

## Insurer Registration Information

COMMERCIAL INSURER	WEBSITE	ON-LINE HELPDESK	WHAT YOU NEED TO PROVIDE
AVAILITY(CIGNA AND EMPIRE BCBS) Note: Only Providers who were previously or currently in network can access Empire BCBS EOBs through Availity.	<a href="http://www.availity.com/providers/registration-details">http://www.availity.com/providers/registration-details</a>	1-800-AVAILITY (1-800-282-4548)	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information, and contact information. Someone with the legal authority (typically an owner or senior partner) will need to sign agreements for your organization. An office manager or other employee who can oversee the Availity implementation and maintain user IDs and access. Select "non-physician for provider type. Note: applications are approved and temporary passwords are sent within three to five business days.
EMBLEM HEALTH (GHI and HIP)	<a href="https://portals3.emblemhealth.com/Providers/Registration.aspx">https://portals3.emblemhealth.com/Providers/Registration.aspx</a>	1-800-624-2414	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. Providers must call Emblem Health to obtain their provider number prior to registering.
Empire BCBS - FAX BACK TOOL	BY PHONE ONLY	1-800-992-2583	Providers who are not able to obtain access to Empire BCBS through Availity must use the phone fax back option to obtain EOBs by phone or fax. You must have your NPI number, tax ID number, child ID number, child date of birth, date of service and fax number available prior to calling. Enter information prompted by the Interactive Voice Response (IVR) system and choose option 2 for claim status. After you complete claim status you must choose fax, then enter your fax number. Three attempts will be made to fax an EOB to providers.
FIDELIS CARE	<a href="http://www.fideliscare.org/en-us/providers/provideraccessonline/obtaininguseraccount.aspx">http://www.fideliscare.org/en-us/providers/provideraccessonline/obtaininguseraccount.aspx</a>	1-888-343-3547	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. One or more individuals within your organization must be designated as an account administrator. Account administrators can add new users or additional account administrators. Contact Fidelis Care's Provider Call Center at 1-888-FIDELIS (1-888-343-3547) if you are unsure as to whether or not anyone within your organization has already been established as an account administrator. If you are certain that your agency does not have an account administrator please have the designated person to fill that role contact Fidelis Care's Provider Call Center. Your provider relations representative can help if you are a participating provider within Fidelis Care's network.
HEALTHFIRST	<a href="http://www.healthfirstny.org/providerservices">http://www.healthfirstny.org/providerservices</a> (Click New User to Register)	1-888-801-1660	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. You will also need to provide license information.
MAGNACARE	<a href="https://clm.magnacare.com/MGProviderclms/Login.aspx">https://clm.magnacare.com/MGProviderclms/Login.aspx</a>	1-800-235-7267	You must read terms/conditions and check the agree box before proceeding to the registration screen. You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. You must also have available information from two different claims submitted to Magnacare, including child ID number, child date of birth, service date and billed amount. You will be asked to create a user ID and password.
NAVINET (Aetna, 1199)	<a href="https://navinet.secure.force.com/">https://navinet.secure.force.com/</a>	1-888-482-8057	You will need to register a security officer for your agency. This person will be the primary contact between your office and NaviNet. The contact will have the ability to add or de-activate office users and to set aside permissions for specific health plan features. Your federal tax ID will be matched against health plan records to establish your office's relationship with each plan. You must have the following Aetna claim information (filed within the past 90 days) so NaviNet can authenticate your office: claim ID; servicing provider NPI; member ID; member date of birth; and claim charge amount. If you do not have an Aetna claim you can still submit your request and Aetna will contact you to complete your registration. If you are an Aetna provider you can use an Aetna Explanation of Benefits (EOB) or claim filed in the past 90 days. Please allow 5-7 business days for NaviNet to process your request. After your registration is complete NaviNet will send you e-mails containing your user name and temporary password that you can use to log in to NaviNet to select a new password.
OXFORD	<a href="https://www.oxhp.com/secure/auth/register_online.html">https://www.oxhp.com/secure/auth/register_online.html</a>	1-800-666-1353	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. You must call Oxford to obtain your Oxford provider ID number (usually begins with a "P") prior to registering. Providers must enter their date of birth and create their own username and password when registering.
PAYSPAN HEALTH (Health Now and Excellus)	<a href="https://www.payspanhealth.com/ProviderPortal/Registration">https://www.payspanhealth.com/ProviderPortal/Registration</a>	1-877-331-7154	To begin you must request a registration code. You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. The link contains a "watch our step-by-step instructional video" with detailed instructions. You will then receive an e-mail with a registration code that you can then use to start the registration process. Note: providers must check the "enable EFT" box to continue registration. You can leave the banking information blank and enter "save" to continue.
UNITED HEALTHCARE	<a href="http://www.unitedhealthcareonline.com">http://www.unitedhealthcareonline.com</a> (Click New User to Register)	1-877-842-3210	You will need to provide basic information about your agency, including your federal tax ID, agency name, billing information and contact information. Select "physician/healthcare provider" for organization type when registering. Link contains an online "getting started tutorial" with step-by-step instructions.