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Get the latest news and updates

Dear provider:

To keep physicians, dentists, other health care professionals and facilities up to date with our policies and other critical updates, we publish a newsletter and a bulletin:

- *The ConnectionSM* is published in February, April, June, August, October and December. It includes administrative and billing impacts to your office and other updates we are contractually required to communicate to you, including changes to our:
 - Pre-authorization lists
 - Medication policies
 - Dental policies
- *The Bulletin* is published every month and includes information about recent and upcoming changes to our:
 - Medical policies
 - Reimbursement policies

Sign up to receive each issue of our newsletter and bulletin via email

Don't miss important updates. Visit the Library on our provider website, asuris.com, to:

- Subscribe to receive email notifications when new issues of our publications are available.
- View and print current and previous issues.

Encourage everyone in your office to subscribe!

Verify your information in our provider directory so members can easily find you

It's important for you to review your information in our provider search tool, Find a Doctor, to ensure our members can easily find you. **Verify the information about your practice and the networks you participate in on the Find a Doctor tool every 90 days.** See the enclosure for more information.

Access useful health plan information

Our provider website also includes information about our organization that may affect your office. Please see the enclosure for an overview of the information available to you.

Contact Us

The Contact Us section of our provider website includes links to:

- Our Self-service Tool, which lists answers to frequently asked questions
- Availity Essentials, **availity.com**, and other resources for your office
- Directory attestation requirements and helpful information for validating or updating your information

Sincerely,

Network Management

Verify your information in our provider directory

Please let us know if information about your practice is incorrect or has changed by completing the *Provider Information Update Form*, available on our provider website at **asuris.com**: [Contact Us> Update Your Information](#). You may also email your clinic roster to us.

In addition, please submit this form to us when any of the following information changes:

- Specialty
- Phone number
- Organization's address
- Accepting new patients
- Offering telehealth services
- Changing organization ownership
- Practice data validation email address
- Legal contract signatory email address
- National Provider Identifier (NPI) number
- Providers joining or leaving your clinic or practice
- Changing where your payments should be directed
- Changing your tax ID number (include a copy of your 147c letter from the IRS)

Are you?

Registered for Availity Essentials?

Register today at **availity.com** to access eligibility, benefits, claims-related information for most members, agreement documents, reimbursement schedules and more.

Note: Effective March 1, 2023, provider appeals must be submitted via Availity Essentials.

Submitting medical pre-authorizations requests electronically?

If you're not already submitting your pre-authorizations on Availity Essentials, sign in and then go to [Help & Training>Get Trained](#). Search for *Authorization Submission and Follow-up for Asuris - Training Program*, then click **Enroll** to get started.

Receiving payments via EFT?

We require all provider claims to be submitted electronically and claim payments to be made via electronic funds transfer (EFT). **If you are not already enrolled, please do so now.** Simply use Availity's EFT Enrollment Tool on the main menu of Availity Essentials: [My Providers>Enrollments Center>Transaction Enrollment](#). You will need to identify your associated organization and payers.

Registered for electronic contracting?

If you are not already receiving your agreement documents electronically, please complete the *Electronic Contracting Registration* form on our provider website: [Contracting & Credentialing](#). You will then be able to view and sign your agreement documents using DocuSign.

Useful health plan information

Useful health plan information is available on our provider website, asuris.com, in the Quick Links section:

It includes the following information:

- Member rights and responsibilities statement
- Access and network adequacy standards and policies
- Affirmative statement encouraging practitioners to freely communicate with patients about all treatment options, regardless of benefit coverage limitations
- The process to refer your patients to our case management services, including patients with complex health needs and conditions
- Clinical Practice Guidelines and revisions, including, but not limited to, guidelines for asthma, diabetes, depression, substance abuse, ADHD, COPD, CHF, perinatal care and preventive health care for all age groups
- Our policy prohibiting financial incentives for staff who make medical management decisions about care and service
- The process for obtaining medical management criteria used to make utilization decisions
- Instructions for contacting, and availability of, staff to discuss medical management issues
- Pharmaceutical management procedures and formulary updates, including the:
 - Process to submit an exception request
 - Information about how to obtain a pre-authorization
 - Formulary restrictions, preferences, limits and quotas
 - Step therapy, therapeutic interchange and generics procedures
 - Monthly formulary and policy updates, including changes that result in formulary restrictions or replacements or that impact provider reimbursement

If you do not have access to the internet or if you would like paper copies of this information, please call our Provider Contact Center at 1 (888) 349-6558.