BLUE SHIELD
1000B	NM103	Name			
1000B	NM109	Receiver ID	88848	88848	88851
2010BB	NM109	Payer ID	88848	88848	88851

*Clicking this link means that you're leaving the Wellmark Blue Cross and Blue Shield website. While we recommend this site, we're required to let you know we're not responsible for its content.