Introducing the new Symphony integration with Availity Provider Data Management (PDM) Portal

Thank you for being a part of the movement to improve the quality of provider data in California so that consumers can make more informed decisions about their coverage and care. Below are Frequently Asked Questions that offer additional details about this new integration.

Outreach to Kern providers will begin on April 15, 2020 and a live FAQ page will be available at: www.pages.iha.org/kernfaq

Need help? Additional resources can be found here to guide you through registration and using the Availity PDM. If you need more help, open a support ticket directly on the PDM portal or contact Availity support directly at (800) 282-4548 during Monday-Friday from 5:00AM - 4:30PM PST.

Overview

What is the Symphony Provider Directory?
The Symphony Provider Directory is California's statewide platform for provider data management, streamlining the way plans and providers exchange and reconcile provider information in compliance with state and federal regulatory requirements.

Why is Symphony partnering with Availity to make this new integration available to providers?
Our goal is to streamline the way that plans and providers share, reconcile and validate provider information. As we grow our participation in California, Symphony is becoming the central repository for provider data. Leveraging key technology partners is part of IHA's approach to expanding the reach of our Symphony platform to all California-based providers. We are partnering with Availity, a provider engagement platform, to provide a new gateway for provider users via Availity's Provider Data Management (PDM) portal.

Why am I being asked to attest in the Availity portal?
Kern Health Systems is one of the many health plans participating in the Symphony Provider Directory, California's centralized platform for provider data management. To further streamline the attestation process for providers, Symphony is excited to introduce a new integration with Availity's Provider Data Management (PDM) portal to support the needs of small provider organizations and independent practices.
- Providers who already use Availity's platform can simply opt-in and attest directly in PDM.
- Providers who are new to Availity will need to register first before opting in and attesting in PDM.

Please note that there is **no cost to your or your practice to use the Availity Portal**, including the PDM application. All provider information that Kern has previously provided to Symphony will be pre-populated on your provider profile for your review and verification.

Why do I need to opt-in in order for my information to be shared with my contracted plans?
By opting in, you are allowing Availity to share your attestation and provider data updates with your health plans via the Symphony integration. When you submit your verified profile, you should see the Symphony logo on the confirmation page, in addition to any health plans who are already participating with Availity's PDM. Your information will never be shared with any 3rd party sources.

What happens if I do not opt-in to share my information with Symphony?
Kern is partnering with Symphony as its sole method of collecting provider attestations. **If you do not opt-in to share your attestation information with Symphony, your Q2 2020 attestation will not be shared with Kern Health Systems and you may be at risk of not meeting state and federal compliance requirements.** **Failure to attest may result in delay of payment or reimbursement and/or removal from health plan provider directories.** If you have concerns about this, please contact Kern directly to ensure your attestation is received.

Already using Availity and/or Availity PDM

I am already using the Availity portal and/or PDM, do I need to do anything differently?
Providers who already use Availity's platform can simply log in and attest directly in PDM beginning April 15, 2020. Please note that when you log-in, you will be asked to opt-in in order for your attestation to be shared with your contracted plans through Symphony. **You must opt-in** in order for Kern to receive your attestation.

Once you opt-in, the Symphony logo will appear on your attestation screen as one of the health plans that your information will be shared with. Symphony will **only** share your information with participating plans that you are directly contracted with. Neither Symphony or Availity will ever share your information with any 3rd party sources without your explicit permission.

New to Availity and/or Availity PDM

How do I register for the Availity PDM?
If you or your organization are new to Availity, you will be asked to register beginning April 15, 2020.

Before you begin this process, it is recommended that you have this information about yourself and your organization:
- Physical and billing addresses
- Tax ID (TIN, EIN or SSN)
- NPI (if you have one)
- Primary specialty/taxonomy

Detailed instructions for how to register for the Availity portal can be found here. For more help, please call Availity Client Services at 1-800-282-4548.

How do I update or attest to my data in the Availity Portal?
Once you are registered and logged in, click "**My Providers**" in top navigation and select "**My Provider Data Management.**" You may also select "**PDM**" in your top applications or via any PDM related notifications visible on your Availity dashboard.

When asked, make sure you are selecting **"Opt-in"** in order for your attestation and updates to be shared with Kern Health Systems. Once you are in the PDM application, you can use the **"Manage Business"** and/or the **"Manage Providers"** options to complete any verification requests needed.

Detailed instructions for how to use the Availity PDM can be found here. For more help, please call Availity Client Services at 1-800-282-4548.

I previously attested in the Symphony portal, do I have to switch to using Availty's PDM?
Thank you for complying with previous requests to attest in the Symphony portal. Kern is partnering with Symphony to leverage this new Availity integration as its sole method of collecting provider attestations beginning in Q2 2020 and **you will no longer be asked to attest directly in the Symphony portal for Kern.**

Need help?

Additional help resources can be found here for registration and using the Availity PDM.

If you need more help, open a support ticket directly on the PDM portal or contact Availity support directly at (800) 282-4548 during Monday-Friday from 5:00AM - 4:30PM PST.