

By the end of 2024, physicians and their teams wanting to do business with CarePlus online will need to use the Availity Essentials™ provider portal at Availity.com. This change does not affect information you can find publicly without a user ID and password at CarePlusHealthPlans.com/Providers.

Select Availity features

- Access electronic data interchange (EDI) reports
- Access inpatient census and discharge census reports – primary care providers (PCPs) only
- Access our Provider Finder and provider directories
- Access remittance information (after setting up EFT/ERA)
- Assign any providers/groups you have access to
- Review documentation and coding review results
- Review our preauthorization list (PAL) from the preauthorization submission screen
- Review pharmacy claims history, including date of service, drug name and description, and amount paid (coming in early 2025)
- Request a provider and facility with one preauthorization request submission
- Search for a preauthorization by entering patient and requesting provider information (with or without entering the preauthorization number)
- Send and receive EDI files and set up EDI reporting preferences
- Set up B2B (system-to-system) submission process (with the help of an Availity analyst)
- Submit and review pended inpatient or outpatient preauthorization requests and submit up to 10 procedure codes on each preauthorization request
- Submit claims and view claims status(es) and payment(s)
- View a CarePlus member's benefit and eligibility information

CarePlus' secure medical provider portal (PWS) will close in 2024.
Please switch to Availity now.

Availity advantages

- Dedicated customer service line
- Extensive online help and training
- Latest versions of CarePlus digital tools
- No cost to register or to use
- One user ID and password, many payers
- Up-to-date and user-friendly interface

Resources

- [Register for Availity](#)
- [Learn more about Availity](#)
- Access Availity's online help and training by logging into your Availity account, selecting "Help & Training" in the upper right corner, and then selecting "Get Trained."