Guide to contracting

We contract with physicians, pharmacists, other health care professionals and facilities to form provider networks essential to delivering health care to our members.

This guide outlines the onboarding process for becoming a contracted provider on our networks. All information in this guide is available on our provider website at asuris.com. Quickly view your completed and outstanding onboarding tasks in the Onboarding Tracker on Availity Essentials, availity.com: Payer Spaces.

Step1 - Apply for credentialing

All facilities and providers, except for locum tenens, must meet our credentialing criteria, complete credentialing and complete all required onboarding tasks before they can participate on our provider networks.

Confirm the following

Before submitting a credentialing application, please confirm:

1. We contract with your provider specialty type.
2. Our networks are open to participation.
3. You have a signed CP 575 or 147C from the Internal Revenue Service (IRS). Do not bill using your Social Security number.

Notes:

- We do not accept unsolicted credentialing applications from individuals or facilities not listed as a covered provider.
- If a new provider is joining your clinic, you may wish to contact us to check whether that provider has an active credentialing record prior to submitting a new application.

Onboarding takes approximately 60 days to complete and involves several tasks. The process starts when you submit a credentialing application and ends when your agreement documents are signed or a newly credentialed provider is added to an existing agreement for a contracted tax ID.

Dentists and dental professionals

View contracting information and submit an application to join our netwroks by visiting asurisdental.com.

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Submit a credentialing application

After confirming the previous steps, you may submit a credentialing application:

- **Dentists and dental professionals:** Visit asurisdental.com to submit an application to join our networks.
- **Physicians and other health care professionals:** Submit a *Practitioner Credentialing Application*.
- **Organizations and facilities:** Submit an *Organizational Provider/Facility Credentialing/ Recredentialing Application*.

Information you submit on credentialing applications is verified using national and state data sources before being reviewed for final approval.

Make sure your application includes:

- CP 575 or 147C letter
- DEA certificate
- Face sheet of professional liability policy or certificate
- Curriculum vitae

Incomplete applications will delay the process.

Download credentialing applications and view more information.

Designate who can review and sign your agreement documents

When you submit your credentialing application, you will be asked to designate an individual who has the authority to accept and electronically sign agreement documents on your behalf (your legal contract signatory). Your contract signatory can be:

- A physician
- Another health care professional
- An office manager
- A contract coordinator
- Any person with the authority to sign agreements on your behalf

We will notify your contract signatory by email when an agreement, amendment or addendum is available for review or signature. We recommend using a dedicated email account for contracting purposes, rather than an individual's email account. This will ensure future contractual communications are received regardless of staffing changes.

Understand your rights and responsibilities

You have the right to review information submitted to support your credentialing application, including review of information submitted from outside sources (e.g., malpractice insurance and state licensing boards).

We require contracted providers and facilities to submit claims and receive claims vouchers and payments electronically. You must have a National Provider Identifier (NPI) and a taxonomy code to submit claims. A NPI can be obtained from CMS. View other responsibilities of participation.

Complete the onboarding process

While you wait for credentialing approval, complete the following required onboarding tasks:

- Register for Availity Essentials
- Enroll for electronic funds transfer (EFT)
- Submit your CP 575 or 147C

Note: If you are joining an existing agreement for a contracted tax ID you may not need to complete all onboarding tasks.

Step 2 - Register for Availity Essentials

While you wait for credentialing approval, register for Availity Essentials, availity.com. Availity's secure multi-payer web portal allows access to multiple payers, including Asuris, with a single sign-on. Check member eligibility and benefits, claims information, remittance advices, and many other services, including electronic claims submission and electronic pre-authorization.

Step 3 - Enroll for EFT

All providers, except those outside our service area, are required to receive payment for claims submitted to us via EFT. To enroll, use the Transaction Enrollment Tool on the main menu of Availity Essentials: My Providers>Enrollments Center>Transaction Enrollment. View instructions for enrollment.

Step 4 - Submit your CP 575 or 147C

If you did not submit your CP 575 or 147C letter as part of your credentialing application, fax your document to 1 (888) 335-3002.

A CP 575 letter is generated by the IRS when an Employer Identification Number (EIN) is granted. Replacement CP 575 letters cannot be generated; a 147C letter contains the same information as the original CP 575.

Request a 147C letter by phoning the IRS at 1 (800) 829-4933. You can elect to receive the 147C letter via fax or email.

Step 5 - Review and sign your agreement

If agreements are required, we will notify your designated contract signatory by email within 30 days of approving your credentials. The email will inform them that documents are ready for review and electronic signature in DocuSign.

Notes:

- To avoid filtering by anti-spam software, add **@DocuSign.net** to your email address book.
- If you are joining an existing agreement for a contracted tax ID, you will be added to that agreement and will not have to sign agreement documents. We'll notify the tax ID owner of your participation date.
- Documents must be signed by an authorized officer within your group to be legally binding. **They cannot be signed with the clinic name**.

The email will contain a link to review your agreement documents in DocuSign. Follow the on-screen instructions to review each page and electronically sign your agreement. You have the option to create a free DocuSign account for easy access to your agreement documents that require a signature, but this is not required. If signatures are not required, you will receive an email with a copy of your agreement documents.

The onboarding process is not complete until your agreement documents have been signed

Delays in signing agreement documents may impact your network participation effective date and may require you to complete the credentialing process again. Please be sure to sign agreement documents promptly.

Document your network participation date

Once you have signed your agreement(s), you will receive an email within 10 business days confirming your participation on our network(s). This email will also include your effective date of participation.

If you are a newly credentialed provider joining an existing medical group agreement, your participation effective date is the date the credentialing application is considered complete, or the date requested on the credentialing application, whichever is later. An application is determined to be complete during the credentialing approval process.

At this point the contracting process is complete, and you may begin submitting claims as a participating provider. Any claims submitted to us prior to your network participation date will be processed as out-of-network. Learn more about determining your participation effective date.

Subscribe to our communications

Newsletter

Our provider newsletter, *The Connection*SM, is published in February, April, June, August, October and December. Each issue contains important news and notices we are contractually required to communicate to you, including updates to our:

- Medication policies
- Pre-authorization requirements
- Reminders about changes to our medical and reimbursement policies

Bulletin

The Bulletin contains recent and upcoming changes to our medical and reimbursement policies. Published monthly, it is a supplement to our bimonthly newsletter.

Read the current issues and subscribe to our newsletter and bulletin today.

Become familiar with our website

Our provider website includes information about:

- Forms
- Who to contact
- Pre-authorization
- *Administrative Manual*
- Policies and guidelines
- Products and programs
- Latest news and updates
- Contracting and credentialing
- Submitting claims and receiving payment
- How to review and update your practice information
- Toolkits of carefully curated resources to support your practice and patients

Prepare to submit claims electronically

We require claims be electronically submitted to us. Review options for electronic claims submission.

Onboarding tracker

Quickly view your completed and outstanding onboarding tasks in the Onboarding Tracker, on Availity Essentials: Payer Spaces.

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Administrative Manual

Our *Administrative Manual* contains policy and procedure information that can be used as a day-to-day reference by our providers and their staff. The *Administrative Manual* also includes contractual requirements and responsibilities.

Support

During the onboarding process, you will have access to a dedicated onboarding team who can assist with any questions or help you navigate the process.

Once the onboarding process is complete, newly contracted participating providers have access to a self-service tool and a dedicated Provider Contact Center. View who to contact for support.

Find a doctor

Participating providers are listed in our Find a Doctor tool. We require contracted providers to verify information about their practice and the networks they participate on every 30 days. Please notify us if any information is incorrect or if any of the following changes:

- Specialty
- NPI number
- Phone number
- Organization's address
- Accepting new patients
- Tax identification number
- Providers joining or leaving your clinic or practice
- Behavioral health areas of clinical focus

Learn more about validating your directory information and notifying us of changes.

Onboarding resources

The following resources are available to help guide you through the onboarding process. These resources are designed to make it easy to complete the required tasks and get started as a participating provider.

Onboarding Tracker

The Onboarding Tracker provides at-a-glance status for completion of required onboarding tasks. It is accessed on Availity Essentials: Payer Spaces.

Provider website

Our provider website has a range of helpful resources, including:

- Onboarding resources: Quickly navigate and complete required onboarding tasks.
- Self-Service Tool: Access the information you need on demand 24/7. Review helpful answers to our most frequently asked questions and access website resources.

Onboarding team

Our onboarding team is here to support you though the onboarding process. You'll receive email guidance and will have access to a dedicated onboarding team.

Asuris Northwest Health
528 East Spokane Falls Blvd, Suite 301
Spokane, WA 99202