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](https://www.availity.com) and choosing **Log in**.

- Enter your Availity User ID and Password.
Once in Availity, 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.

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.
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.

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.