



# AVA Provider Portal – User Guide for Self-Registration

*Contracted Providers only*

Version 1.0

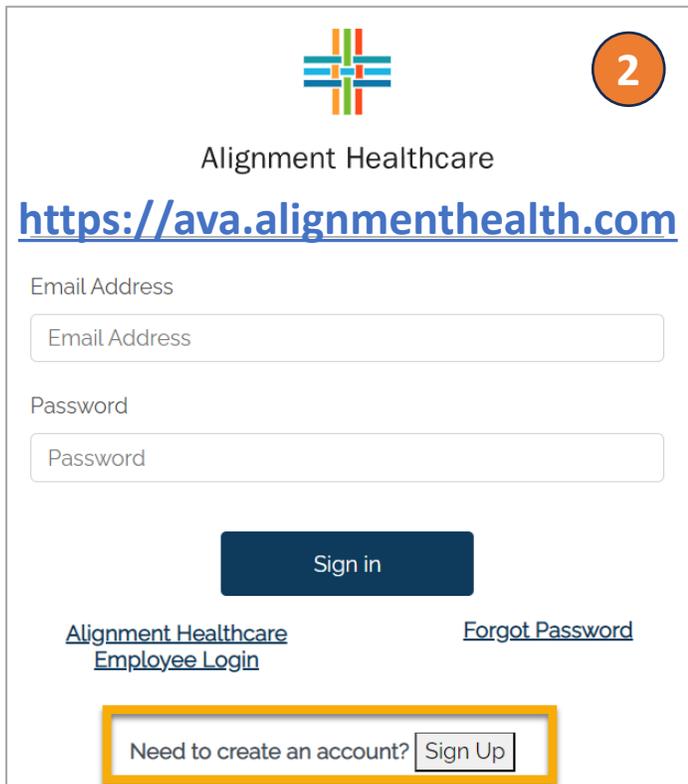
# AVA Account Request - Initiate



Alignment  
Health

This User Guide explains, step by step, how to submit a registration request for AVA Provider Portal. Click on any of the following options to initiate the AVA registration request.

1 <https://avaprovidertools.alignmenthealth.com/userregistration>



Alignment Healthcare

<https://ava.alignmenthealth.com>

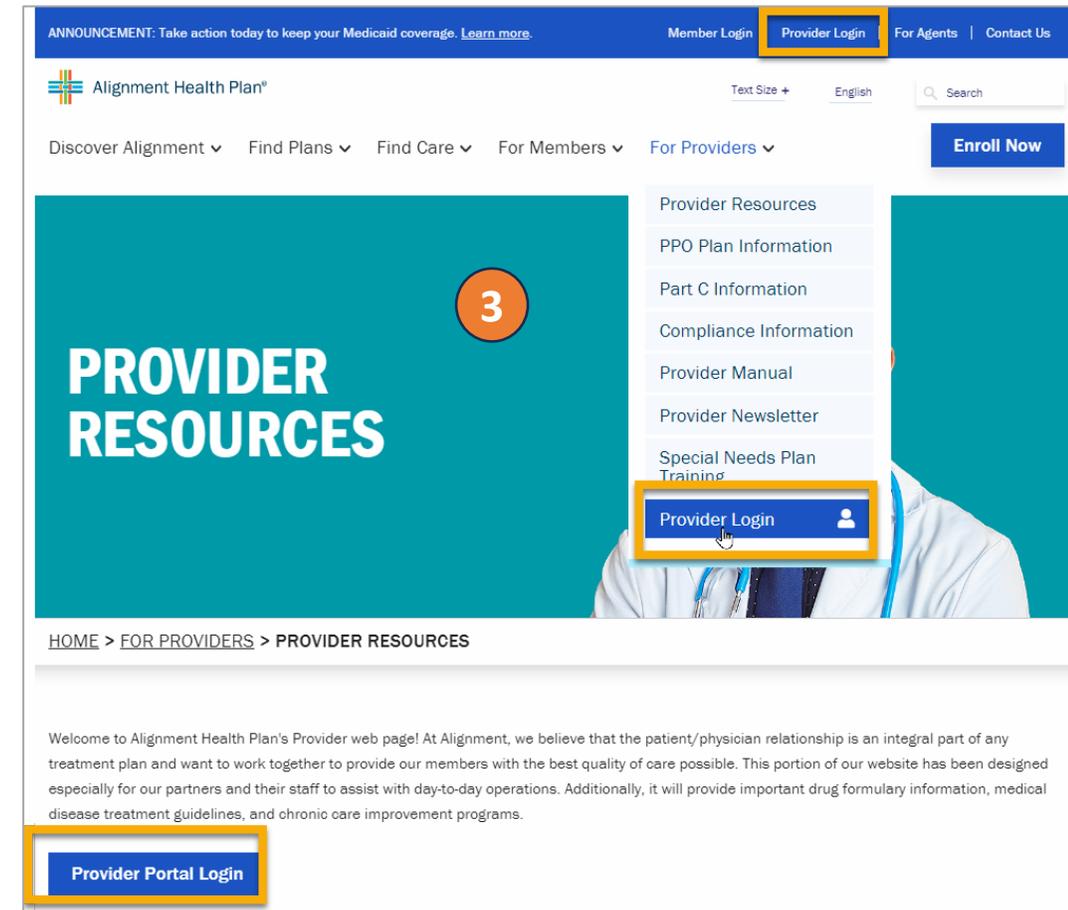
Email Address

Password

Sign in

[Alignment Healthcare Employee Login](#) [Forgot Password](#)

Need to create an account? [Sign Up](#)



ANNOUNCEMENT: Take action today to keep your Medicaid coverage. [Learn more.](#) Member Login **Provider Login** For Agents | Contact Us

Alignment Health Plan® Text Size + English Search

Discover Alignment Find Plans Find Care For Members For Providers **Enroll Now**

**PROVIDER RESOURCES**

- Provider Resources
- PPO Plan Information
- Part C Information
- Compliance Information
- Provider Manual
- Provider Newsletter
- Special Needs Plan Training
- Provider Login**

HOME > FOR PROVIDERS > PROVIDER RESOURCES

Welcome to Alignment Health Plan's Provider web page! At Alignment, we believe that the patient/physician relationship is an integral part of any treatment plan and want to work together to provide our members with the best quality of care possible. This portion of our website has been designed especially for our partners and their staff to assist with day-to-day operations. Additionally, it will provide important drug formulary information, medical disease treatment guidelines, and chronic care improvement programs.

**Provider Portal Login**

# Account Registration – Step 1



Alignment  
Health

Read the license agreement and acknowledge - by checking the box “I agree to..” and clicking “I **Accept**”.

Alignment  
Health

### ACCOUNT REGISTRATION

*Acknowledgement*

By requesting access to AVA® I acknowledge and agree to the following: I have been given authorization to register for AVA® access by and solely on behalf of the MSO/IPA/Provider Group/Hospital or other entity that is contracted with Alignment Health Plan (AHP) HMO. Access and use is permitted for authorized purposes only.

I understand that personal information provided by me to register for AVA® access will be used to authenticate me as a valid user. I further understand that some of the information I provide may be stored in the AHP (HMO) systems for validation and reporting purposes, but will not be used in any other way by AHP (HMO) nor will it be disclosed to any third party, except as required by law. I agree to protect the username and password chosen during the registration process from unauthorized disclosure and use. I understand that I am responsible for all actions performed while logged in under my username and password. If I have any reason to believe my password has been compromised, I will immediately change the password online. I will immediately report suspected or actual misuses of my username and password to both my employer and AHP (HMO).

I agree to the Terms and Conditions

[Click to view our Frequently Asked Questions](#)

# Account Registration – Step 2



Alignment  
Health

Pick correct account type to get access to the most relevant AVA modules for your practice or group.

Click **Next**.

A screenshot of the Alignment Health account registration interface. At the top, the Alignment Health logo and name are displayed. Below this is a teal header bar with the text "ACCOUNT REGISTRATION". Underneath the header, it says "Step 1 of 3: Account Type". There is a list of five radio button options: "Primary Care Practice" (which is selected), "Specialist", "Hospital", "Ancillary Provider", and "IPA/Medical Group". At the bottom of the form is a dark blue button labeled "Next".

Alignment  
Health

**ACCOUNT REGISTRATION**

*Step 1 of 3: Account Type*

- Primary Care Practice
- Specialist
- Hospital
- Ancillary Provider
- IPA/Medical Group

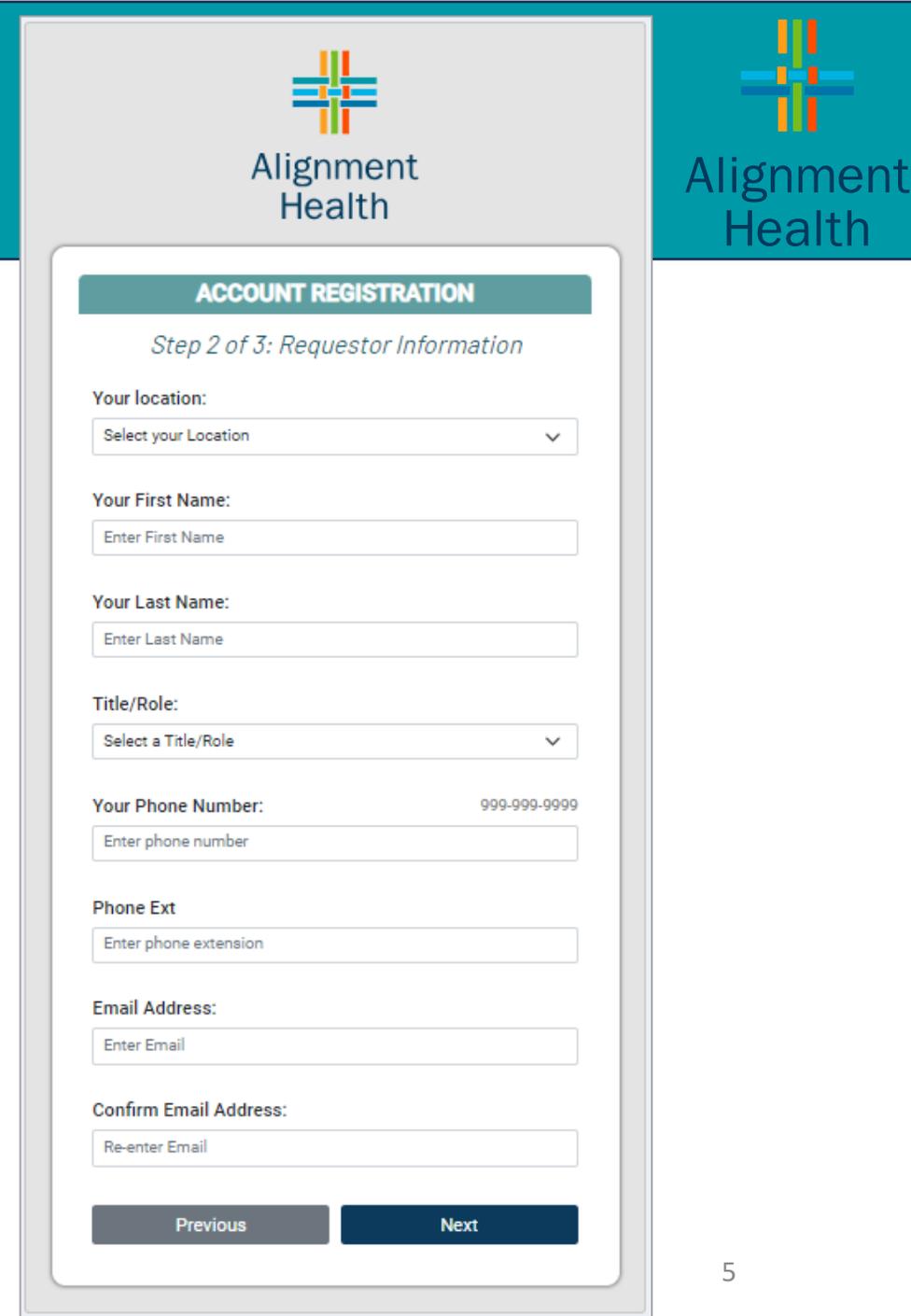
Next

\* Refer FAQ 9 to learn how capabilities are mapped to Account Types.

# Account Registration – Step 3

Tell us who needs access to AVA - their name, current role, and contact information.

Click **Next**.



The screenshot shows a web form titled "ACCOUNT REGISTRATION" with the subtitle "Step 2 of 3: Requestor Information". The form is for Alignment Health, as indicated by the logo and text at the top. The form contains the following fields:

- Your Location:** A dropdown menu with the placeholder text "Select your Location".
- Your First Name:** A text input field with the placeholder text "Enter First Name".
- Your Last Name:** A text input field with the placeholder text "Enter Last Name".
- Title/Role:** A dropdown menu with the placeholder text "Select a Title/Role".
- Your Phone Number:** A text input field with the placeholder text "Enter phone number" and a mask "999-999-9999".
- Phone Ext:** A text input field with the placeholder text "Enter phone extension".
- Email Address:** A text input field with the placeholder text "Enter Email".
- Confirm Email Address:** A text input field with the placeholder text "Re-enter Email".

At the bottom of the form, there are two buttons: "Previous" (disabled) and "Next" (active).

# Account Registration – Step 4

For contract validation, tell us about your Provider - name, NPI/TAXID (TIN), and group/practice name. Click **Submit**.

## PRIMARY CARE PRACTICE OR SPECIALIST ACCOUNT

### Required Information:

- Physician's First Name and Last Name
- Provider Group/Office Name
- Physician's Individual NPI **AND/OR** \* Refer FAQ 3 about selecting NPI/TIN
- Tax ID
- Requestor's Contact Information (Location, First/Last name, Title/Role, Phone)
- Requestor's Valid email address

## IPA/ MEDICAL GROUP, ANCILLARY OR HOSPITAL ADMINISTRATORS

### Required Information:

- Tax ID **AND/OR** \* Refer FAQ 3 about selecting NPI/TIN
- NPI
- Group Name
- Requester Contact Information (Location, First/Last name, Title/Role, Phone)
- Requestor's Valid email address

The screenshot shows the 'ACCOUNT REGISTRATION' form for Alignment Health, specifically 'Step 3 of 3: Provider Information'. The form includes the following fields and instructions:

- Physician's First Name:** Input field with placeholder 'Enter First Name'.
- Physician's Last Name:** Input field with placeholder 'Enter Last Name'.
- Provider Group/Office Name:** Input field with placeholder 'Enter Provider Group/Office Name'.
- National Provider ID - NPI :** Input field with placeholder 'Enter NPI'. Below this field, the text 'NPI is required' is displayed in red.
- Tax ID (Optional):** Input field with placeholder 'Enter Tax ID'.

At the bottom of the form, there are two buttons: 'Previous' (grey) and 'Submit' (dark blue).

# Account Registration - Request Successful!



Alignment  
Health

This means that we have confirmed that you are a *contracted* provider with Alignment, and we have received your AVA account request successfully.

Your request will be subject to review and approval by our Website Administration Team.

Once your registration has been approved, within **5 to 7 business days**, you will receive a *Welcome to AVA* email.



Alignment  
Health

## ACCOUNT REGISTRATION

*Registration Request Successful*

Thank you, your registration request has been received successfully!

In the next **5 to 7** business days you will receive a Welcome email message from us to create your password, once your account has been approved.

[Back to Login](#)

\* If your registration is not successful, please refer FAQ 10.

# Account Registration – Create Password



Alignment  
Health

The *Welcome* email will have a link for you to create your own password and start using AVA immediately.

Key in a unique password with the following requirements:

Minimum of 8 characters in length, Maximum 64 characters and three of the following four options:

- (1) Uppercase letter
- (2) Lowercase letter
- (3) Number
- (4) Symbol

**From:** [ava-usermanagement-admin@ahcusa.com](mailto:ava-usermanagement-admin@ahcusa.com) <[ava-usermanagement-admin@ahcusa.com](mailto:ava-usermanagement-admin@ahcusa.com)>  
**Sent:** Monday, July 10, 2023 1:58 PM  
**To:** John Doe <[jdoe@somehospital.com](mailto:jdoe@somehospital.com)>  
**Subject:** Welcome John Doe - AVA by Alignment Healthcare

Hi John Doe,

Your AVA account has been updated.

[Click here to reset your password.](#)

**Email Address:** [jdoe@somehospital.com](mailto:jdoe@somehospital.com)

Should you have any questions, please free to reach out to our Service Desk team  
844-361-4712.

©Copyright 2021 Alignment Healthcare. All Rights Reserved.

Alignment Healthcare

## Reset your account password

1. Please enter the email address used to register your account.
2. Enter the verification code sent to your email.
3. Click on Continue to enter your new password.

Email Address

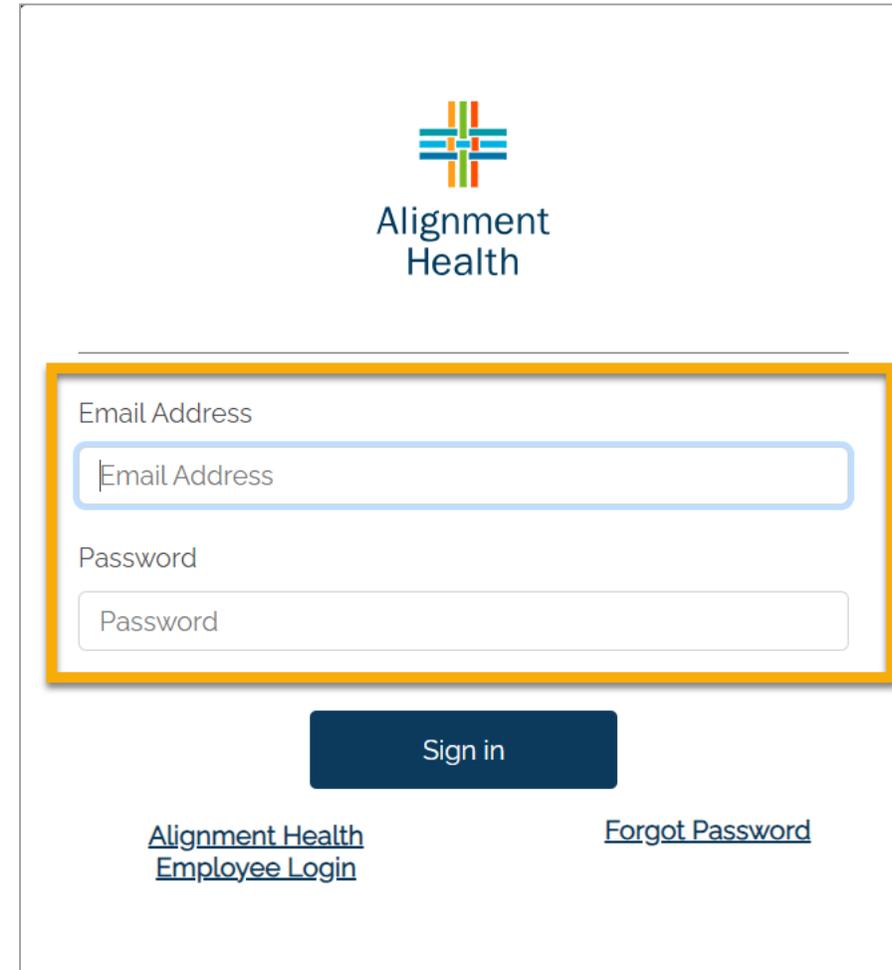
Send verification code

Cancel

\* If your confirmation email does not appear in your Inbox, please check your Junk/Spam folder.

# Welcome to AVA - Login

Type in your e-mail and the password and  
Sign in to get to AVA Home.



The screenshot shows the AVA login interface. At the top center is the Alignment Health logo, consisting of a stylized cross made of four colored bars (green, blue, orange, and red) and the text "Alignment Health" below it. Below the logo is a horizontal line. Underneath the line is a login form with two input fields: "Email Address" and "Password". Both fields are highlighted with a yellow border. Below the input fields is a dark blue "Sign in" button. At the bottom of the form, there are two links: "[Alignment Health Employee Login](#)" on the left and "[Forgot Password](#)" on the right.



# Frequently Asked Questions

## AVA Account Registration Request

# Frequently Asked Questions



Alignment  
Health

## FAQ 1: Who can request an AVA account?

**Answer:** Only providers who are actively **contracted** with Alignment Health may request an AVA account. *Non-contracted* providers currently cannot be given access to AVA. Each registration account is subject to verification and approval by the Website Administration Team to ensure secure access.

## FAQ 2: Who can I contact to receive assistance with my registration?

**Answer:** If you require assistance to request access to AVA, you may contact your Alignment Health representative or contact the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712. Include your contact information and a representative will contact you as soon as possible.

## FAQ 3: Should I provide just the NPI, TAXID (TIN) or both for my AVA account registration?

**Answer:** Providing **both** the **NPI** and **TIN** is preferred because it could give the most focused and relevant access. It enables access to the members that are associated with all contracts tied to the given NPI and TIN, together.

Providing just the **NPI** will enable access to all members associated through the contracts tied to the given NPI(s)

Providing just the **TIN** will enable access to all members through all contracts associated with the given TIN(s)

# Frequently Asked Questions



Alignment  
Health

## **FAQ 4: How many accounts may I register?**

**Answer:** Multiple accounts may be registered per NPI and Tax ID, although every account request needs to be submitted separately and needs to have a unique email address.

## **FAQ 5: How can I request AVA access to all our associates in bulk?**

**Answer:** While this feature will be supported in the portal very soon, interim, please contact your Alignment Health representative or the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712 to receive instructions on how to submit such a request.

## **FAQ 6: How can I request AVA access for multiple TINs or NPIs?**

**Answer:** While this feature will be supported in the portal very soon, interim, please contact your Alignment Health representative or the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712 to receive instructions on how to submit such a request.

## **FAQ 7: How do I change my e-mail address that is registered on the account?**

**Answer:** While this feature will be supported in the portal very soon, interim, please contact your Alignment Health representative or the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712 to receive instructions on how to submit such a request.

# Frequently Asked Questions



Alignment  
Health

## FAQ 8: I forgot my password and/or User ID, how do I request my login information?

**Answer:** You may request your **password** by clicking on the *Forgot Password* link on the AVA Login screen (refer images). You will be required to enter the email address you used to register the AVA account. You will then be sent a *verification* code to that email, which you will then need to enter to set up a new password.

If you forgot your **User ID**, you should still try the *Forgot Password* link to check if you receive the verification code. If that doesn't work, then contact your Alignment Health representative or the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712 to retrieve it.

1

Alignment Health

Email Address

Password

Sign in

[Forgot Password](#)

Alignment Health  
Employee Login

2

Alignment Health

### Reset your account password

1. Please enter the email address used to register your account.
2. Enter the verification code sent to your email.
3. Click on Continue to enter your new password.

Email Address

Send verification code

Cancel

3

Alignment Health

### Reset your account password

1. Please enter the email address used to register your account.
2. Enter the verification code sent to your email.
3. Click on Continue to enter your new password.

Email Address

Enter Verification Code

[Send New Code](#) [Verify Code](#)

Cancel

# Frequently Asked Questions



## FAQ 9: What capabilities will I have access to on the AVA Portal?

**Answer:** Depending on the *account type*, the *role* you picked and your current *contract* with Alignment, you will be given access to most relevant capabilities on the Portal. Please refer the following table to understand how capabilities are chosen for access.

Account Type	Role	Capabilities
PCP, Specialist, Hospital, Ancillary, IPA	Any	<ul style="list-style-type: none"> <li>• Verify Eligibility and Check Plan benefits</li> <li>• Submit Prior Authorization and Check existing Auth Status</li> <li>• Check Claims Status</li> <li>• Submit Compliance Reports</li> <li>• Access to P360 PDF</li> <li>• Interactively access to comprehensive patient information through <i>Patient P360</i> <sup>1,2</sup></li> <li>• Access PCP, STAR, and Care Gap Performance Dashboard <sup>1,2</sup></li> <li>• Access IPA Performance Dashboard <sup>2</sup></li> </ul>
IPA	IT Administration (Compliance Reports Submission)	<ul style="list-style-type: none"> <li>• Submit Compliance Reports</li> <li>• Verify Eligibility and Check Plan benefits</li> </ul>
Any	Biller	<ul style="list-style-type: none"> <li>• Check Claims Status</li> <li>• Verify Eligibility and Check Plan benefits</li> </ul>

<sup>1</sup> For PCP account type and Doctor/Clinical role only | <sup>2</sup> For IPA account type and IPA Administration role only

# Frequently Asked Questions



Alignment  
Health

## FAQ 10: Why am I getting unsuccessful registration?

**Answer:** Unsuccessful registration means we can't validate the information you submitted with what we have for your contract on file. Click on "Back to Login" button, double check your inputs, such as the NPI/TIN, Name etc. and resubmit.

If it still doesn't work, then contact your Alignment Health representative or the Website Administration Team at [provlogin@ahcusa.com](mailto:provlogin@ahcusa.com) or at (844) 361-4712 for further assistance.

