



AVA Provider Portal – User Guide for Self-Registration

Contracted Providers only

Version 2.0

AVA Account Request - Initiate

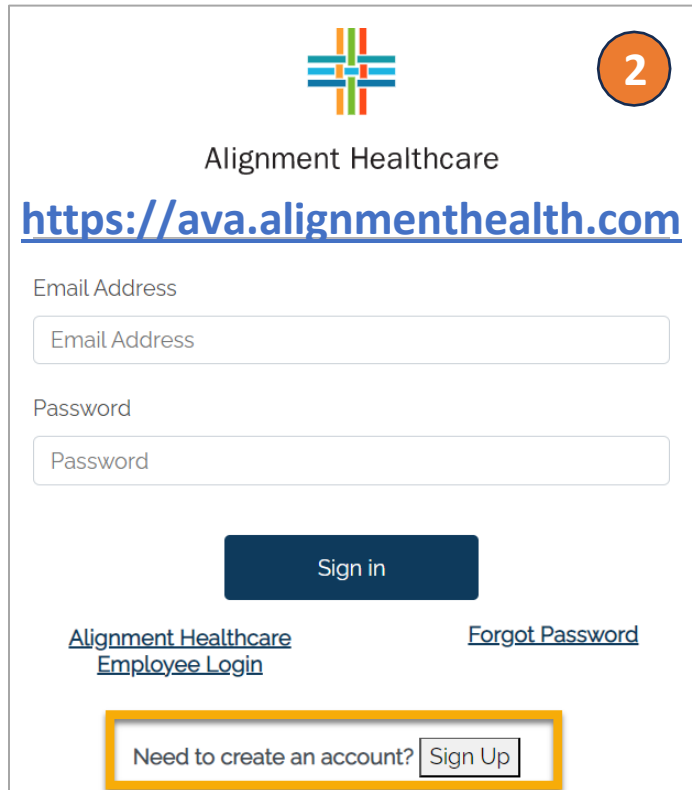


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This User Guide explains, step by step, how to submit a registration request for AVA Provider Portal. Click on any of the following options to initiate the AVA registration request.

1

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



The screenshot shows the 'AVA Account Request - Initiate' page. At the top, there is the Alignment Healthcare logo and a URL: <https://ava.alignmenthealth.com>. Below the URL, there are two input fields: 'Email Address' and 'Password'. A 'Sign in' button is located below the password field. At the bottom, there is a link for 'Forgot Password' and a 'Sign Up' button. A yellow box highlights the 'Sign Up' button.

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<https://ava.alignmenthealth.com>

Email Address

Email Address

Password

Password

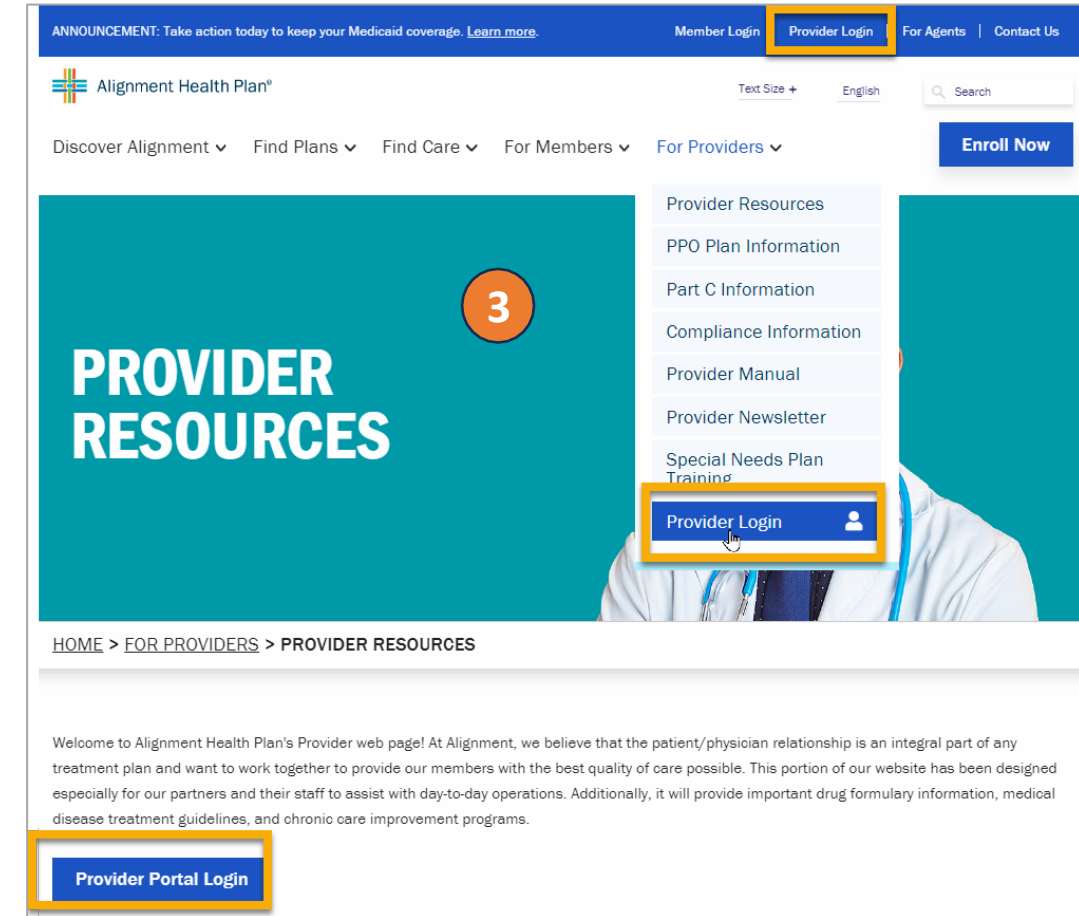
Sign in

[Alignment Healthcare Employee Login](#)

[Forgot Password](#)

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

2



The screenshot shows the 'Alignment Health Plan' website. The top navigation bar includes links for 'Member Login', 'Provider Login', 'For Agents', and 'Contact Us'. The 'Provider Login' link is highlighted with a yellow box. Below the navigation bar, there is a 'Discover Alignment' section with links for 'Find Plans', 'Find Care', 'For Members', and 'For Providers'. The 'For Providers' link is highlighted with a yellow box. The main content area features a large blue banner with the text 'PROVIDER RESOURCES' and a yellow box containing the number '3'. To the right of the banner, there is a list of links: 'Provider Resources', 'PPO Plan Information', 'Part C Information', 'Compliance Information', 'Provider Manual', 'Provider Newsletter', 'Special Needs Plan Training', and 'Provider Login'. The 'Provider Login' link is highlighted with a yellow box. Below the banner, there is a section titled 'HOME > FOR PROVIDERS > PROVIDER RESOURCES'. The main content area contains a welcome message and a 'Provider Portal Login' button, which is highlighted with a yellow box.

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

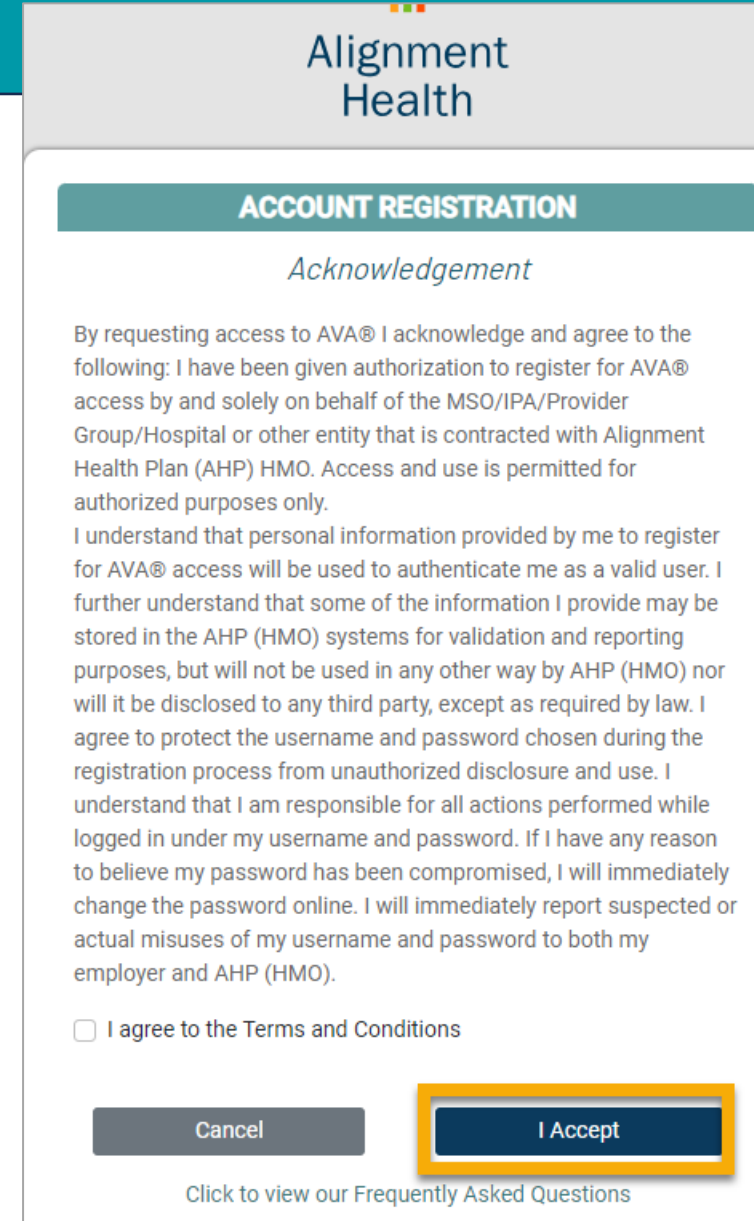
HOME > FOR PROVIDERS > PROVIDER RESOURCES

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

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



The screenshot shows the 'Alignment Health' logo at the top. Below it is a teal header with the text 'ACCOUNT REGISTRATION'. Underneath is a section titled 'Acknowledgement' in italics. The text in this section describes the terms of access to AVA® and the user's responsibility for their actions. At the bottom, there is a checkbox labeled 'I agree to the Terms and Conditions' and two buttons: 'Cancel' and 'I Accept'. The 'I Accept' button is highlighted with a yellow border. Below the buttons is a link that says 'Click to view our Frequently Asked Questions'.

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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](#)

[Cancel](#) [I Accept](#)



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Account Registration – Step 2



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

Primary Care Practice (PCP): Typically, Family Medicine, Internal Medicine, Family Practice specialties or practitioners having panel of assigned members (including mid-level practitioners).

Specialist: Physicians with specializations, e.g. Cardiology, Nephrology, Podiatry, Dermatology, Radiology, Endocrinology, OBGYN, Gastrologist, Surgery, Dentist, Ophthalmology etc.

Hospital: Any Hospital or Medical Center

Ancillary Provider: Providers or vendors related to Durable Medical Equipment (DME), Skilled Nursing Facility (SNF), Home Health, Labs, Imaging, Dialysis, Pharmacy, Therapies, Diagnostics, Urgent Care, Sleep medicine etc.

IPA/Medical Group: Independent Physician Associations, Medical Groups, MSOs

Click **Next**.

A screenshot of the Alignment Health Account Registration interface. At the top is the Alignment Health logo. Below it, the title "ACCOUNT REGISTRATION" is displayed in a teal box. Underneath, "Step 1 of 3: Account Type" is written in a blue, italicized font. A list of account types follows, each with a radio button: "Primary Care Practice" (selected), "Specialist", "Hospital", "Ancillary Provider", and "IPA/Medical Group". At the bottom right is a dark blue "Next" button.

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ACCOUNT REGISTRATION

Step 1 of 3: Account Type

☒ Primary Care Practice

☐ Specialist

☐ Hospital

☐ Ancillary Provider

☐ IPA/Medical Group

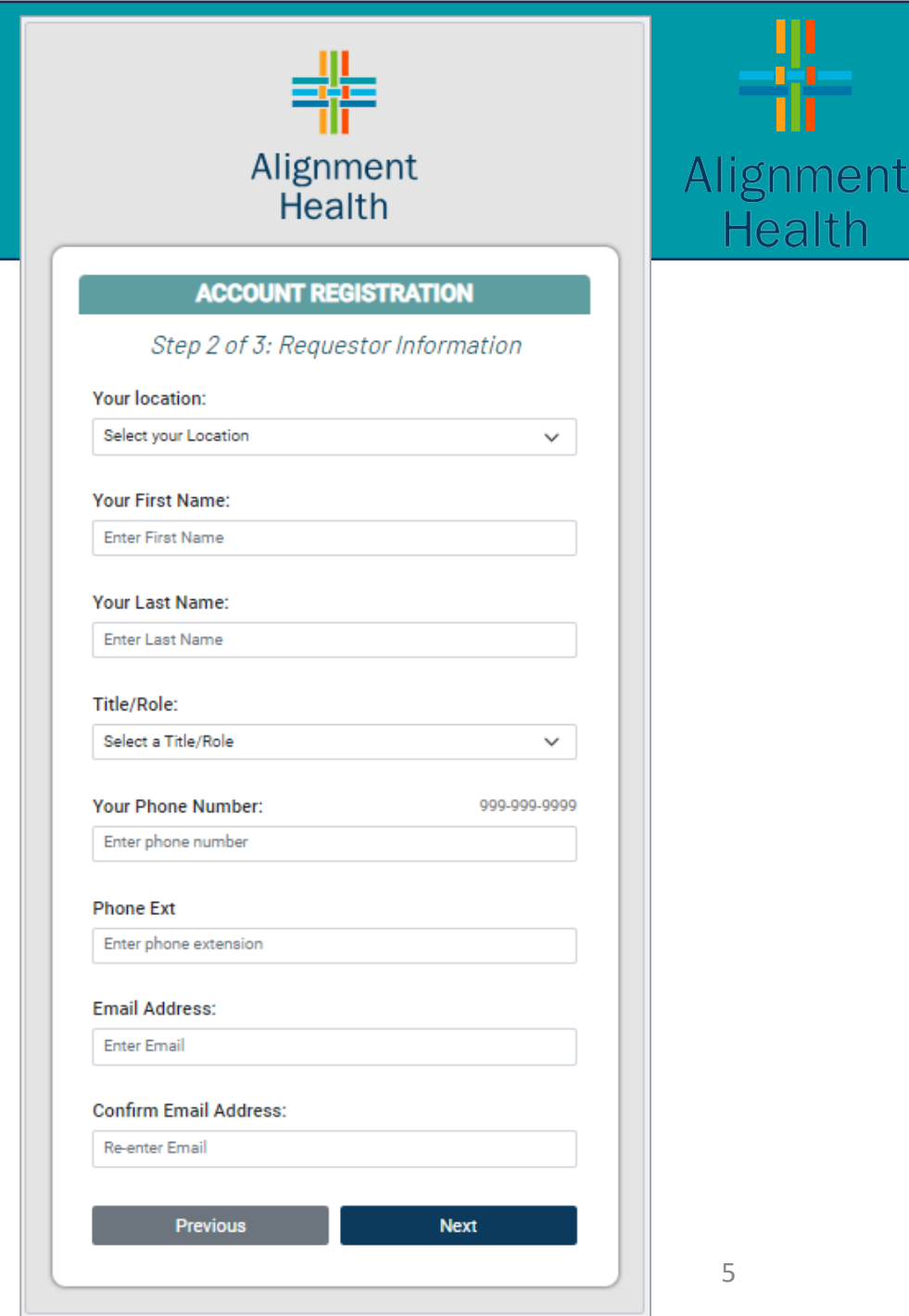
Next

* 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 the 'ACCOUNT REGISTRATION' form for Alignment Health, specifically 'Step 2 of 3: Requestor Information'. The form is set against a light gray background with the Alignment Health logo at the top. The form itself is a white card with a teal header. It contains several input fields: a dropdown for 'Your Location', text boxes for 'Your First Name' and 'Your Last Name', a dropdown for 'Title/Role', a text box for 'Your Phone Number' with a placeholder '999-999-9999', a text box for 'Phone Ext', a text box for 'Email Address', and a text box for 'Confirm Email Address'. At the bottom are 'Previous' and 'Next' buttons.

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ACCOUNT REGISTRATION

Step 2 of 3: Requestor Information

Your Location:

Your First Name:

Your Last Name:

Title/Role:

Your Phone Number: 999-999-9999

Phone Ext

Email Address:

Confirm Email Address:

[Previous](#) [Next](#)

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

ACCOUNT REGISTRATION

Step 3 of 3: Provider Information
(All fields are required unless specified optional)

Physician's First Name:

Physician's Last Name:

Provider Group/Office Name:

Enter NPI OR Tax ID OR both ⓘ
Individual National Provider ID - NPI

Tax ID or NPI is required

Tax ID

Note (Optional)
Existing AVA account to be used as a reference for your account setup:
Access to additional NPI(s):
Access to additional TIN(s):
Other:



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Account Registration - Request Successful!



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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.



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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



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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 <ava-usermanagement-admin@ahcusa.com>
Sent: Monday, July 10, 2023 1:58 PM
To: John Doe <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

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

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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](#)

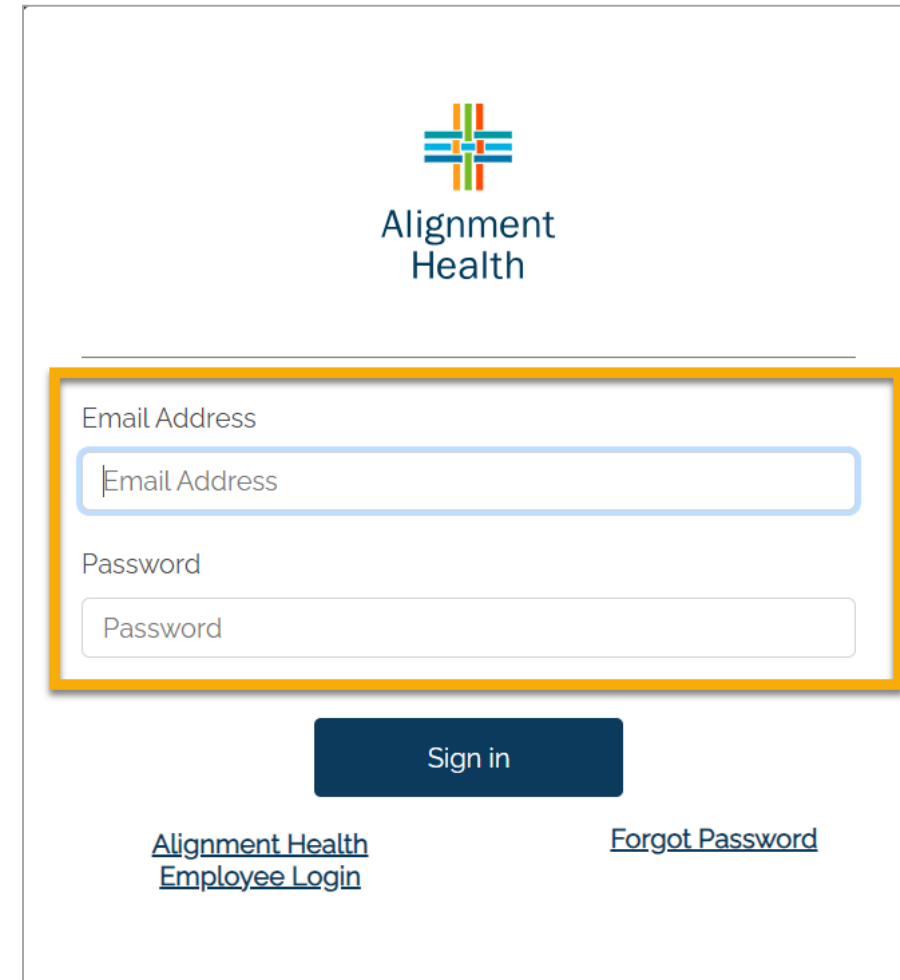
* If your confirmation email does not appear in your Inbox, please check your Junk/Spam folder.

Welcome to AVA - Login



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

A screenshot of the Alignment Health login page. At the top is the Alignment Health logo. Below it is a horizontal line. The login form is enclosed in a yellow border and contains two input fields: "Email Address" and "Password". Below the form is a dark blue "Sign in" button. At the bottom, there are two links: "Alignment Health Employee Login" and "Forgot Password".

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Email Address

Password

Sign in

[Alignment Health
Employee Login](#)

[Forgot Password](#)

* Refer FAQ 9 to learn what modules you should have access to in AVA.



Frequently Asked Questions

AVA Account Registration Request

Frequently Asked Questions



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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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5. 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



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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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5 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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5 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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5 to receive instructions on how to submit such a request.

Frequently Asked Questions

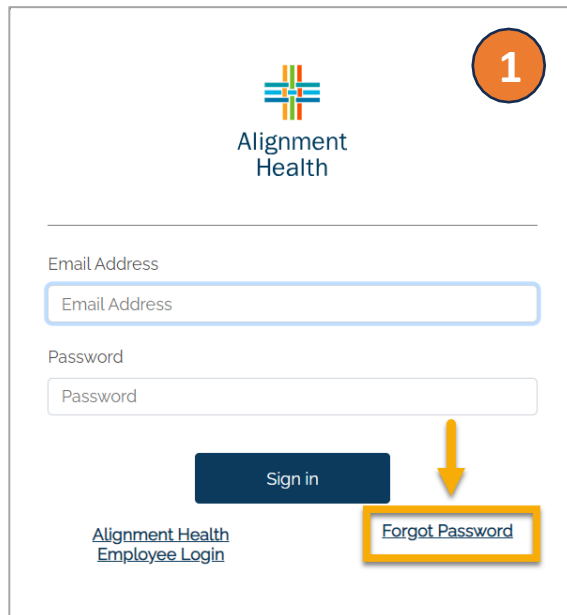


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FAQ 8: I forgot my password and/or User ID, how do I request my login information?

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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5 to retrieve it.



1

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Email Address

Email Address

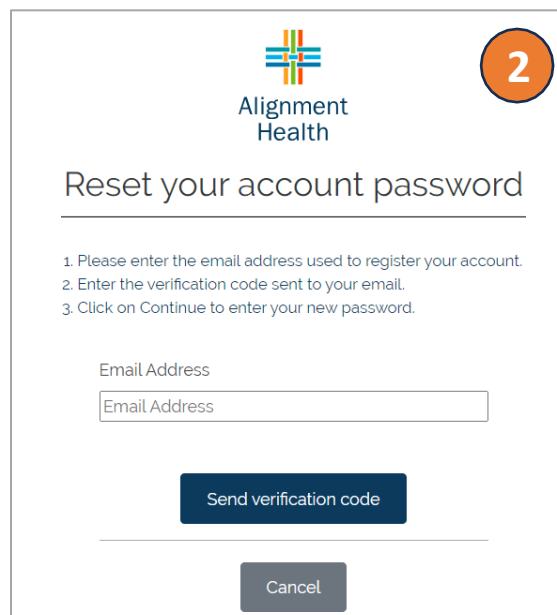
Password

Password

Sign in

Forgot Password

Alignment Health Employee Login



2

Alignment Health

Reset your account password

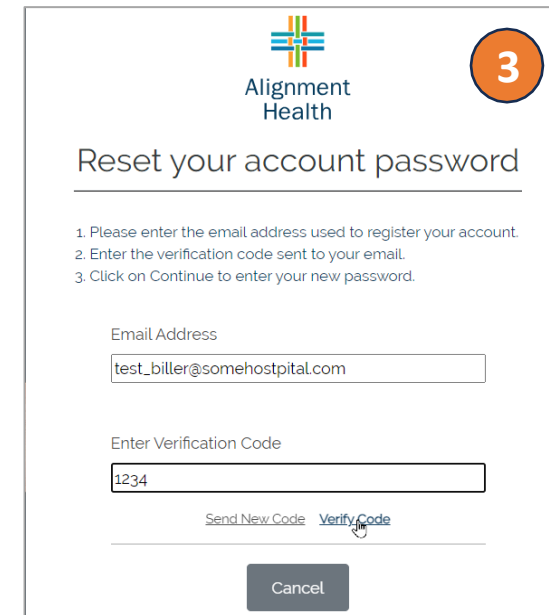
1. Please enter the email address used to register your account.
2. Enter the verification code sent to your email.
3. Click on Continue to enter your new password.

Email Address

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

test_biller@somehospital.com

Enter Verification Code

1234

Send New Code Verify Code

Cancel

Frequently Asked Questions



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

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

Frequently Asked Questions



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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 ProviderRelations@ahcusa.com or at (844) 361-4712 and select option 5 for further assistance.

