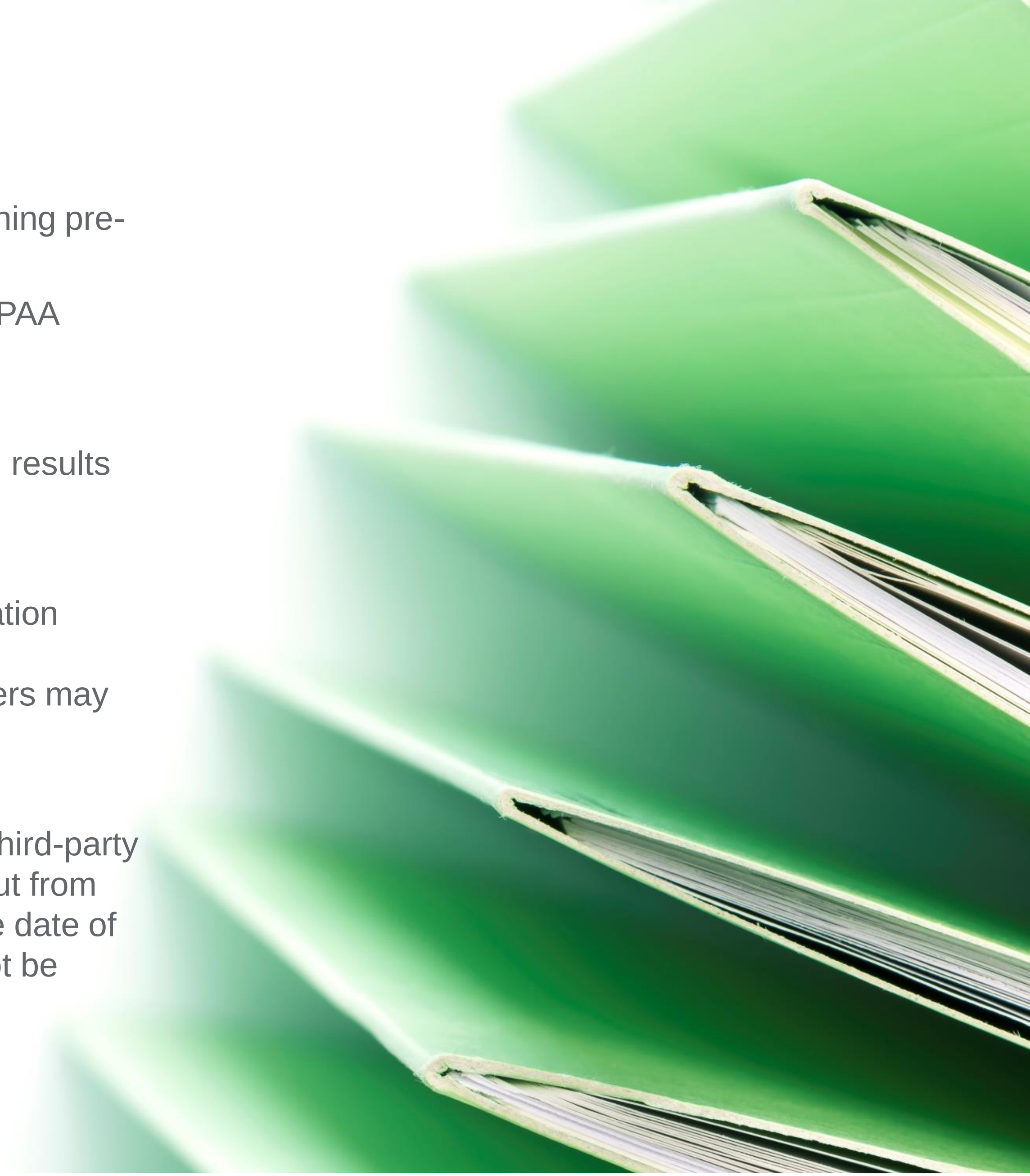
Availity

Getting Started with Availity

For Amerigroup providers in District of Columbia

better information. better insights. better outcomes.

October 2017



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

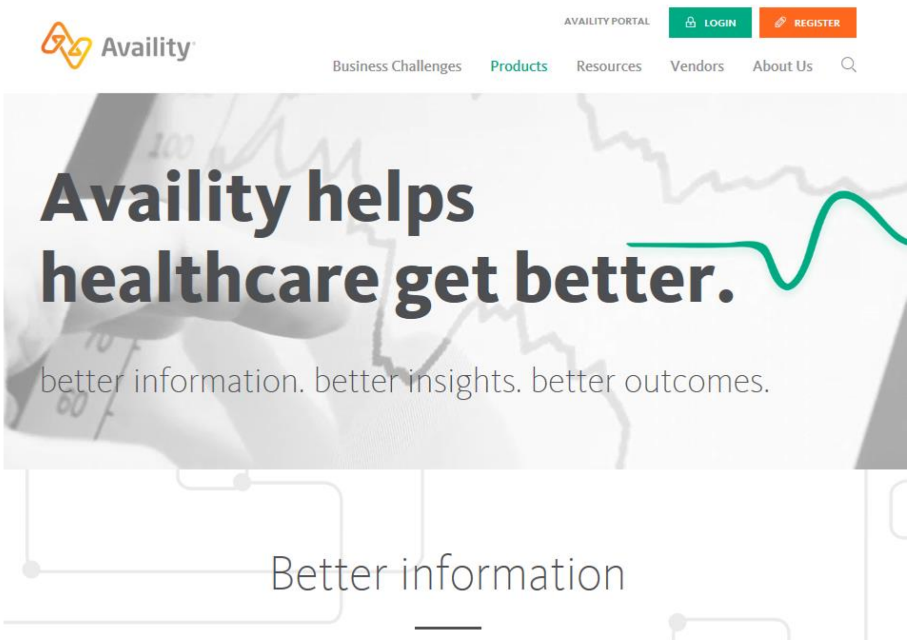
Availity supports Internet Explorer 11, Firefox, and Google Chrome.

Compliance, timing, access, training, and internet browser support.

The Availity Portal

ORGANIZATION NOT REGISTERED YET?
Visit availity.com and click **REGISTER** to register the organization first.

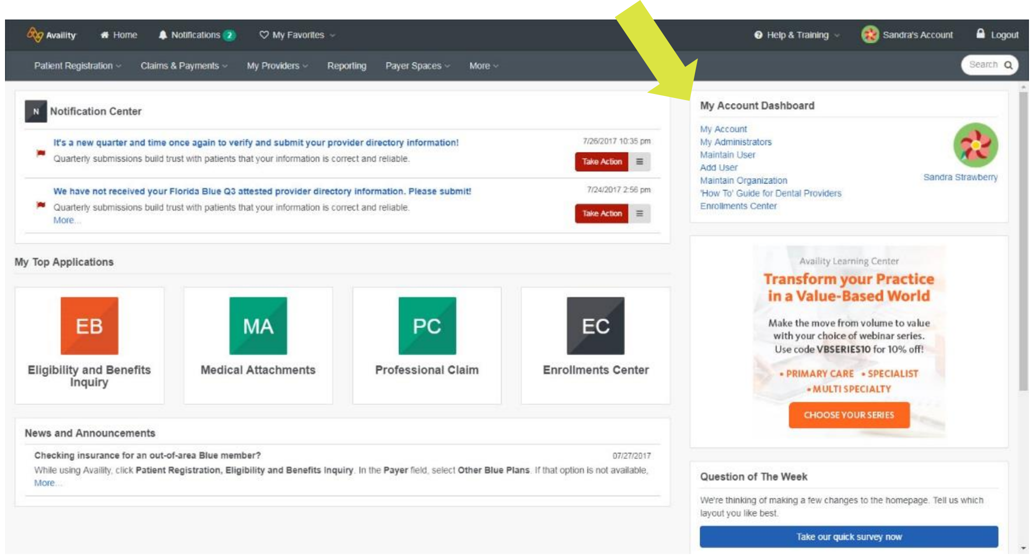
- ✓Multiple payers
- ✓One website
- ✓One log-in
- ✓Secure, compliant network



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.

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.

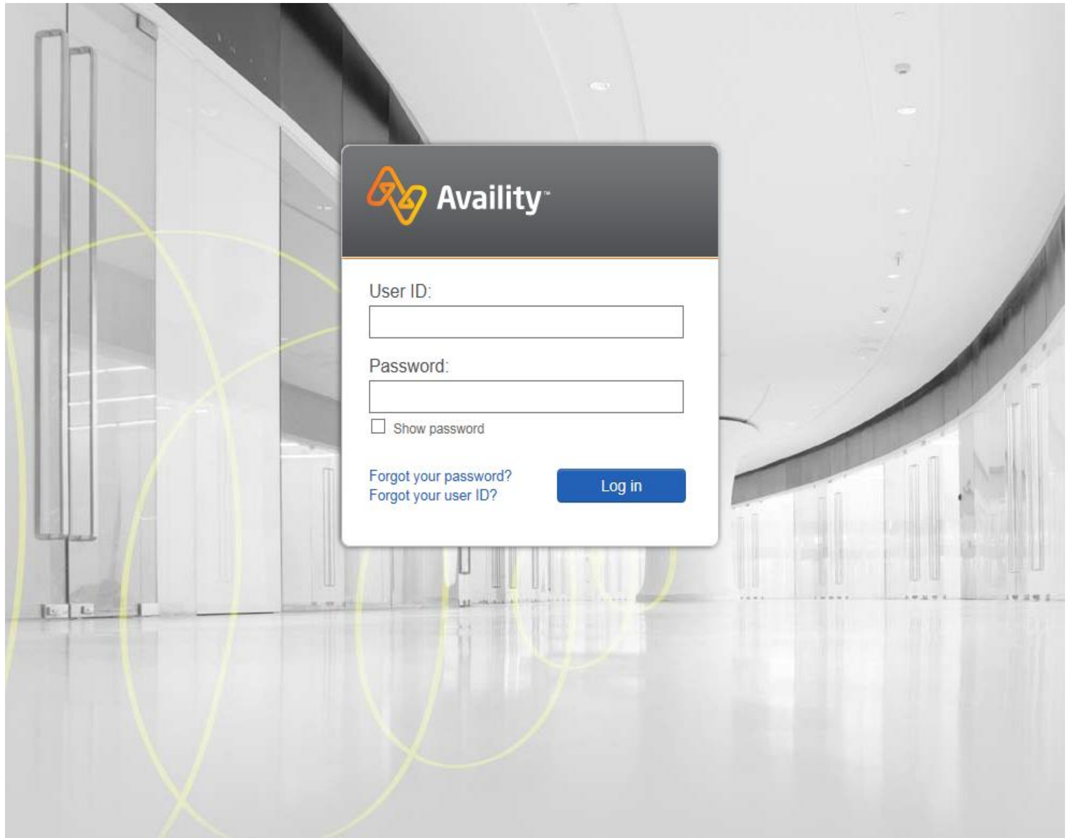
*NOTE Organization administrators select **My Providers | Enrollments Center**, and then **Medical Attachments Setup** to set up providers and users to use Medical Attachments.

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.

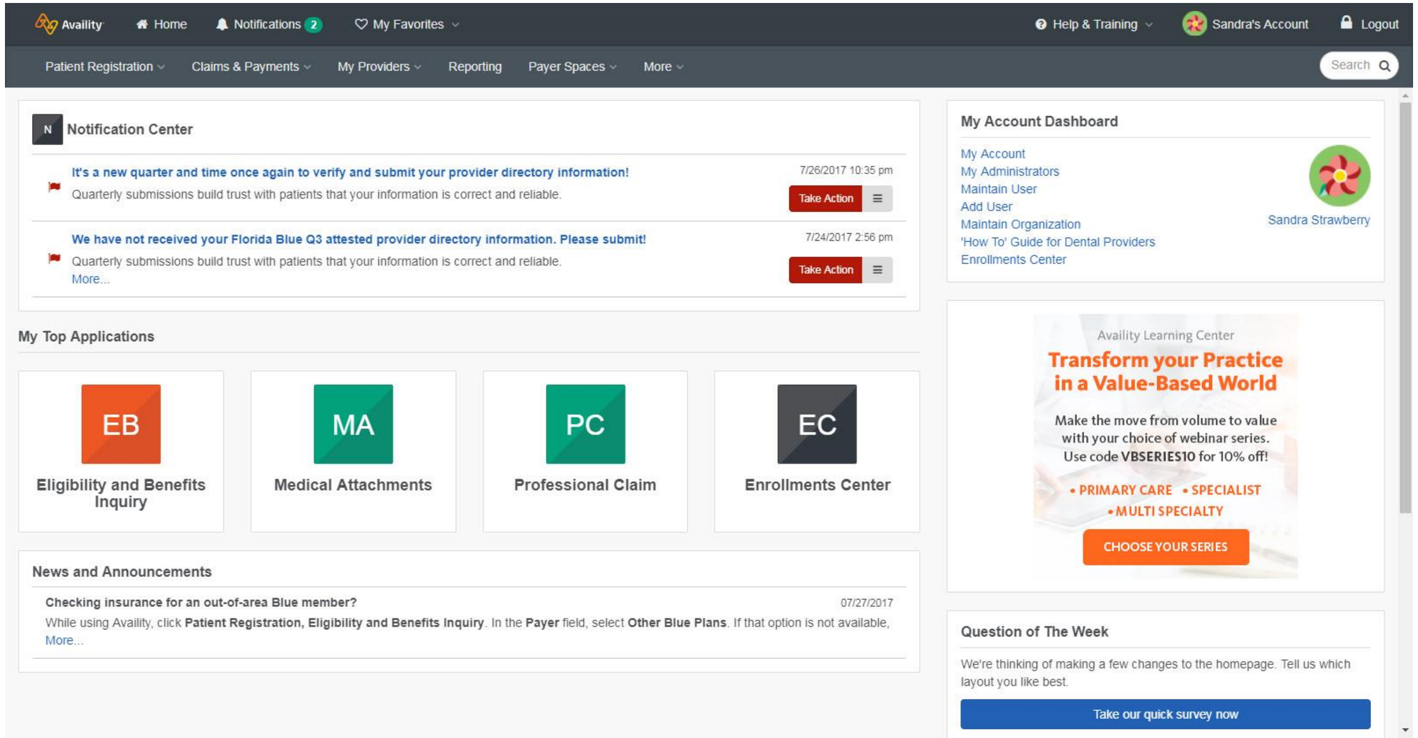
Security matters Availity prompts a user to change his or her password every 60-days.



Home page

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

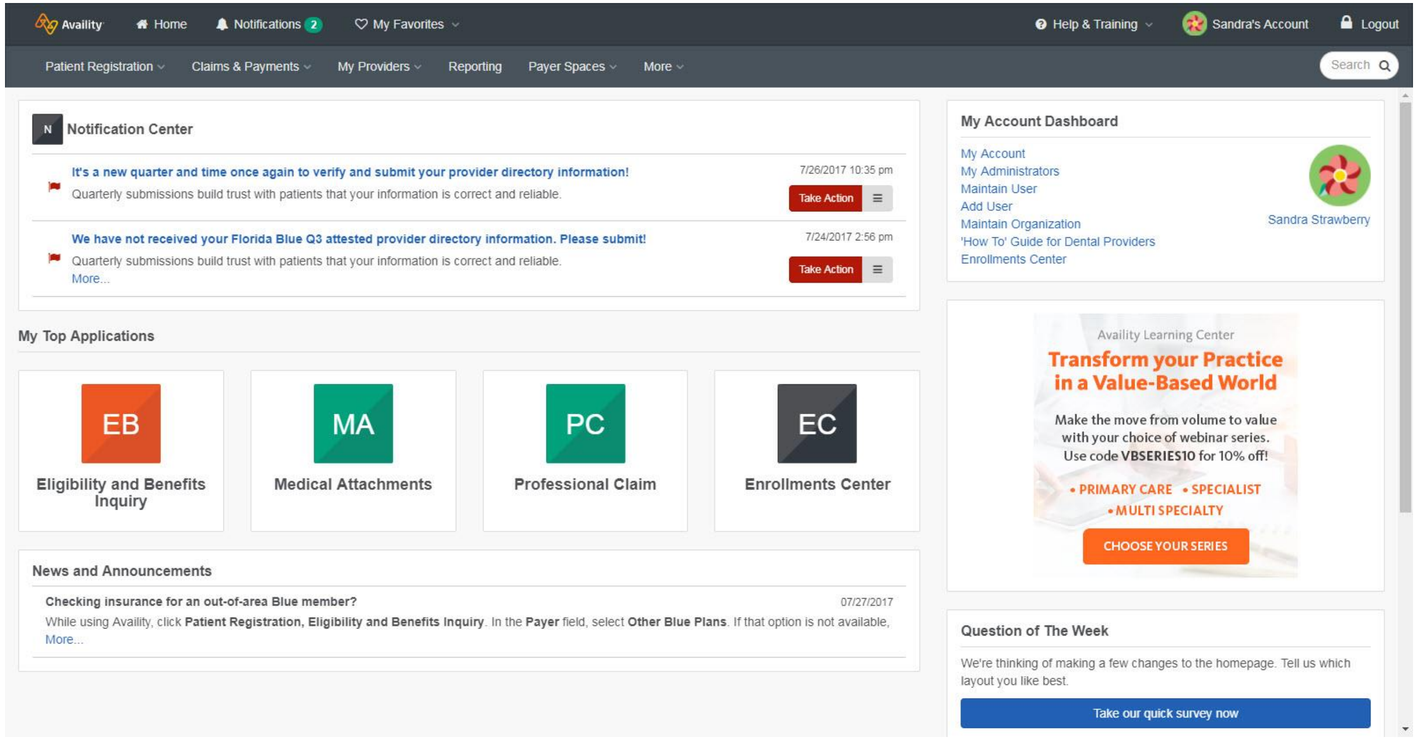
…and more



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

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

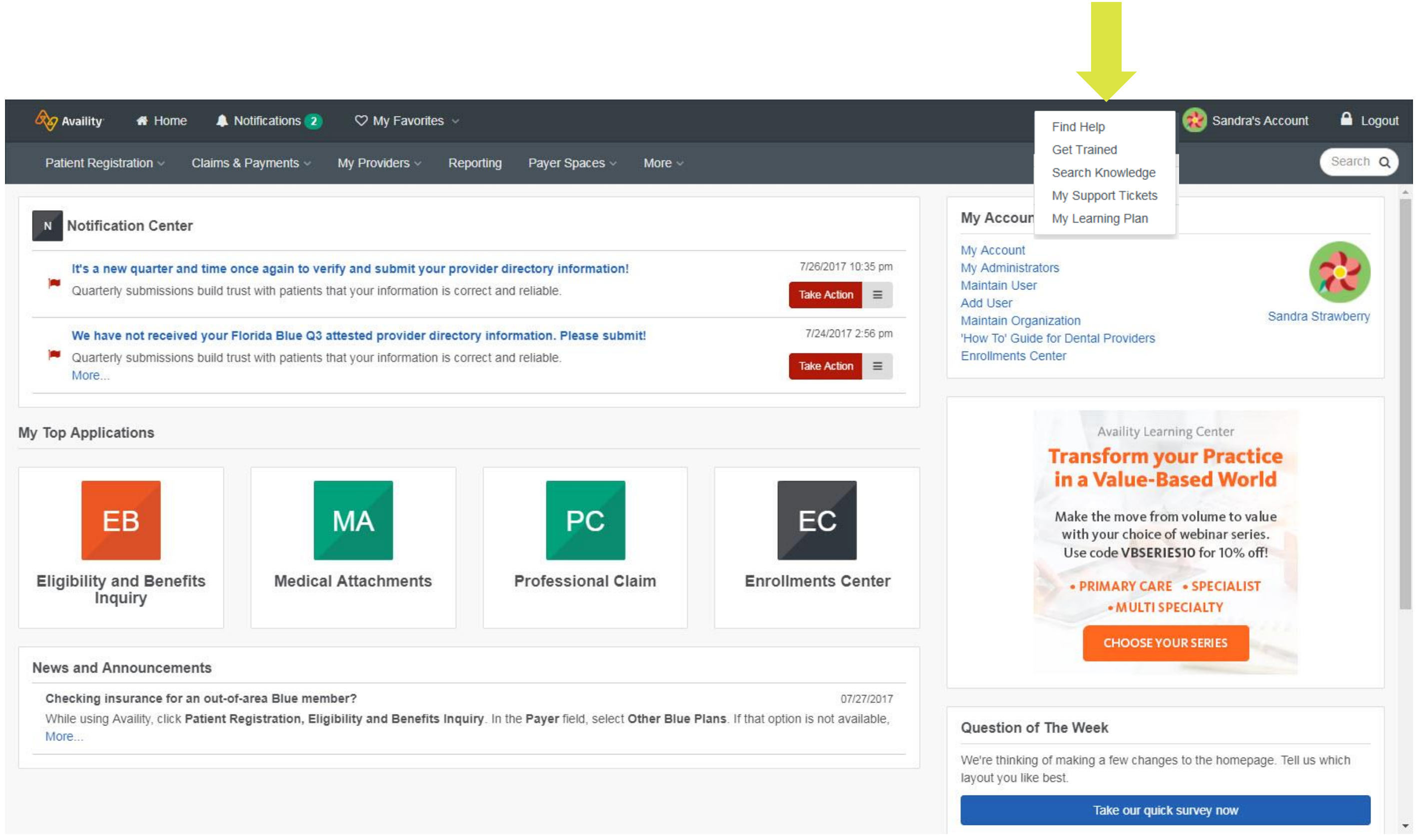


Select **Logout** when no longer working in the Availity Portal.

More about help and training

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

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



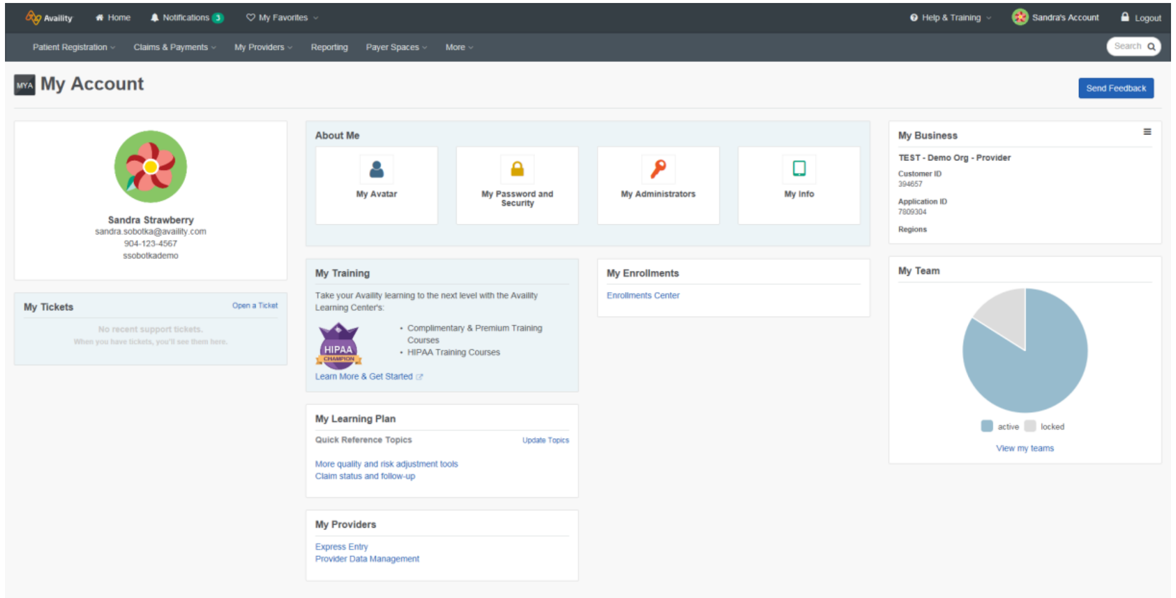
New to Availity? Select **Help & Training | My Learning Plan** to plot a custom learning journey. Check out onboarding programs for new administrators and new users.

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.

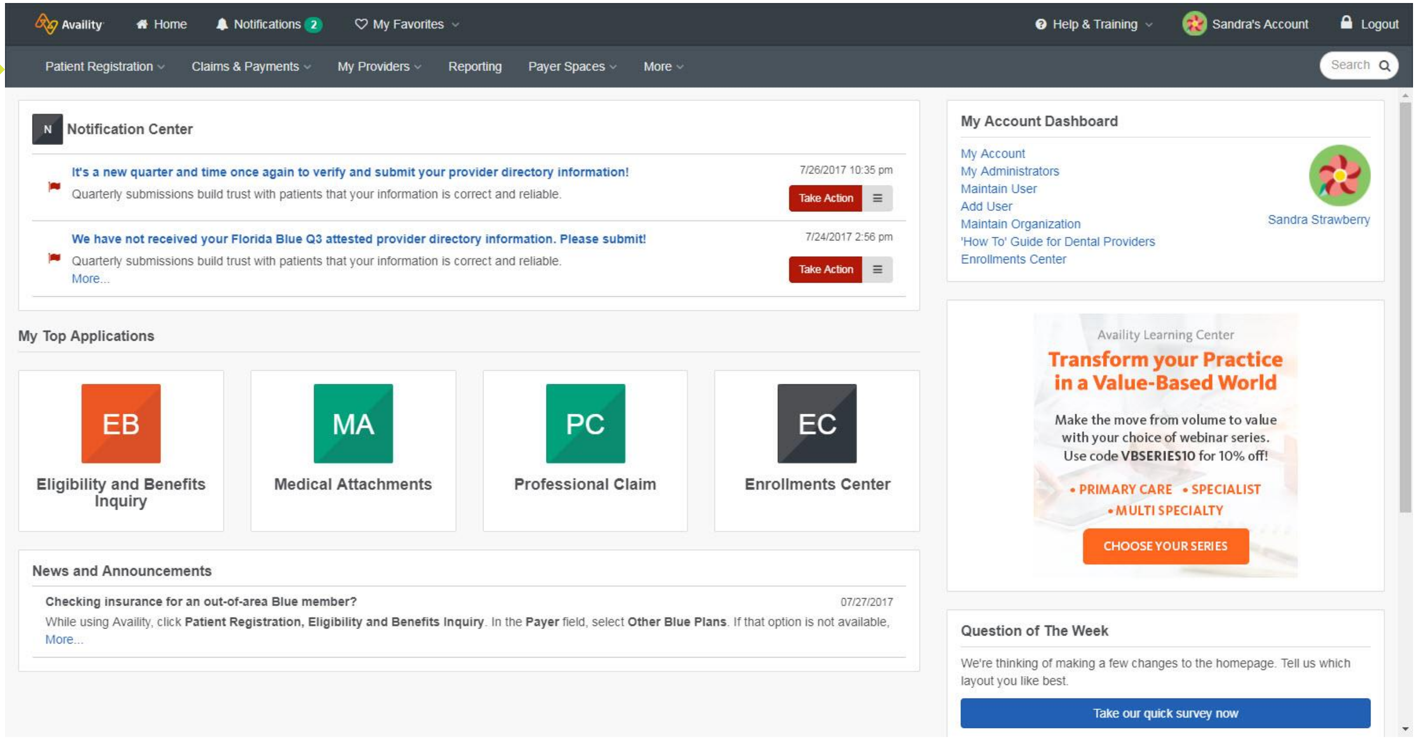


Organization administrators can also manage business and team information.

Top navigation, second row

- Patient Registration
- Claims & Payments
- My Providers
- Reporting
- Payer Spaces
- More

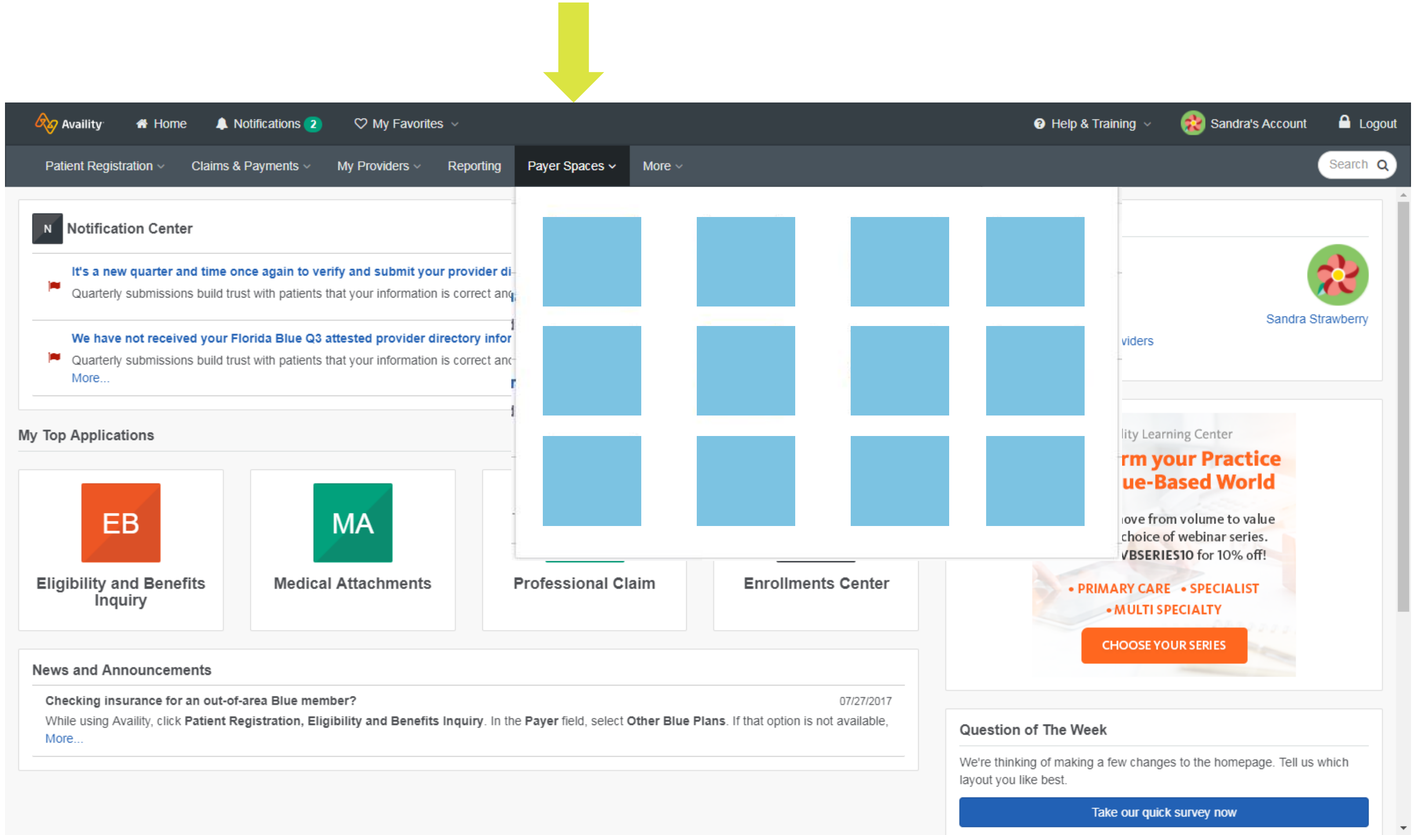
…and a great search option.



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

More about payer spaces

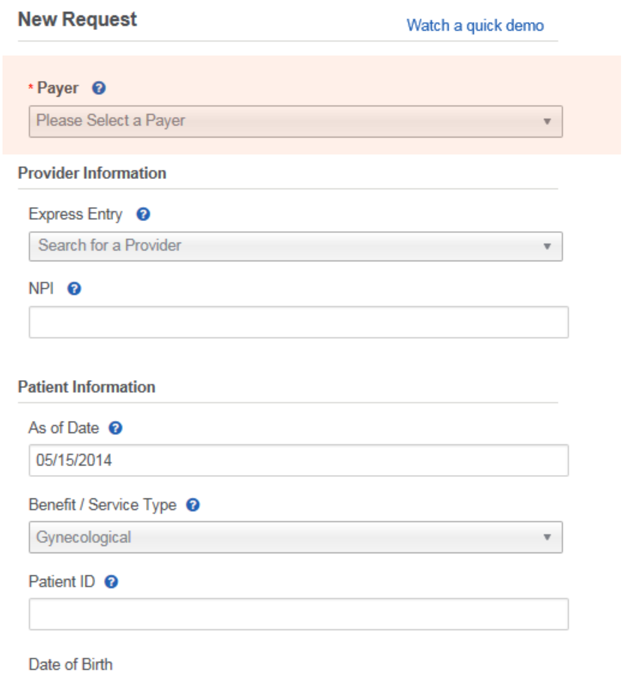
Select **Payer Spaces** and then select the payer's logo to access many important proprietary tools.



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

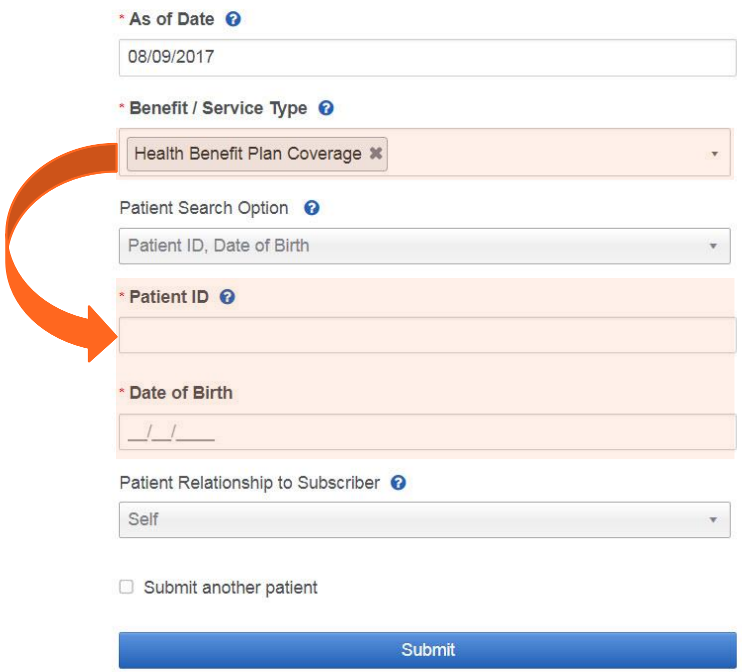
Availity forms are dynamic

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

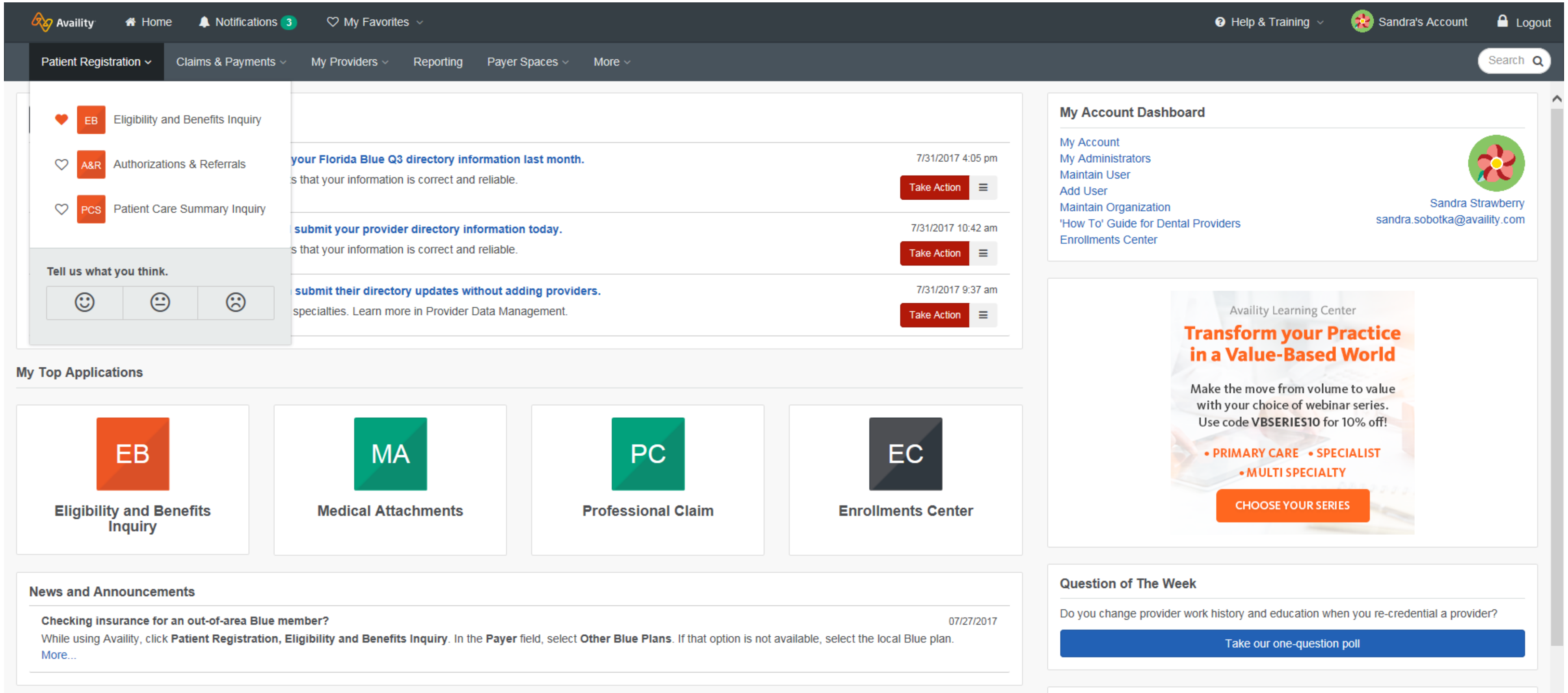
PARITAL EXAMPLE OF AN E&B PAGE

GO IN ORDER

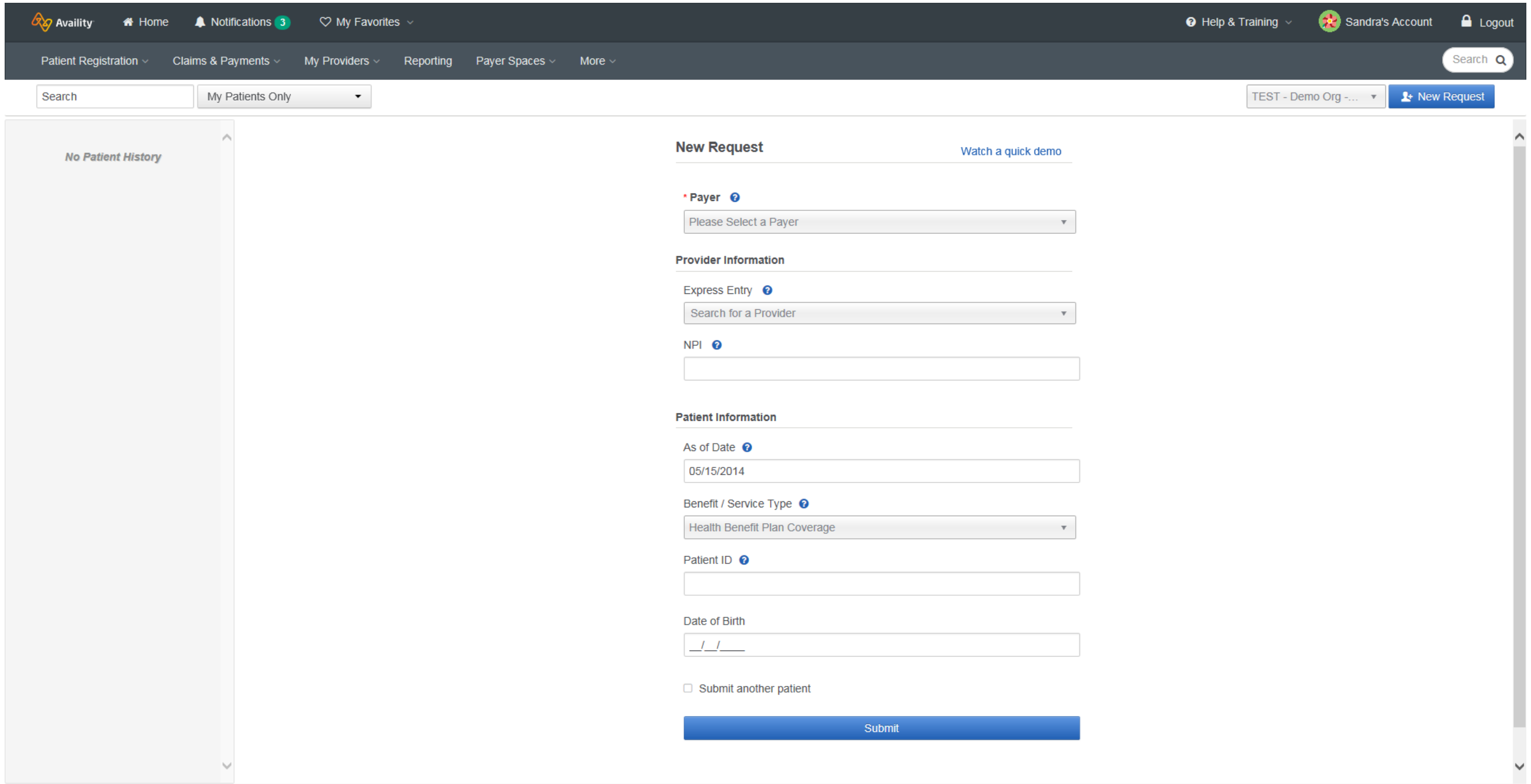

* As of Date
08/09/2017
* Benefit / Service Type
Health Benefit Plan Coverage
Patient Search Option
Patient ID, Date of Birth
* Patient ID
* Date of Birth
__/__/____
Patient Relationship to Subscriber
Self
Submit another patient
Submit

PARITAL EXAMPLE OF AN E&B PAGE

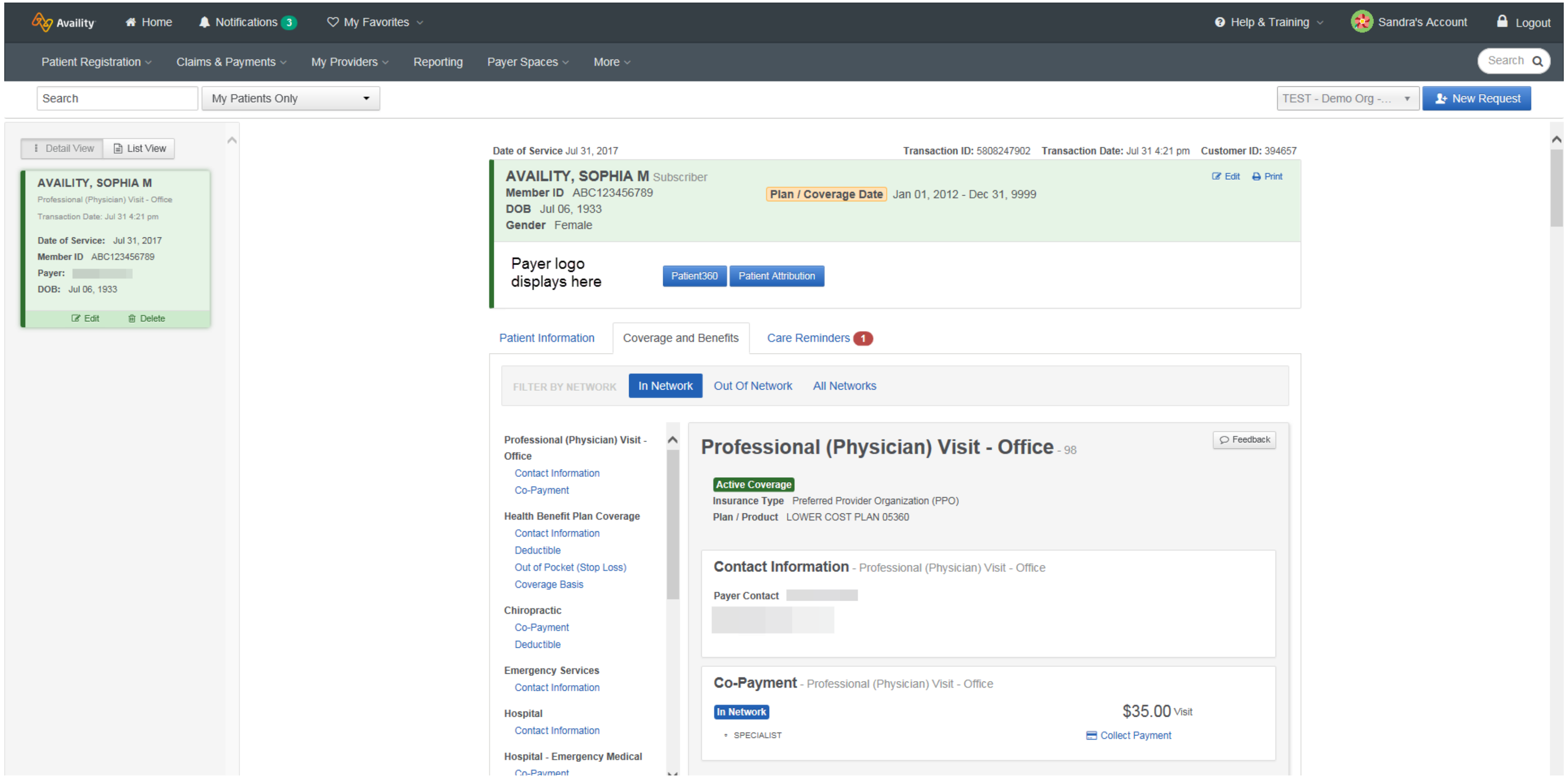
Example – Patient Registration menu



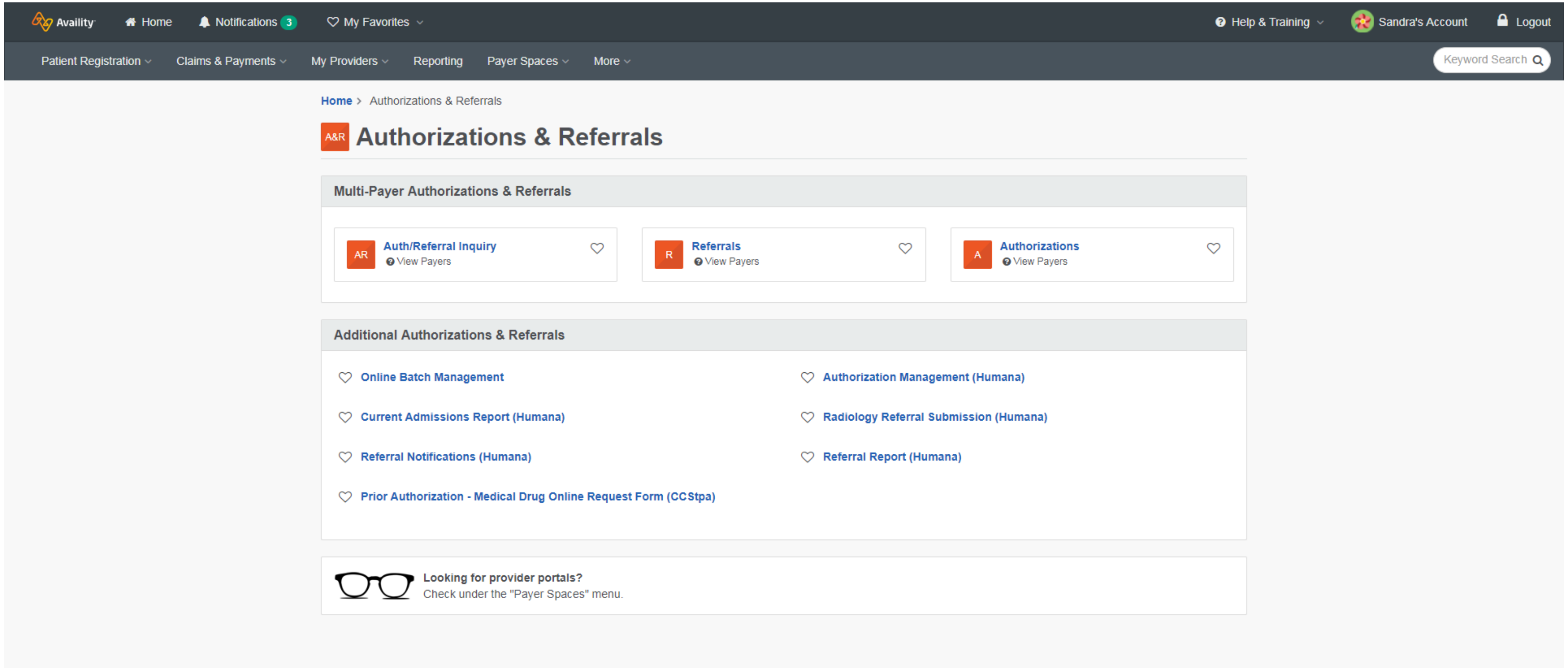
Example – new eligibility and benefits request



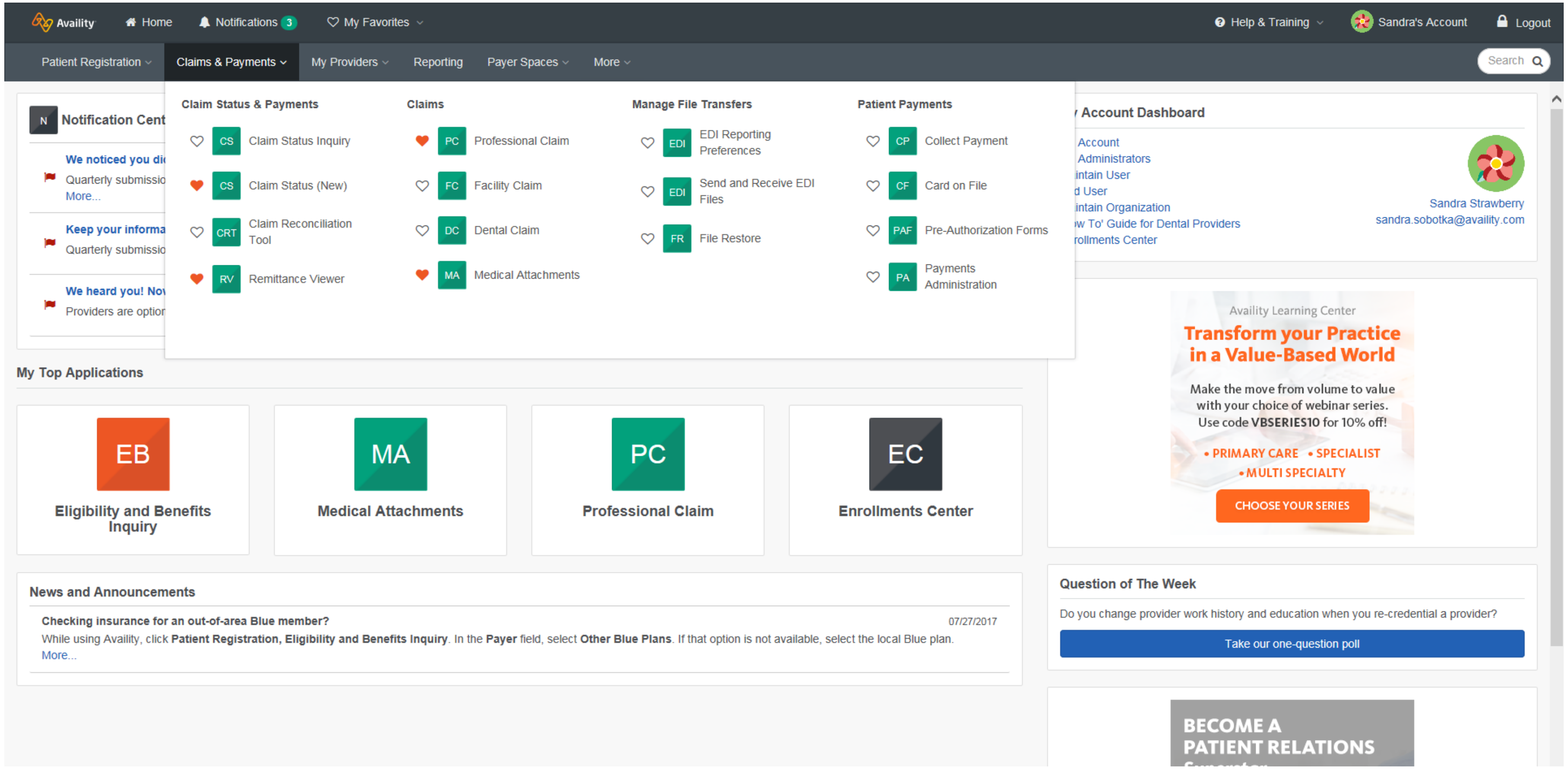
Example – eligibility and benefits inquiry result



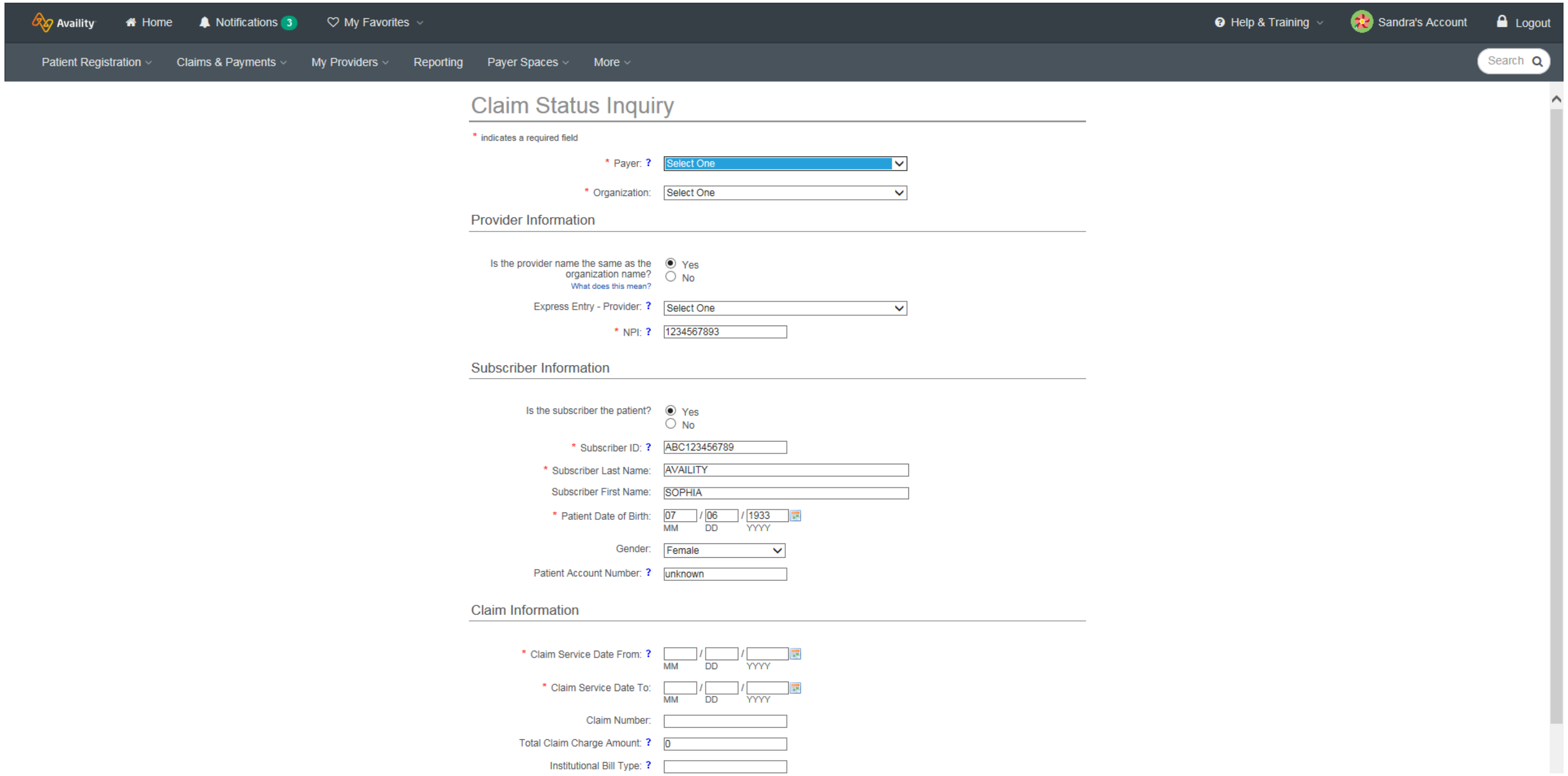
Example – Authorizations & Referrals landing page



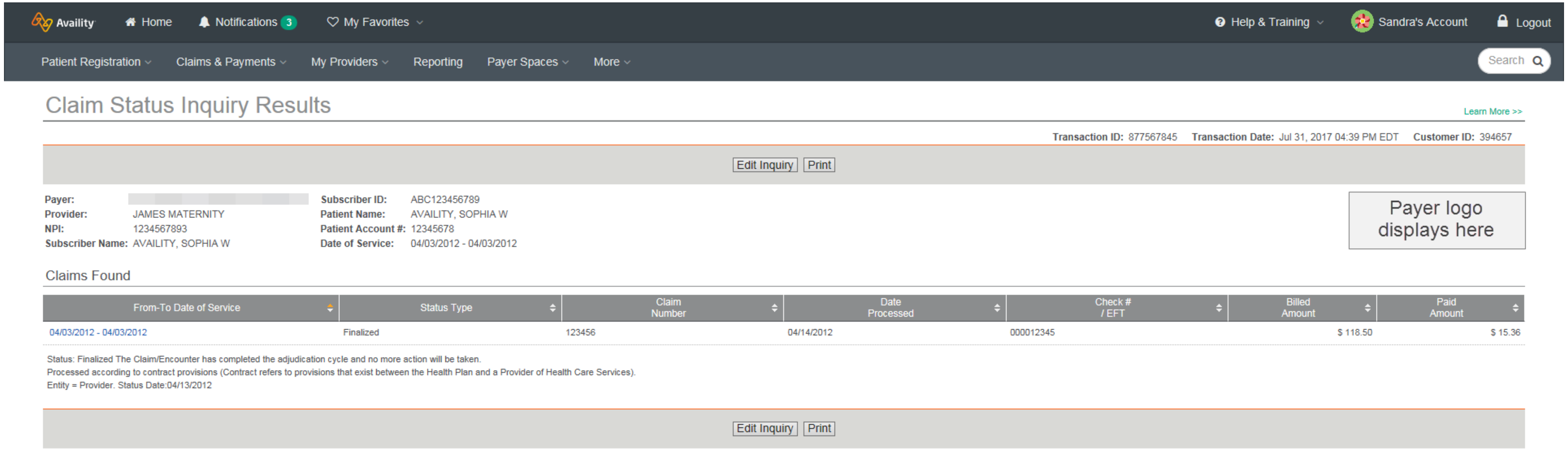
Example – Claims & Payments menu



Example – Claim Status Inquiry



Example – Claim Status Inquiry Results



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 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

Learn More >>

Transaction ID: 877567845 **Transaction Date:** Jul 31, 2017 04:42 PM EDT **Customer ID:** 394657

Return to Results | Edit Inquiry | Print

Subscriber Name:	AVAILITY, SOPHIA W	**Claim Number:**	123456	**Check Number:**	000012345
Subscriber ID:	ABC123456789	**Bill Type:**	N/A	**Check Date:**	04/14/2012
Patient Name:	AVAILITY, SOPHIA W	**Voucher ID:**	N/A	**Check Address[1]:**	N/A
Patient Account #:	12345678	**Billed Amount:**	$ 118.50	**Paid Amount:**	$ 15.36
Provider Name:	JAMES MATERNITY	**Claim Processed Date:**	04/14/2012	**Paid To[1]:**	N/A
NPI:	1234567893	**Claim Received Date[1]:**	N/A	**Paid To Name[1]:**	N/A
		DRG[1]:	N/A	**Paid To Tax ID[1]:**	N/A

Claim Level Status

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

Payer logo displays here

Service Line Status

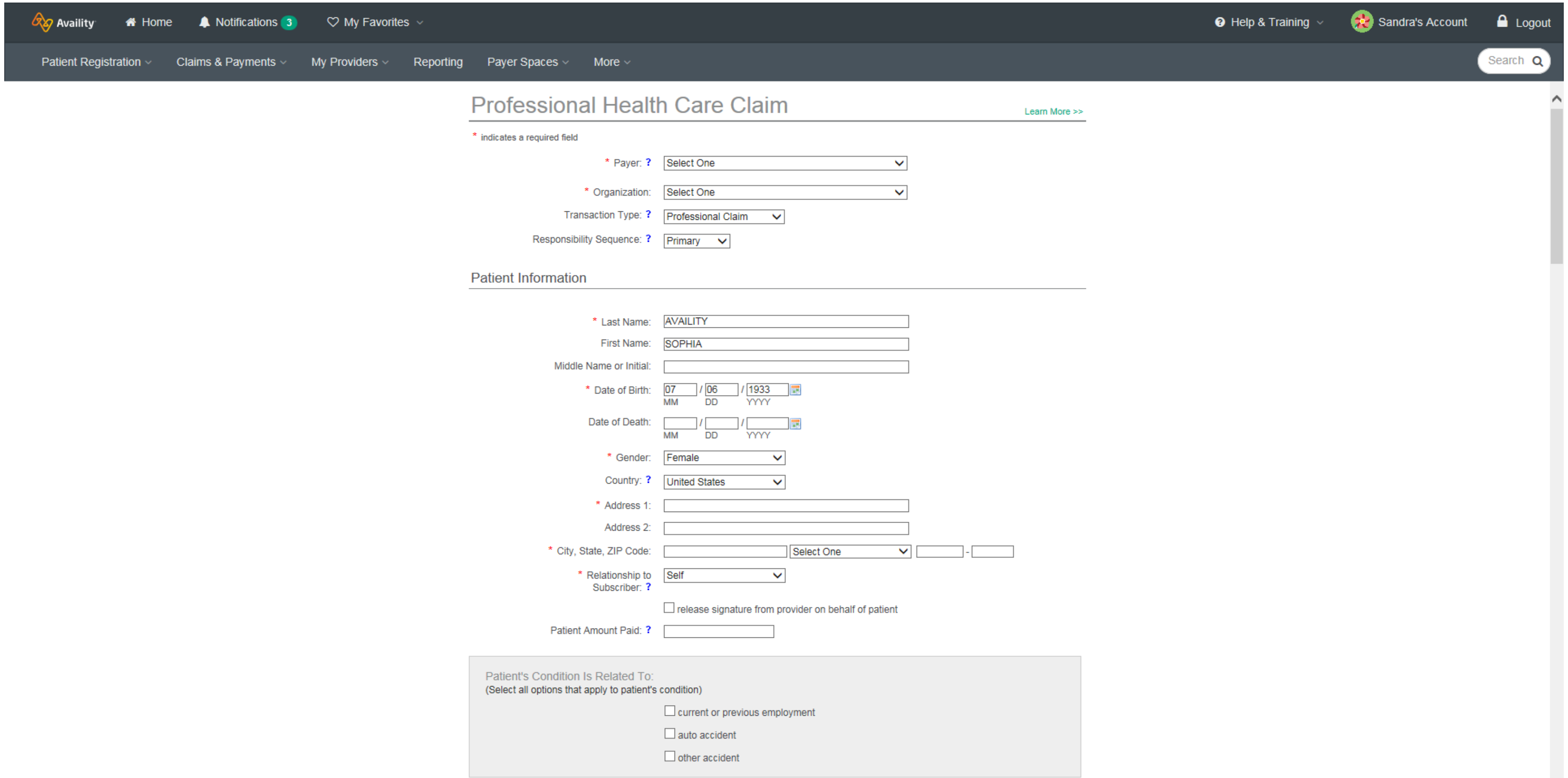
Show/Hide Status Messages

From Service Date	To Service Date	Procedure Code	Revenue Code	Modifier	Quantity	Billed Amount	Allowed Amount[1]	Patient Co-Ins[1]	Patient Deductibles[1]	Patient Co-Pay[1]	Paid Amount	Non-Covered Amount[1]
04/03/2012	04/03/2012	82043	N/A	N/A	1	$ 77.50	N/A	N/A	N/A	N/A	$ 5.73	N/A
Status:	Finalized/Payment The Claim/Line has been paid. Claim/Line has been paid. Entity = Provider. Status Date: 04/13/2012											
Remarks:	N/A : N/A											
04/03/2012	04/03/2012	83036	N/A	N/A	1	$ 41.00	N/A	N/A	N/A	N/A	$ 9.63	N/A
Status:	Finalized/Payment The Claim/Line has been paid. Claim/Line has been paid. Entity = Provider. Status Date: 04/13/2012											
Remarks:	N/A : N/A											
					Total	$ 118.50	N/A	N/A	N/A	N/A	$ 15.36	N/A

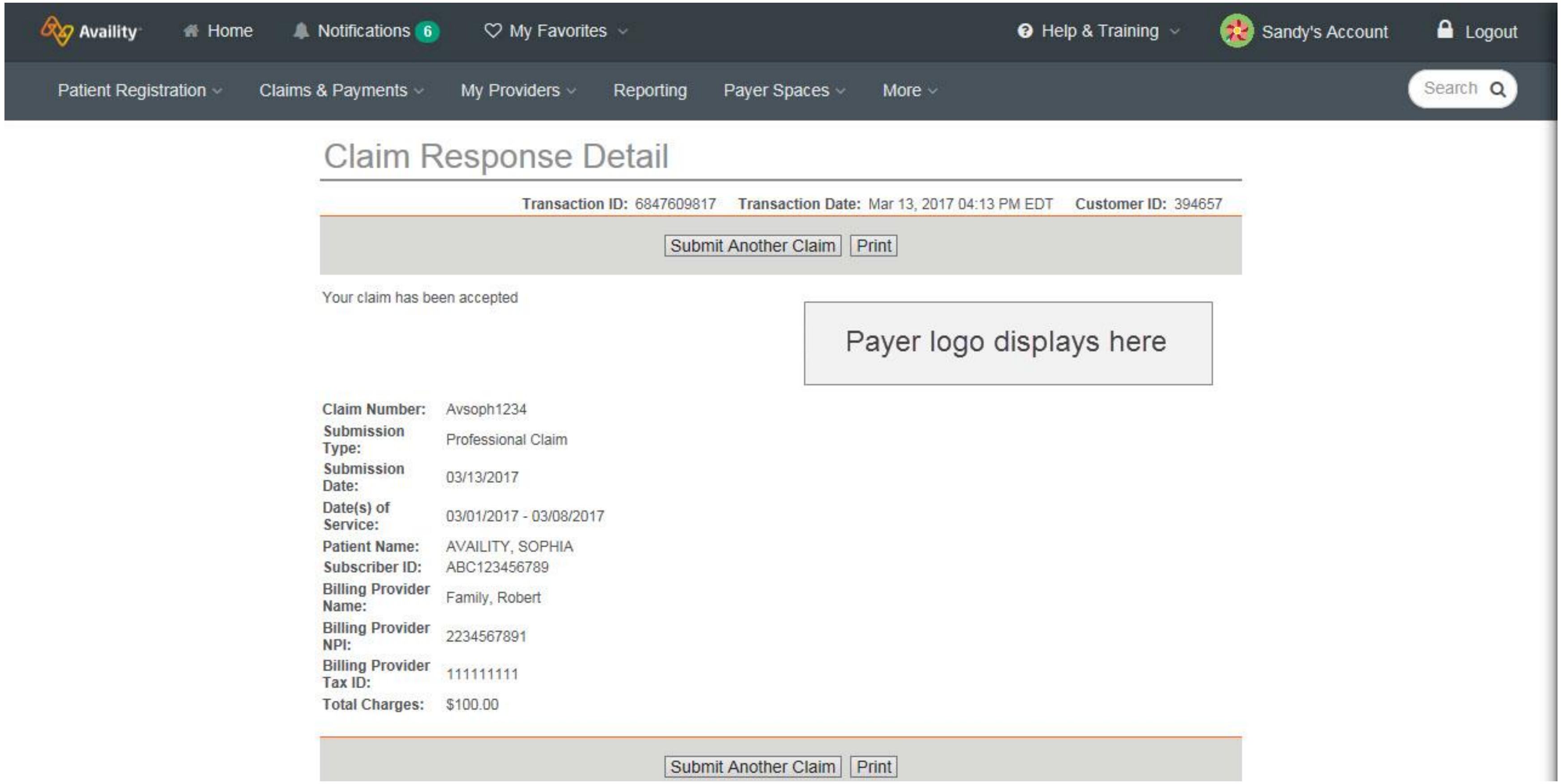
Other Insurance Information

Carrier[1]:	Paid Amount[1]
N/A	N/A

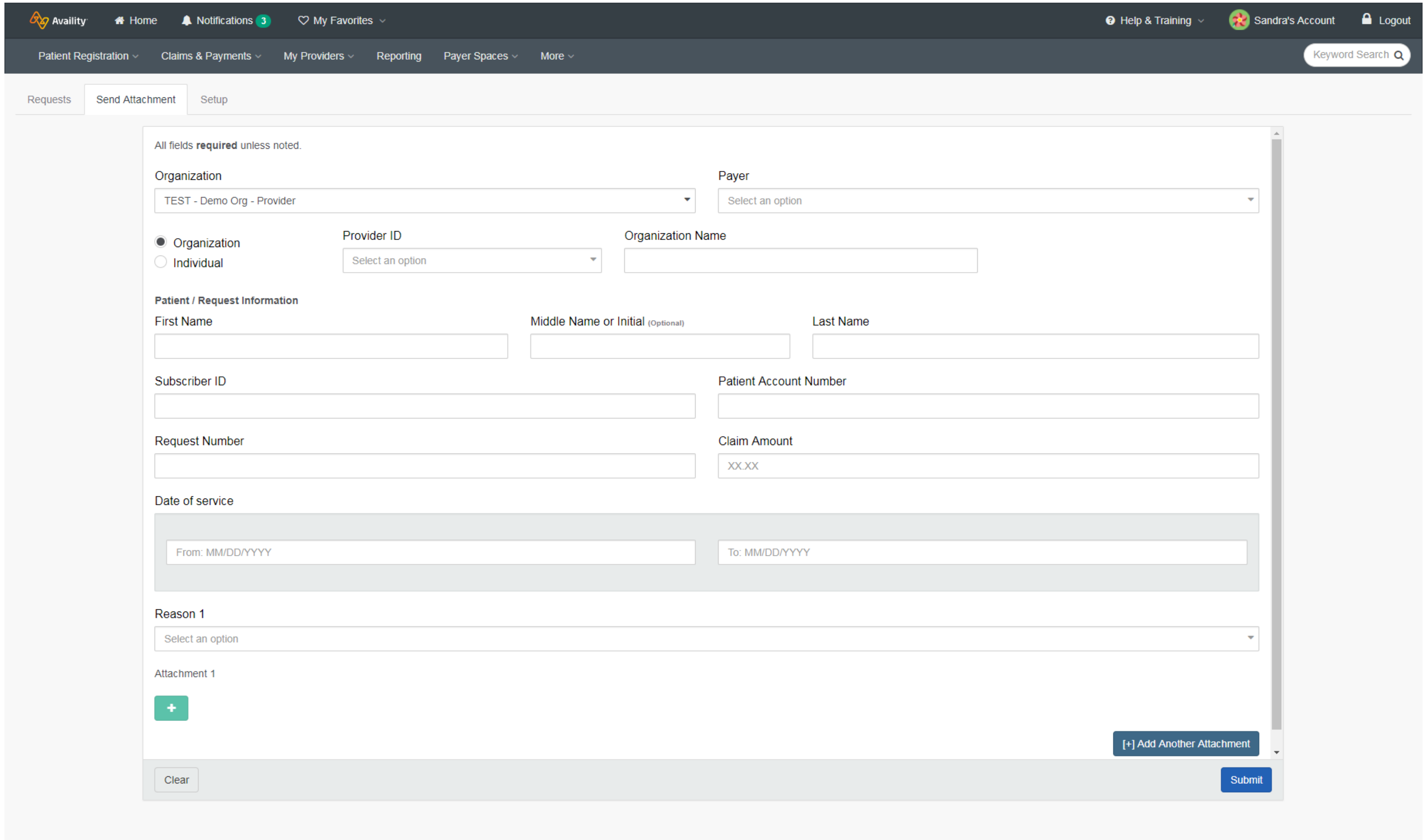
Example – Professional Health Care Claim



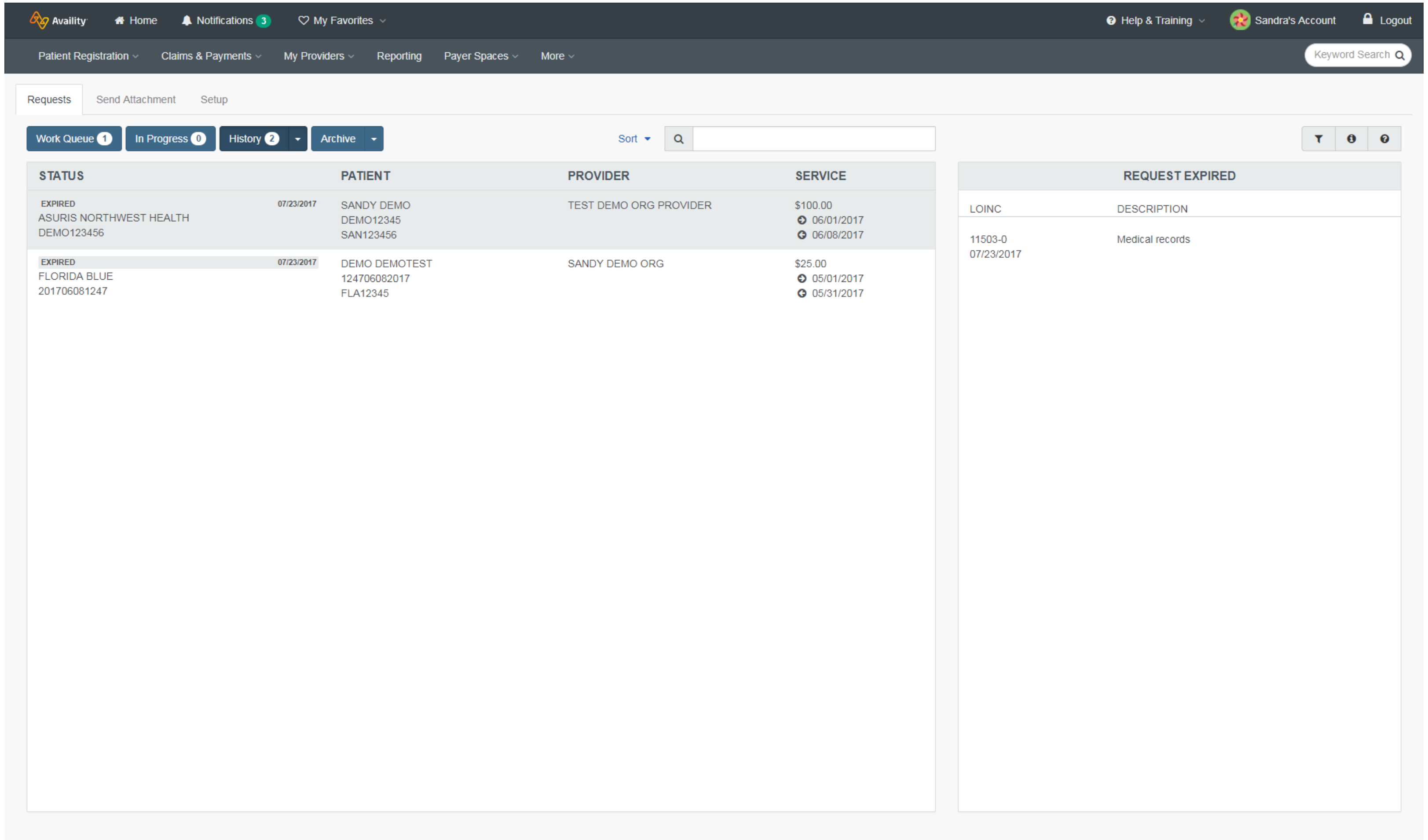
Example – Claim Response Detail



Example – Medical Attachments | Send Attachment



Example – Medical Attachments | Requests | History



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 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.