

Your guide to the Dell Children's Health Plan provider website

Dell Children's Health Plan works with Availity, a multipayer Web Portal, to help reduce administrative costs for providers.

When you log in to the secure Dell Children's Health Plan provider website using your Availity ID and password, you will see:

- **Quick and easy navigation** — The main navigation categories you use the most are on the homepage.
- **Structured content** — We organize our forms, resources and educational materials for easier access.
- **Conveniently placed publications** — We place links to the most frequently used resources under **Useful Publications** on the homepage.

Accessing patient information and provider resources

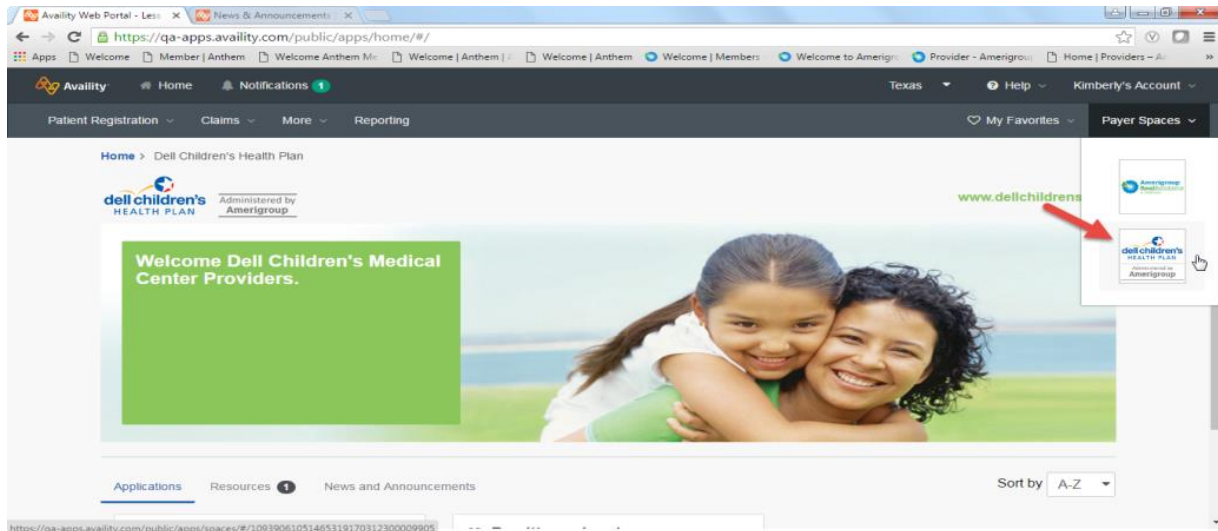
You can access the secure provider website by going to <https://www.availity.com> and choosing **Log in**.

- Enter your Availity User ID and Password.

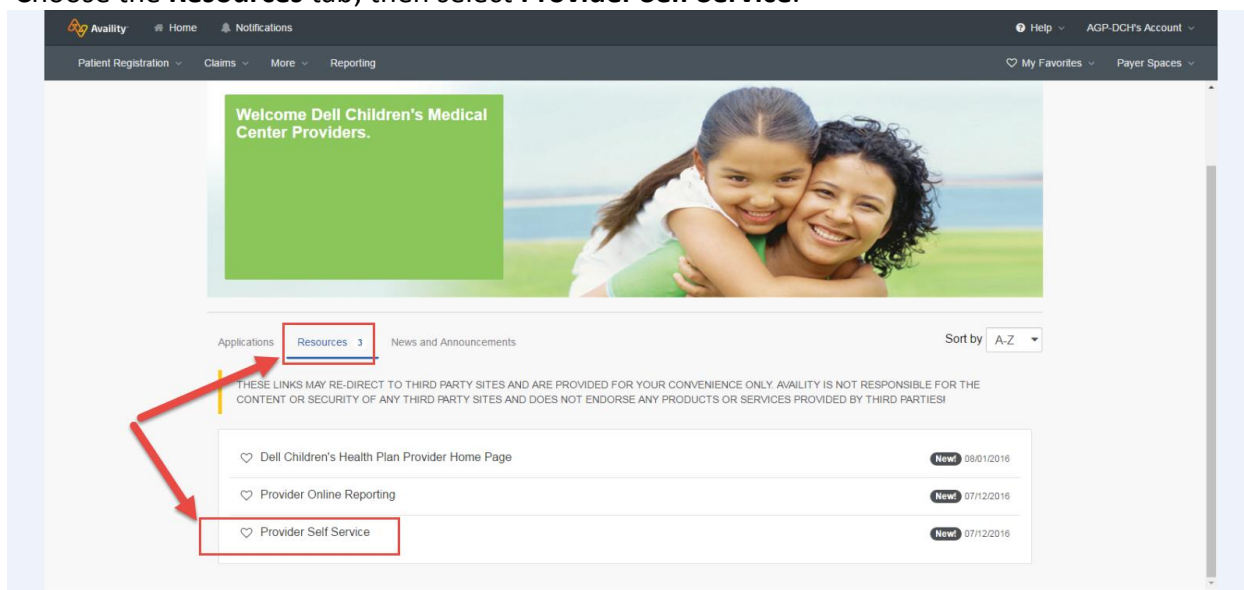


The screenshot shows the Availity login interface. At the top left is the Availity logo, which consists of three interlocking orange and yellow shapes. To the right of the logo is the word "Availity" in a white sans-serif font. Below the logo and name is a white login form with a thin grey border. The form contains two input fields: "User ID:" followed by a text box, and "Password:" followed by a text box. Below the password field is a checkbox labeled "Show password as I type". At the bottom left of the form is a blue link that says "Help! I can't log in!". At the bottom right is an orange button with the text "Log in" in white.

Once in Avality, ensure you are in the Texas region. Select **Payer Spaces**, and select the Dell Children's Health Plan payer icon.



Choose the **Resources** tab; then select **Provider Self Service**.



You will automatically be directed to the secure Dell Children's Health Plan provider website homepage.

The screenshot shows the Dell Children's Health Plan Provider Self-Service website. At the top left is the logo for Dell Children's Health Plan. To the right, the title "Provider Self-Service" is displayed in a large blue font. Below the title is a horizontal bar with segments in grey, orange, green, and blue. The main content area is divided into several sections:

- Welcome, AGP-TX Medicaid**: A greeting message.
- Navigation Menu**: A vertical list of links including Home (highlighted), Claims, Precertification, Medical, Members, Provider Education, and Find a Doctor.
- News & Announcements**: A section with a heading and a paragraph of text. The text reads: "Effective December 1, 2016, Dell Children's Health Plan and Amerigroup to begin partnership. We are excited to announce that beginning December 1, 2016, we will begin partnering with Dell Children's Health Plan, which formerly partnered with Mediview, to administer services to STAR and Children's Health Insurance Plan (CHIP) members in the Travis service delivery area. [Learn more.](#)"
- Useful Publications**: A yellow box containing two links: "Useful Publications Provider Updates & Communications" and "Provider Manuals & Quick Reference Guides".
- Viewing**: A purple box with a dropdown menu set to "Dell Children's Health" and a message: "Use the select above to choose another state".
- Government Resources**: A teal box containing two links: "Texas Health and Human Services" and "CMS.gov".

Additional elements include a "Logout" link in the top right, a font size selector (A, A+), and a horizontal bar with colored segments.

Availity Web Portal

Member eligibility, benefit information, claims status inquiry and claims submission functions are available on the Availity Web Portal at <https://www.availity.com>. The single Availity sign-on allows you to go back to Availity using direct links within the provider self-service website.

Claims

To submit a claim or view a claim status, **choose** Claims on the left-hand navigation of the provider self-service website and go to the Availity Web Portal using the link provided.

For more information on submitting and viewing claims on Availity, go to <https://www.availity.com> and select **Tutorials** located on the upper navigation bar.

To appeal a final or denied claim on the Availity Web Portal in *Claims Status Inquiry*, choose the **Dispute this Claim** link in the claims detail page and complete the request. This is generally the fastest way to get appeals processed.

The screenshot shows the Availity web portal interface. At the top, there is a navigation bar with 'Availity', 'Home', 'Notifications 1', 'Texas', 'Help', and 'Kimberly's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims', 'More', and 'Reporting'. The main content area displays a table of claims with columns for date, status, remarks, and amounts. A red arrow points to the 'Dispute this claim' link under the 'Claims Appeal' section.

Date	Status	Remarks	Amount
04/04/2015	Finalized/Payment	The Claim/Line has been paid. Claim/Line has been paid. Status Date: 04/15/2015	\$ 26.66
04/04/2015	Finalized/Denial	The Claim/Line has been denied. Denied Charge or Non-covered Charge. Status Date: 04/15/2015	\$ 0.00
04/04/2015	Finalized/Denial	The Claim/Line has been denied. Denied Charge or Non-covered Charge. Status Date: 04/15/2015	\$ 0.00
Total			\$ 26.66

Other Insurance Information

Carrier ¹	Paid Amount ¹
N/A	\$ 0.00

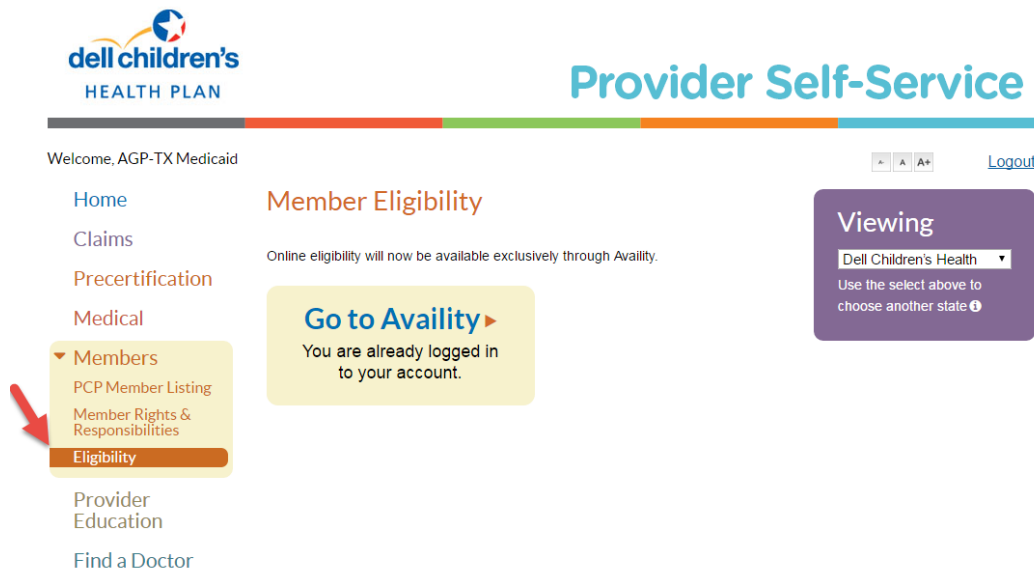
Claims Appeal
[Dispute this claim](#)

¹ Represents data elements that are not required by HIPAA for this transaction

[Return to Results](#) [Edit Inquiry](#) [Print](#)

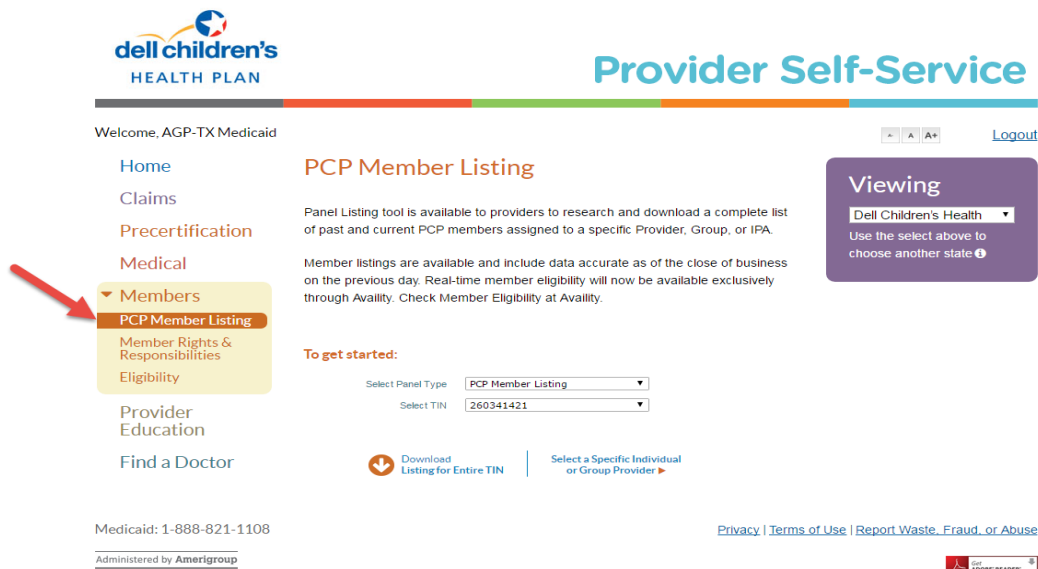
Eligibility and benefits

To view eligibility and benefit information, select **Member Information** on the left-hand navigation of the provider self-service website and go to the Availity Web Portal using the link provided.



Panel listing

To download your panel listing, select **Members Information** on the left-hand navigation of the provider self-service website. For more information on downloading your member panels, review the *Eligibility and Panel Listing* guide located on the **Provider Education** tab on the left-hand navigation.



Not registered yet?

Register at <https://www.availity.com> today for immediate access to these online tools. Select **Get Started** under *Register Now* for the Availity Web Portal. Then complete the online registration wizard.

Precertification tool

Dell Children's Health Plan introduced an enhanced online precertification tool on the provider self-service site.

The screenshot shows the Dell Children's Health Plan Provider Self-Service website. The header includes the logo and the title "Provider Self-Service". Below the header, there is a navigation menu on the left with options: Home, Claims, Precertification (highlighted), Medical, Members, Provider Education, and Find a Doctor. The main content area is titled "Precertification & Appeals" and contains several sections: "Request Precertification:" with buttons for "For General Services • Maternity/OB • Emergent Admission • Medical Injectables", "For Radiological Services" (with a note to certify through AIM Specialty Health), and "For Vision & Dental"; "Check Status:" with buttons for "Check status of a precertification and/or file an appeal" and "Check status of an appeal"; and a "Viewing" sidebar on the right with a dropdown menu for "Dell Children's Health" and buttons for "Precertification Forms" and "Precertification Lookup Tool". The footer includes the Medicaid contact number (1-888-821-1108) and links for Privacy, Terms of Use, and Report Waste, Fraud, or Abuse.

Updates to the tool include:

- **Navigation enhancements** — The tool has an improved navigation format, including tabs and service icons for emergent admissions, precertification and Obstetricians (OB) Global to help users easily identify the precertification categories.
- **Submission enhancements** — To improve the submission process for a precertification request, the enhanced tool allows users to:
 - Attach supporting documentation.
 - Review and print the authorization prior to submitting the request.
 - View an immediate *approved* or *pending* response to an authorization request.
 - Include up to 10 diagnosis codes with associated description displayed.
 - Enter available baby information for delivery notifications.
 - Enter specific conditions with high-risk OB diagnosis.
- **Search enhancements** — To assist providers with locating member or provider information, the new tool has:
 - A multiple-criteria-selection feature for provider and member searches.
 - An option to add provider information for a manual search if no results are returned during a provider search.

Additional questions

For questions or additional registration assistance related to Availity, contact Availity Client Services at 1-800-282-4548, Monday through Friday from 7 a.m.-6 p.m. Central time.

If you need assistance with any other item, contact your local Provider Relations representative or call our Provider Services team at 1-888-821-1108.