

Getting Started with Availity

For Amerigroup providers in District of Columbia

COMPLIANCE

Screen images and demonstrations are from a demo environment containing pre-loaded generic, de-identified information.

Each user must have his or her own Availity user ID. It is a violation of HIPAA regulations to share credentials to a system that contains PII/ PHI.

TIMING

When using the Availity Portal, users are submitting inquiries and viewing results and information directly from payer systems.

ACCESS

Features and results may vary by payer, plan, product, member, organization type, additional enrollments, and user permissions. An organization's administrator sets up user IDs and assigns permissions to the tools. Payers may also request to push additional permissions to organizations or users.

TRAINING

Availity Learning trains on Availity tools and how to get to payer-specific third-party tools and link-outs. For more information about payer tools after linking out from Availity, visit the payer's provider site. This information is current as of the date of publish, and includes full and partial screen images which may or may not be specific (state, access, or otherwise).

INTERNET BROWSER

Availity supports Internet Explorer 11, Firefox, and Google Chrome.

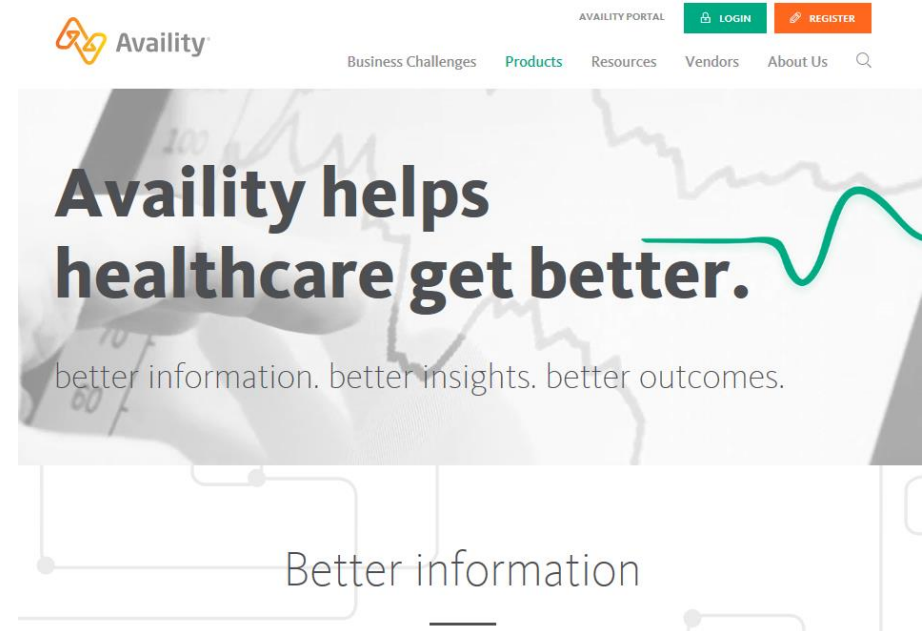


The Availity Portal

- ✓ Multiple payers
- ✓ One website
- ✓ One log-in
- ✓ Secure, compliant network

INSIGHT Access many payer-specific tools and third-party applications quickly using Availity's single sign-on (SSO) links. Embedded right at the point of need, open these tools without having to log in separately.

ORGANIZATION NOT
REGISTERED YET?
Visit [availity.com](https://www.availity.com) and click
REGISTER to register the
organization first.

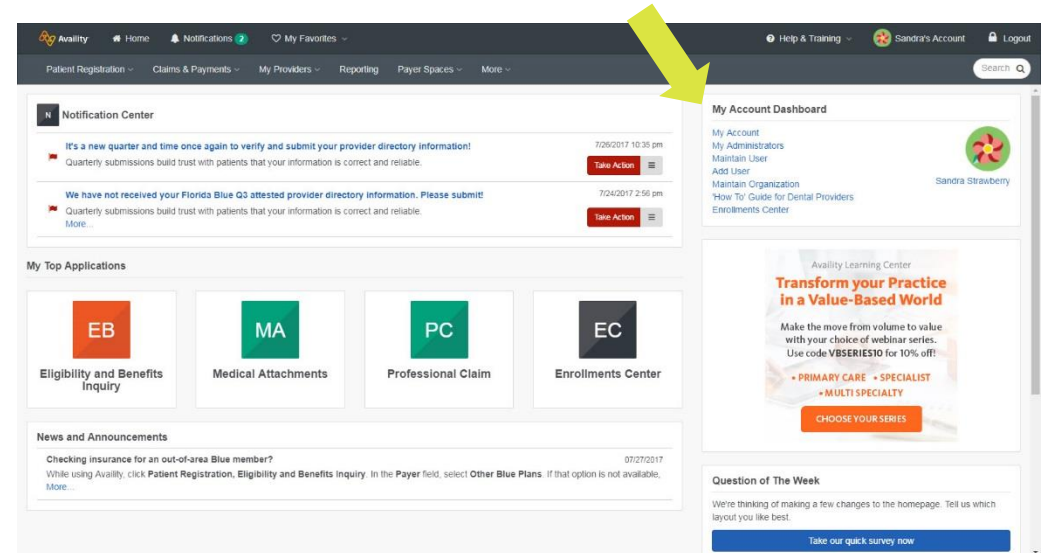


Administrators

After registering, the organization's administrators set up users, manage user access, and maintain organization information and additional enrollments.



Administrators can use additional options in the **My Account Dashboard** on the Home page and in the **My Providers** menu. Additional enrollments, registration, or set up may be needed to use some tools or payer-specific link-outs.



Self-service is key

ORGANIZATIONS

Every organization has one or more administrator to add and manage users, maintain organization details, and complete set up or enrollments.



No need to wait on customer service to reset passwords and manage users accounts. Users and administrators have all the power with integrated options, help, and training.

Need help? Select **Help & Training** | **My Support Tickets** to open a ticket or call 1.800.availity (1.800.282.4548).

USERS

Users have quick access to online help and training to learn basics and best practices while using Availity.

Users can contact the organization's administrator(s) to get more or different permissions

INSIGHT Click **My Account** to find admins for the organization. Be sure to allow pop-ups from Availity sites.

TIP Be prepared to change your password every 60-days.



Some options available to users

TOOLS AND APPLICATIONS	SELECT THIS MENU PATH
Eligibility and Benefits Inquiry	Patient Registration Eligibility and Benefits Inquiry
Authorization Requests	Patient Registration Authorizations & Referrals Authorizations
Auth/Referral Inquiry Requests	Patient Registration Authorizations & Referrals Auth/Referral Inquiry
Professional and Facility Claims	Claims & Payments Professional Claim or Facility Claim
Claim Status Inquiry	Claims & Payments Claim Status Inquiry
Medical Attachments (unsolicited)*	Claims & Payments Medical Attachments and then Send Attachment
Payer Spaces	Payer Spaces (and then the payer's logo)

REMINDER Features and results may vary by payer, plan, product, member, organization type, additional enrollments, and user permissions. Don't be afraid to explore additional tools, applications, resources, and more.

***NOTE** Organization administrators select **My Providers | Enrollments Center**, and then **Medical Attachments Setup** to set up providers and users to use Medical Attachments.

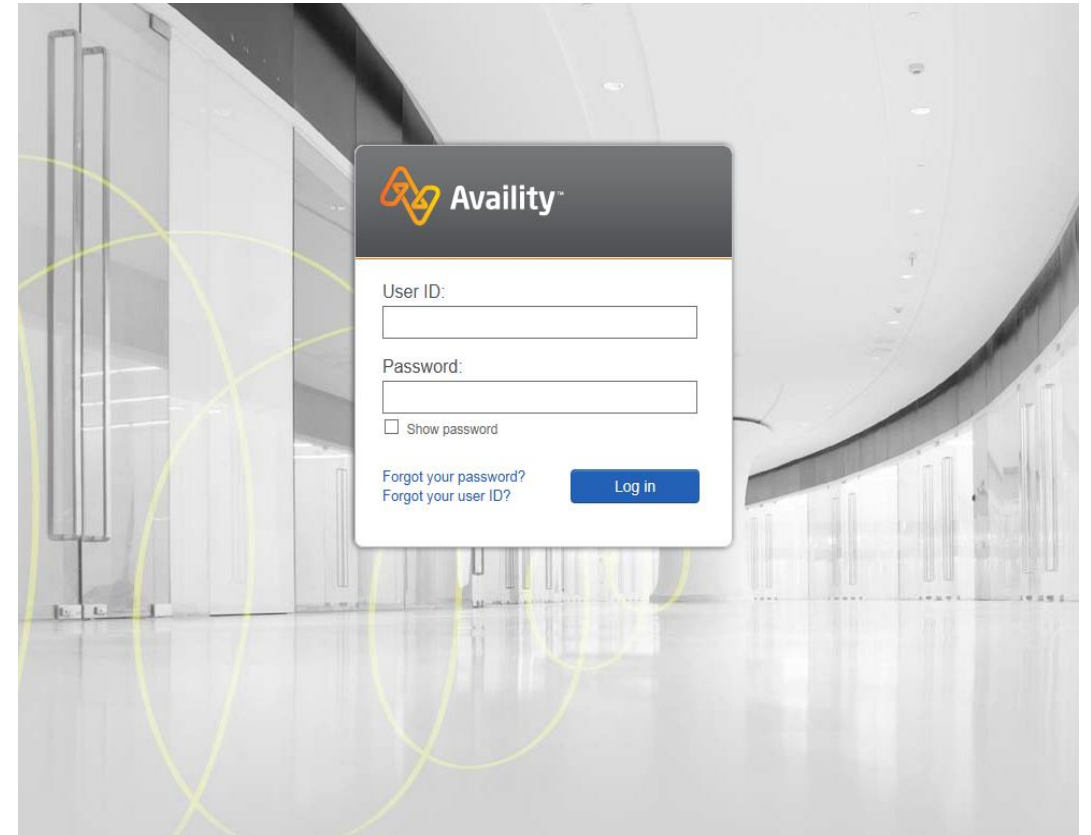


Logging in

Go to availity.com and select **Log in**.

Self-service Use self-service options or contact the organization administrator for help with resetting a password or remembering a user ID.

Security matters Availity prompts a user to change his or her password every 60-days.



Home page

- Notification Center
- My Top Applications
- News and Announcements
- Account Dashboard
- ...and more



Home page options may vary by region, organization access, and user account permissions.



The screenshot shows the Availity home page dashboard. At the top is a navigation bar with the Availity logo, Home, Notifications (2), My Favorites, Help & Training, Sandra's Account, and Logout. Below the navigation bar is a main content area. On the left, there is a 'Notification Center' with two notifications: 'It's a new quarter and time once again to verify and submit your provider directory information!' and 'We have not received your Florida Blue Q3 attested provider directory information. Please submit!'. Both notifications have a 'Take Action' button. Below the notifications is a 'My Top Applications' section with four tiles: 'EB Eligibility and Benefits Inquiry', 'MA Medical Attachments', 'PC Professional Claim', and 'EC Enrollments Center'. Below the applications is a 'News and Announcements' section with a headline 'Checking insurance for an out-of-area Blue member?' and a brief description. On the right side of the dashboard is a 'My Account Dashboard' section with links for 'My Account', 'My Administrators', 'Maintain User', 'Add User', 'Maintain Organization', 'How To Guide for Dental Providers', and 'Enrollments Center'. Below the account dashboard is a 'Availity Learning Center' section with a headline 'Transform your Practice in a Value-Based World' and a 'CHOOSE YOUR SERIES' button. At the bottom right is a 'Question of The Week' section with a survey link 'Take our quick survey now'.



Top navigation, first row

- Link to Home page
- Quick view of notifications
- Place to access and manage favorites
- **Help & Training** menu
- Link to account page



The screenshot shows the top navigation bar of the Avility portal. The bar is dark grey with the Avility logo on the left. Navigation links include Home, Notifications (with a badge showing 2), My Favorites, Help & Training, Sandra's Account, and Logout. Below the bar is a search bar. The first row of content includes a Notification Center with two alerts about provider directory information, a My Account Dashboard with links to My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center, a My Top Applications section with four tiles (EB: Eligibility and Benefits Inquiry, MA: Medical Attachments, PC: Professional Claim, EC: Enrollments Center), a News and Announcements section with a link about checking insurance, and a Question of The Week section with a survey link.



Select **Logout** when no longer working in the Avility Portal.

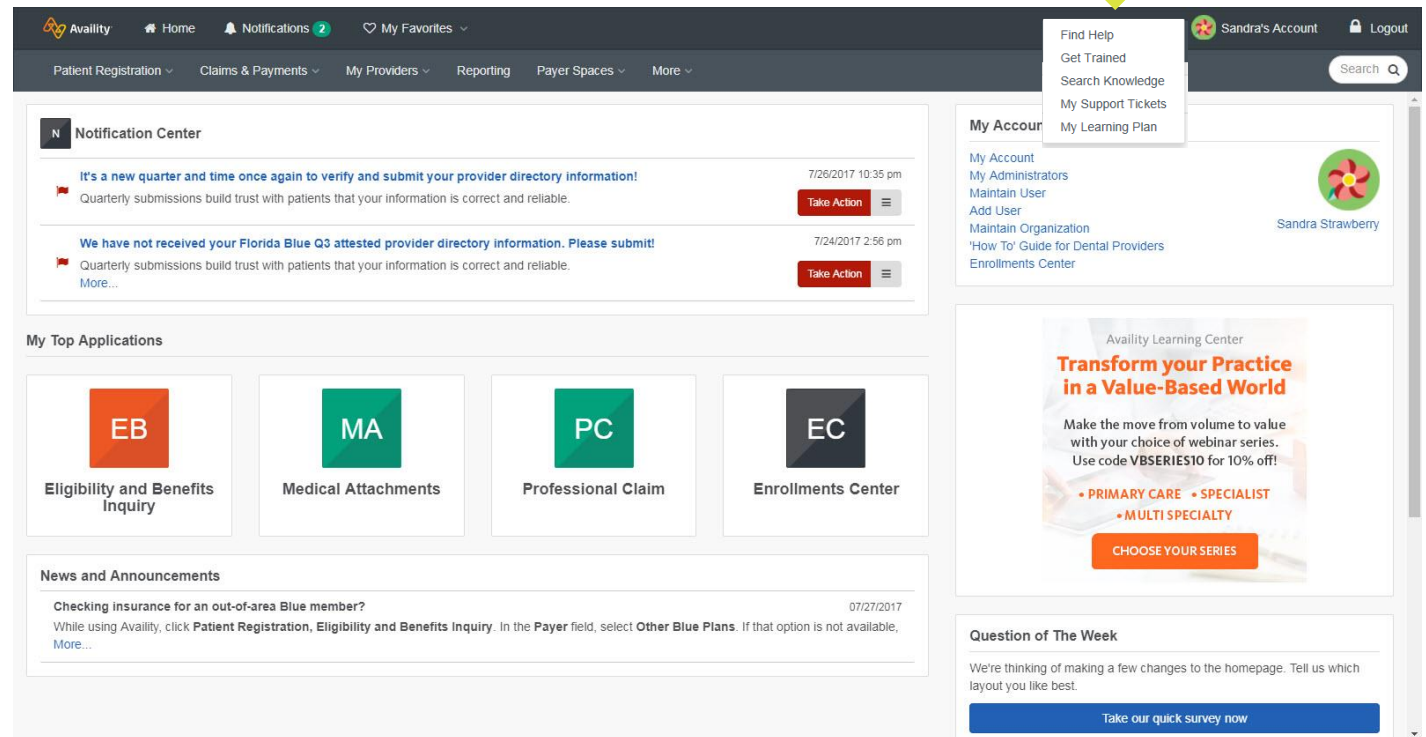


More about help and training

Select **Help & Training** and then an option.

- Find Help
- Get Trained
- Search Knowledge
- My Support Tickets
- My Learning Plan

New to Availity? Select **Help & Training** | **My Learning Plan** to plot a custom learning journey. Check out onboarding programs for new administrators and new users.



The screenshot displays the Availity website's user interface. At the top, a dark navigation bar contains the Availity logo, Home, Notifications (2), My Favorites, and a search bar. Below this, a secondary navigation bar lists various services: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A green arrow points to the 'More' dropdown menu, which is open, revealing a 'Find Help' section with options: Find Help, Get Trained, Search Knowledge, My Support Tickets, and My Learning Plan. The main content area is divided into several sections: a Notification Center with two alerts about quarterly submissions, a 'My Top Applications' section with four tiles (EB: Eligibility and Benefits Inquiry, MA: Medical Attachments, PC: Professional Claim, EC: Enrollments Center), a News and Announcements section, a 'My Account' sidebar with links like My Account, My Administrators, and Maintain User, and a 'Question of the Week' survey at the bottom right. A large promotional banner for the 'Availity Learning Center' is also visible, featuring the text 'Transform your Practice in a Value-Based World' and a 'CHOOSE YOUR SERIES' button.

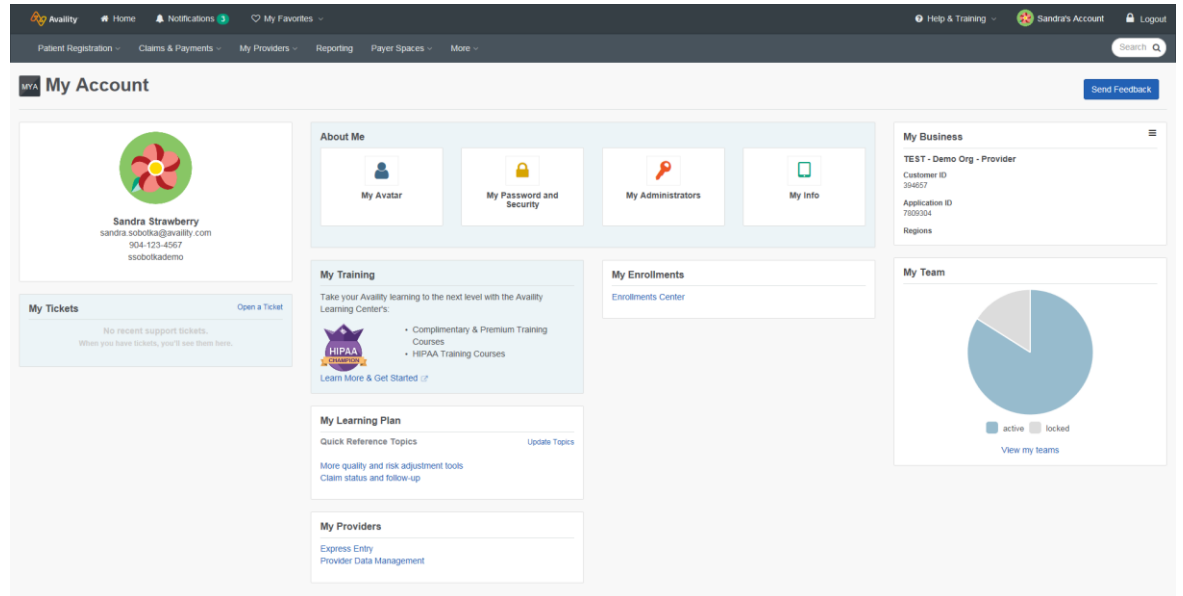


More about the account page

My Account page is all about the user and the organization. Use it to:

- Change the avatar.
- Update user information.
- Find organization administrator information.
- Manage support tickets.
- Set up a learning plan,
... and more.

 Organization administrators can also manage business and team information.



Top navigation, second row

- Patient Registration
 - Claims & Payments
 - My Providers
 - Reporting
 - Payer Spaces
 - More
- ...and a great search option.



Options under the menus vary by user account, region, and provider type. Search includes Home page, applications, and payer spaces.

The screenshot displays the Availity web application interface. A yellow arrow points to the top navigation bar, specifically the second row of menus. The navigation bar includes: Availity logo, Home, Notifications (2), My Favorites, Help & Training, Sandra's Account, and Logout. The second row of menus includes: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. Below the navigation bar, the main content area is divided into several sections: Notification Center with two alerts about provider directory information; My Top Applications with four tiles (EB: Eligibility and Benefits Inquiry, MA: Medical Attachments, PC: Professional Claim, EC: Enrollments Center); News and Announcements with a notice about checking insurance; My Account Dashboard with links for My Account, My Administrators, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center; a promotional banner for the Availity Learning Center titled 'Transform your Practice in a Value-Based World'; and a 'Question of The Week' section with a survey link.



More about payer spaces

Select **Payer Spaces** and then select the payer's logo to access many important proprietary tools.



Available payer spaces vary by region, organization access, and user account permissions.

The screenshot displays the Availity web application interface. At the top, a navigation bar includes the Availity logo, Home, Notifications (2), My Favorites, Help & Training, Sandra's Account, and Logout. Below the navigation bar, a dropdown menu for 'Payer Spaces' is highlighted with a green arrow. The main content area features a Notification Center with two messages about quarterly submissions. Below this, 'My Top Applications' are listed: EB (Eligibility and Benefits Inquiry), MA (Medical Attachments), Professional Claim, and Enrollments Center. A grid of blue squares represents various payer logos. On the right side, there is a user profile for Sandra Strawberry and a promotional banner for the 'Learn Your Practice' webinar series. At the bottom, there is a 'Question of The Week' section with a survey link.



Availity forms are dynamic

SELECT THE PAYER FIRST

New Request [Watch a quick demo](#)

*** Payer** [?](#)
Please Select a Payer ▼

Provider Information

Express Entry [?](#)
Search for a Provider ▼

NPI [?](#)

Patient Information

As of Date [?](#)
05/15/2014

Benefit / Service Type [?](#)
Gynecological ▼

Patient ID [?](#)

Date of Birth

PARITAL
EXAMPLE
OF AN E&B
PAGE

GO IN ORDER

*** As of Date** [?](#)
08/09/2017

*** Benefit / Service Type** [?](#)
Health Benefit Plan Coverage ✕ ▼

Patient Search Option [?](#)
Patient ID, Date of Birth ▼

*** Patient ID** [?](#)

*** Date of Birth**
//____

Patient Relationship to Subscriber [?](#)
Self ▼

☐ Submit another patient

Submit

PARITAL
EXAMPLE
OF AN E&B
PAGE



Example – Patient Registration menu

The screenshot displays the Availity web application interface. At the top, a dark navigation bar includes the Availity logo, a Home icon, a Notifications bell with a '3' badge, a My Favorites heart icon, and links for Help & Training, Sandra's Account, and Logout. Below this is a secondary menu with tabs for Patient Registration (selected), Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right of this menu.

The main content area is divided into several sections:

- Left Sidebar:** Contains three heart icons and labels: 'EB Eligibility and Benefits Inquiry', 'A&R Authorizations & Referrals', and 'PCS Patient Care Summary Inquiry'. Below these is a feedback section titled 'Tell us what you think.' with three smiley face icons.
- Center Panel:** Displays three informational cards. The first card mentions 'your Florida Blue Q3 directory information last month.' and has a 'Take Action' button. The second card mentions 'submit your provider directory information today.' and also has a 'Take Action' button. The third card mentions 'submit their directory updates without adding providers.' and has a 'Take Action' button. Each card includes a timestamp.
- My Top Applications:** A row of four large buttons labeled 'EB Eligibility and Benefits Inquiry', 'MA Medical Attachments', 'PC Professional Claim', and 'EC Enrollments Center'.
- News and Announcements:** A section titled 'Checking insurance for an out-of-area Blue member?' with a date of 07/27/2017. The text provides instructions on how to select a Blue plan in the Payer field.
- My Account Dashboard:** Located on the right, it lists links for 'My Account', 'My Administrators', 'Maintain User', 'Add User', 'Maintain Organization', and 'Enrollments Center'. It also displays the user's name 'Sandra Strawberry' and email 'sandra.sobotka@availity.com' next to a profile picture.
- Availity Learning Center:** A promotional banner titled 'Transform your Practice in a Value-Based World' with a 'CHOOSE YOUR SERIES' button. It lists 'PRIMARY CARE', 'SPECIALIST', and 'MULTI SPECIALTY' options.
- Question of The Week:** A section with the question 'Do you change provider work history and education when you re-credential a provider?' and a 'Take our one-question poll' button.



Example – new eligibility and benefits request

The screenshot shows the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, Sandra's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of this bar. The main content area is divided into two sections. On the left, there is a sidebar with a search bar and a dropdown menu set to 'My Patients Only'. Below this, it says 'No Patient History'. On the right, the 'New Request' form is displayed. It includes a 'Payer' dropdown menu, a 'Provider Information' section with an 'Express Entry' dropdown and an 'NPI' field, and a 'Patient Information' section with an 'As of Date' field (set to 05/15/2014), a 'Benefit / Service Type' dropdown (set to Health Benefit Plan Coverage), a 'Patient ID' field, and a 'Date of Birth' field. At the bottom of the form, there is a checkbox for 'Submit another patient' and a blue 'Submit' button.

Availity Home Notifications 3 My Favorites Help & Training Sandra's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More

Search

My Patients Only

TEST - Demo Org New Request

No Patient History

New Request [Watch a quick demo](#)

Payer

Please Select a Payer

Provider Information

Express Entry

Search for a Provider

NPI

Patient Information

As of Date

05/15/2014

Benefit / Service Type

Health Benefit Plan Coverage

Patient ID

Date of Birth

Submit another patient

Submit



Example – eligibility and benefits inquiry result

Availity

Home

Notifications 3

My Favorites

Help & Training

Sandra's Account

Logout

Patient Registration

Claims & Payments

My Providers

Reporting

Payer Spaces

More

Search

Search

My Patients Only

TEST - Demo Org - ...

New Request

Detail View

List View

AVAILITY, SOPHIA M

Professional (Physician) Visit - Office

Transaction Date: Jul 31 4:21 pm

Date of Service: Jul 31, 2017

Member ID ABC123456789

Payer:

DOB: Jul 06, 1933

Edit

Delete

Date of Service Jul 31, 2017

Transaction ID: 5808247902

Transaction Date: Jul 31 4:21 pm

Customer ID: 394657

AVAILITY, SOPHIA M

Subscriber

Member ID ABC123456789

DOB Jul 06, 1933

Gender Female

Plan / Coverage Date Jan 01, 2012 - Dec 31, 9999

Edit

Print

Payer logo displays here

Patient360

Patient Attribution

Patient Information

Coverage and Benefits

Care Reminders 1

FILTER BY NETWORK

In Network

Out Of Network

All Networks

Professional (Physician) Visit - Office

Contact Information

Co-Payment

Health Benefit Plan Coverage

Contact Information

Deductible

Out of Pocket (Stop Loss)

Coverage Basis

Chiropractic

Co-Payment

Deductible

Emergency Services

Contact Information

Hospital

Contact Information

Hospital - Emergency Medical

Co-Payment

Professional (Physician) Visit - Office - 98

Feedback

Active Coverage

Insurance Type Preferred Provider Organization (PPO)

Plan / Product LOWER COST PLAN 05360

Contact Information - Professional (Physician) Visit - Office

Payer Contact

Co-Payment - Professional (Physician) Visit - Office

In Network

\$35.00 Visit

Collect Payment

SPECIALIST



Example – Authorizations & Referrals landing page

The screenshot shows the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, Sandra's Account, and Logout. Below this is a secondary menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the top bar.

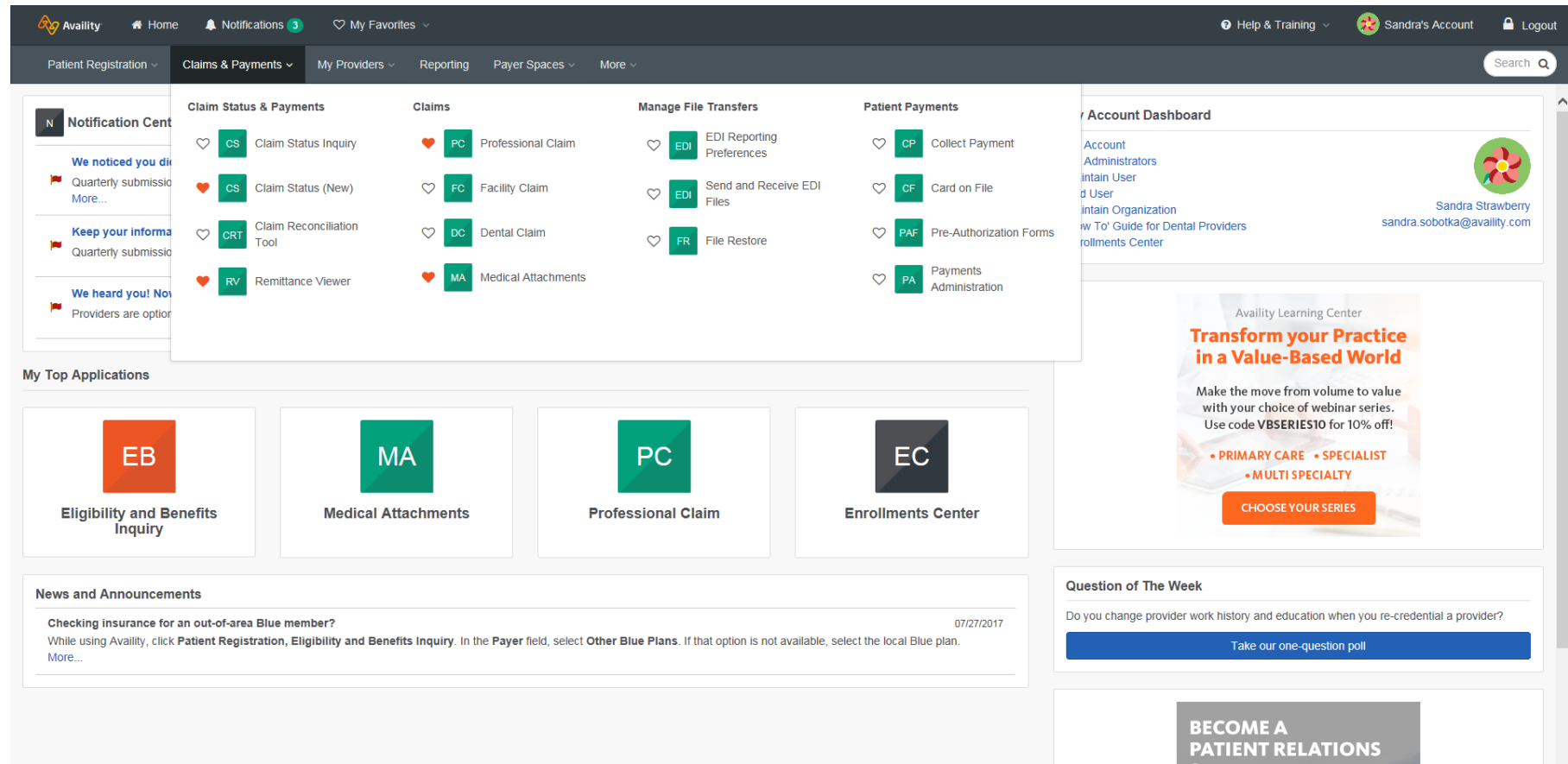
The main content area is titled "Authorizations & Referrals" with a breadcrumb "Home > Authorizations & Referrals". Below the title is a section for "Multi-Payer Authorizations & Referrals" containing three cards: "Auth/Referral Inquiry" (with an "AR" icon and "View Payers" link), "Referrals" (with an "R" icon and "View Payers" link), and "Authorizations" (with an "A" icon and "View Payers" link). Each card has a heart icon for favorites.

Below this is a section for "Additional Authorizations & Referrals" listing several links, each with a heart icon: "Online Batch Management", "Current Admissions Report (Humana)", "Referral Notifications (Humana)", "Prior Authorization - Medical Drug Online Request Form (CCStpa)", "Authorization Management (Humana)", "Radiology Referral Submission (Humana)", and "Referral Report (Humana)".

At the bottom, there is a section with a glasses icon and the text: "Looking for provider portals? Check under the 'Payer Spaces' menu."



Example – Claims & Payments menu



The screenshot displays the Availity web application interface. At the top, a navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, Sandra's Account, and Logout. Below this is a secondary navigation bar with tabs for Patient Registration, Claims & Payments (selected), My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right of this bar.

The main content area is divided into several sections:

- Notification Center:** Contains three items: "We noticed you did...", "Keep your information...", and "We heard you! Now...".
- Claim Status & Payments:** A dropdown menu showing options like Claim Status Inquiry, Claim Status (New), Claim Reconciliation Tool, Remittance Viewer, and various Claims (Professional, Facility, Dental, Medical Attachments).
- Manage File Transfers:** Includes options for EDI Reporting Preferences, Send and Receive EDI Files, and File Restore.
- Patient Payments:** Includes options for Collect Payment, Card on File, Pre-Authorization Forms, and Payments Administration.
- Account Dashboard:** Displays user information for Sandra Strawberry, including her email and a link to the Account Administrators page.
- My Top Applications:** A row of four tiles: Eligibility and Benefits Inquiry (EB), Medical Attachments (MA), Professional Claim (PC), and Enrollments Center (EC).
- News and Announcements:** A section titled "Checking insurance for an out-of-area Blue member?" with a date of 07/27/2017.
- Question of The Week:** A section with a question about provider work history and education, and a button to "Take our one-question poll".
- BECOME A PATIENT RELATIONS Specialist:** A large button at the bottom right.



Example – Claim Status Inquiry

Availity

Home

Notifications 3

My Favorites

Help & Training

Sandra's Account

Logout

Patient Registration

Claims & Payments

My Providers

Reporting

Payer Spaces

More

Search

Claim Status Inquiry

* indicates a required field

* Payer: ?

* Organization:

Provider Information

Is the provider name the same as the organization name? ☒ Yes ☐ No
What does this mean?

Express Entry - Provider: ?

* NPI: ?

Subscriber Information

Is the subscriber the patient? ☒ Yes ☐ No

* Subscriber ID: ?

* Subscriber Last Name:

Subscriber First Name:

* Patient Date of Birth: / /
MM DD YYYY

Gender:

Patient Account Number: ?

Claim Information

* Claim Service Date From: ? / /
MM DD YYYY

* Claim Service Date To: / /
MM DD YYYY


Claim Number:

Total Claim Charge Amount: ?

Institutional Bill Type: ?



Example – Claim Status Inquiry Results

 Home Notifications 3 My Favorites

Help & Training Sandra's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More

Search

Claim Status Inquiry Results [Learn More >>](#)

Transaction ID: 877567845 Transaction Date: Jul 31, 2017 04:39 PM EDT Customer ID: 394657

Edit Inquiry Print

Payer:
Provider: JAMES MATERNITY
NPI: 1234567893
Subscriber Name: AVAILITY, SOPHIA W

Subscriber ID: ABC123456789
Patient Name: AVAILITY, SOPHIA W
Patient Account #: 12345678
Date of Service: 04/03/2012 - 04/03/2012

Payer logo displays here

Claims Found

From-To Date of Service	Status Type	Claim Number	Date Processed	Check # / EFT	Billed Amount	Paid Amount
04/03/2012 - 04/03/2012	Finalized	123456	04/14/2012	000012345	\$ 118.50	\$ 15.36

Status: Finalized The Claim/Encounter has completed the adjudication cycle and no more action will be taken.
Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).
Entity = Provider. Status Date: 04/13/2012

Edit Inquiry Print



Example – Claim Status Detail

Availity

Home

Notifications 3

My Favorites

Help & Training

Sandra's Account

Logout

Patient Registration

Claims & Payments

My Providers

Reporting

Payer Spaces

More

Search

Claim Status Detail

Transaction ID: 877567845Transaction Date: Jul 31, 2017 04:42 PM EDTCustomer ID: 394657

Return to Results

Edit Inquiry

Print

Subscriber Name:

AVAILITY, SOPHIA W

Subscriber ID:

ABC123456789

Patient Name:

AVAILITY, SOPHIA W

Patient Account #:

12345678

Provider Name:

JAMES MATERNITY

NPI:

1234567893

Claim Number:

123456

Bill Type:

N/A

Voucher ID:

N/A

Billed Amount:

\$ 118.50

Claim Processed Date:

04/14/2012

Claim Received Date:

N/A

DRG:

N/A

Check Number:

000012345

Check Date:

04/14/2012

Check Address:

N/A

Paid Amount:

\$ 15.36

Paid To:

N/A

Paid To Name:

N/A

Paid To Tax ID:

N/AStatus: Finalized The Claim/Encounter has completed the adjudication cycle and no more action will be taken.
Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services).
Entity = Provider. Status Date: 04/13/2012

Payer logo displays here

Show/Hide Status Messages



Example – Professional Health Care Claim

Availity

Home

Notifications 3

My Favorites

Help & Training

Sandra's Account

Logout

Patient Registration

Claims & Payments

My Providers

Reporting

Payer Spaces

More

Search

Professional Health Care Claim

Learn More >>

* indicates a required field

* Payer: ?

Select One

* Organization: ?

Select One

Transaction Type: ?

Professional Claim

Responsibility Sequence: ?

Primary

Patient Information

* Last Name:

AVAILITY

First Name:

SOPHIA

Middle Name or Initial:

* Date of Birth:

07 / 06 / 1933

MM DO YYYY

Date of Death:

/ /

MM DO YYYY

* Gender:

Female

Country: ?

United States

* Address 1:

Address 2:

* City, State, ZIP Code:

/ Select One -

* Relationship to Subscriber: ?

Self

☐ release signature from provider on behalf of patient

Patient Amount Paid: ?

Patient's Condition Is Related To:
(Select all options that apply to patient's condition)


☐ current or previous employment


☐ auto accident

☐ other accident



Example – Claim Response Detail

 Home Notifications **6** My Favorites **▼** Help & Training **▼** Sandy's Account Logout

Patient Registration **▼** Claims & Payments **▼** My Providers **▼** Reporting Payer Spaces **▼** More **▼** Search 

Claim Response Detail

Transaction ID: 6847609817 Transaction Date: Mar 13, 2017 04:13 PM EDT Customer ID: 394657

Submit Another Claim Print

Your claim has been accepted

Payer logo displays here

Claim Number: Avsoph1234
Submission Type: Professional Claim
Submission Date: 03/13/2017
Date(s) of Service: 03/01/2017 - 03/08/2017
Patient Name: AVAILITY, SOPHIA
Subscriber ID: ABC123456789
Billing Provider Name: Family, Robert
Billing Provider NPI: 2234567891
Billing Provider Tax ID: 111111111
Total Charges: \$100.00

Submit Another Claim Print



Example – Medical Attachments | Send Attachment

The screenshot shows the Availity 'Send Attachment' form. The top navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, Sandra's Account, and Logout. A secondary navigation bar lists Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right. The main form area has tabs for Requests, Send Attachment (selected), and Setup. A note states 'All fields required unless noted.' The form is divided into several sections: Organization (with a dropdown menu showing 'TEST - Demo Org - Provider' and a Payer dropdown), a radio button selection for Organization (selected) or Individual, and fields for Provider ID and Organization Name. The Patient / Request Information section includes fields for First Name, Middle Name or Initial (Optional), Last Name, Subscriber ID, Patient Account Number, Request Number, and Claim Amount (with a placeholder 'XXXX'). The Date of service section has 'From' and 'To' date fields in MM/DD/YYYY format. The Reason 1 section has a dropdown menu. The Attachment 1 section features a green plus icon and a '+ Add Another Attachment' button. At the bottom, there are Clear and Submit buttons.

Availity Home Notifications 3 My Favorites Help & Training Sandra's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More

Keyword Search

Requests Send Attachment Setup

All fields required unless noted.

Organization TEST - Demo Org - Provider Payer Select an option

Organization Individual Provider ID Select an option Organization Name

Patient / Request Information

First Name Middle Name or Initial (Optional) Last Name

Subscriber ID Patient Account Number

Request Number Claim Amount XXXX

Date of service

From: MM/DD/YYYY To: MM/DD/YYYY

Reason 1 Select an option

Attachment 1 +

[+] Add Another Attachment

Clear Submit



Example – Medical Attachments | Requests | History

Availity Home Notifications 3 My Favorites Help & Training Sandra's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More

Requests Send Attachment Setup

Work Queue 1 In Progress 0 History 2 Archive

Sort Q

STATUS	PATIENT	PROVIDER	SERVICE
EXPIRED ASURIS NORTHWEST HEALTH DEMO123456	07/23/2017 SANDY DEMO DEMO12345 SAN123456	TEST DEMO ORG PROVIDER	\$100.00 06/01/2017 06/08/2017
EXPIRED FLORIDA BLUE 201706081247	07/23/2017 DEMO DEMOTEST 124706082017 FLA12345	SANDY DEMO ORG	\$25.00 05/01/2017 05/31/2017

REQUEST EXPIRED	
LOINC	DESCRIPTION
11503-0 07/23/2017	Medical records



Expert time-saving tips

Express entry

When completing forms in Availity, select a provider from express entry. To add providers to an organization's express entry list, select **My Providers | Express Entry**. Add them one at a time or import a spreadsheet.

Favorites

Select heart icons next to most-used tools to mark them as favorites. Then, select **My Favorites** to quickly access and manage them.

Search

Can't find an application or resource? Remember to use the search feature.

Training

Need in depth training about a specific Availity tool? Select **Help & Training | Get Trained**.

Explore

Availity works closely with health plans to integrate additional third-party tools and apps into your workflow. See a button or link? Don't be afraid to select it to explore.



Looking for healthcare education and to earn continuing education credits? Check the Availity Learning Center (ALC) **Store**. Select **Help & Training | Get Trained**. The ALC Catalog opens in a new browser tab. Select **Store** to search for free and reasonably priced healthcare education courses by keyword or category.



Thank you!

Contact 1.800.282.4548, or select **Help & Training | My Support Tickets**, for additional assistance. Select **Help & Training | Get Trained** for additional on-demand training.

