

Guide to register for and access the Provider Online Reporting application



Provider Online Reporting overview

- As a provider in the network, you're committed to providing quality, patient-centered care to your patients while also managing medical costs. To support those efforts, our Provider Online Reporting site offers you access to meaningful information that creates the opportunity for your team to effectively manage the health and wellness of your patients.
- The reports and information available through provider Online Reporting can be accessed via the Availity Portal.* Visit [availity.com](https://www.availity.com) to register or login.



Provider Online Reporting overview (cont.)

- Availity is one of the leading health information networks in the country, optimizing information exchange between multiple healthcare stakeholders through a single, secure network. The Availity Portal allows providers to access real-time eligibility, benefits, claims status information, and much more through one secure web portal. The Availity Portal also gives providers the tools they need to drive measurable and meaningful organizational improvements and enjoy the vitality of a healthy business.



Pop-up blocker blocks Availity and third-party pop-ups

- Pop-ups access from the Availity Portal, such as Availity help topics and third-party websites, might not open if you have a pop-up block activated. Pop-up blockers can be part of your browser or a separate application, such as a third-party browser toolbar or antispyware software.

Note: The following instructions are for Internet Explorer 11, Firefox, and Google Chrome. If you use a separate application other than your browser to control pop-ups, refer to that application's user documentation for assistance.



Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Internet Explorer:

1. Select **Tools > Pop-up Blocker > Pop-up Blocker Settings** in the Internet Explorer menu bar.
2. In the *Pop-up Blocker Settings* dialog box, type the addresses listed on slide 8, one at a time, in the *Address of website to allow* field, selecting **Add** after each address.
3. Select **Close**.



Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Firefox:

1. Select **Tools** > **Options** in the Firefox menu bar.
2. Select **Content** at the top of the *Options* dialog box.
3. Is the **Block pop-up windows** checkbox selected?
 - **Yes**, select **Exceptions** and continue to step 4.
 - **No**, Firefox will not block any pop-up windows. Select **OK** to close the dialog box. No further action is necessary.
4. In the *Allowed Sites — Pop-ups* dialog box, type each allowed website address (see list on slide 8) in the *Address of website* field. Select **Allow** after entering each address.
5. Select **Close** in the *Allowed Sites — Pop-ups* dialog box. Select **OK** in the *Options* dialog box.



Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Google Chrome:

1. Select to the right of Chrome's address bar and then choose **Settings**.
2. Choose **Show advanced settings** at the bottom of the *Settings* page.
3. Select **Content settings** in the *Privacy* section.
4. In the *Content settings* window, choose the **Manage Exceptions** button in the *Pop-ups* section.
5. In the *Pop-up exceptions* window, type each allowed website address (see list on slide 8) in the *Hostname pattern* column. Select **Allow** in the *Behavior* column after entering each address.
6. Choose **Done** in the *Pop-up exceptions* window. Choose **Done** in the *Content settings* window.



Pop-up blocker blocks Availity and third-party pop-ups (cont.)

Your pop-up blocker should be configured to allow pop-ups from these websites:

- apps.availity.com
- availity.com
- mc.availity.com
- careprescribe.scripstone.com

Note: If you access any third-party websites from the Availity Portal, add those sites as well.



Availity Portal registration

If your practice does not have access, go to [availability.com](https://www.availity.com) and select **Register** at the top right-hand corner.

If your practice has an organization, but you need an account, please contact your practice's Availity administrator to follow these steps:

1. The administrator for the Availity Portal will need to login to [availability.com](https://www.availity.com).
2. Select the **More** option from the top menu bar.
3. Select **Maintain Organization** under the *Account Administration* section.
Please note: If the administrator is tied to multiple organizations, select the correct organization to proceed.



Administrator registers organization in Availity for Provider Online Reporting programs

1. Select the **Provider Online Reporting Enrollment Administration** link.

Note: If you receive an error message regarding Provider Online Reporting enrollment, please contact your Provider Online Reporting program representative for assistance.

The screenshot shows the Availity 'Organization Information' page. The top navigation bar includes 'Patient Registration', 'Claims', 'More', and 'Reporting'. The main heading is 'Organization Information' with a 'Learn More >>' link. A note states '* indicates a required field'. The form contains several fields: 'Account Alerts', '* Organization', 'Doing Business As', 'Organization Type', 'Payer/Vendor', and 'Geographic Location'. A green arrow points from the 'Organization' field to the 'Provider Online Reporting Enrollment Administration' link in the 'Organization Links' sidebar. The sidebar also includes 'View Roles', 'View Identifiers', and 'Maintain Identifiers'. At the bottom, the status is 'Live' and the status date is '07/30/2012'.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

2. Verify or select **Organization**.
3. Verify or select **Payer**.
4. Choose **Submit**.

Provider Online Reporting

Click submit to register or maintain your organization's information and access.

Organization:

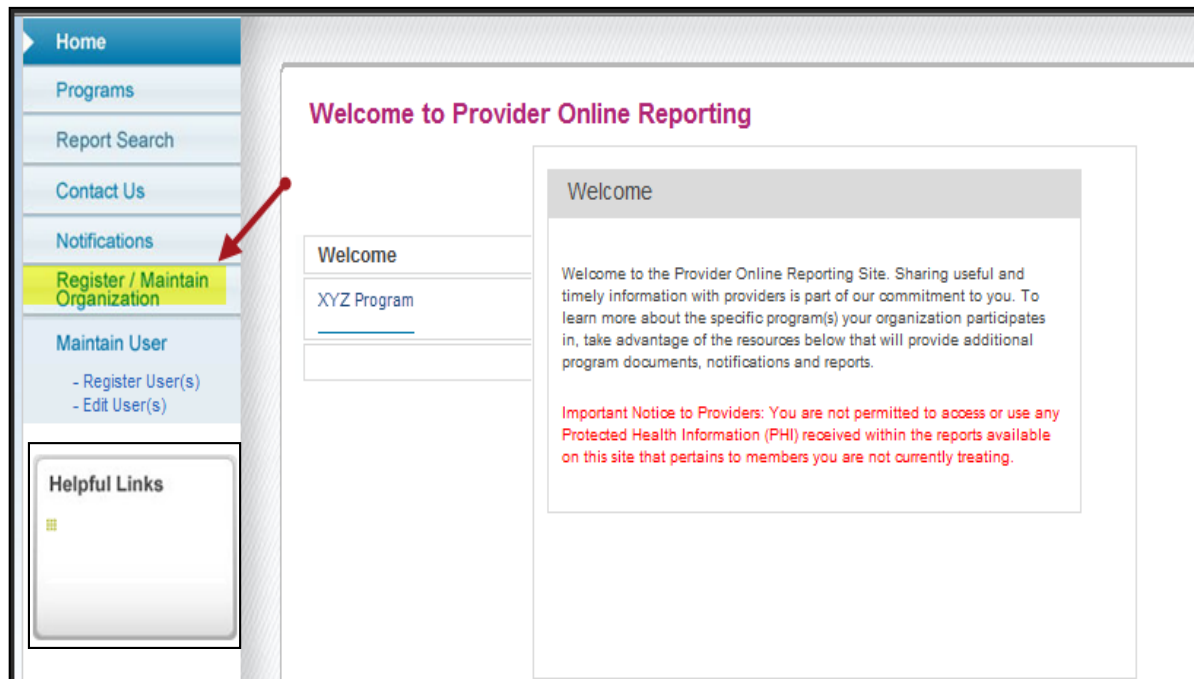
Payer: ?

You are about to leave Availity's secure site and enter a third-party site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

5. Select **Register/Maintain Organization**.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

6. Select the blue **Register Tax ID(s)** field for the applicable program to register tax IDs.

Note: The practice may be participating in more than one program; the administrator must register each program that is listed.

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)
Helpful Links

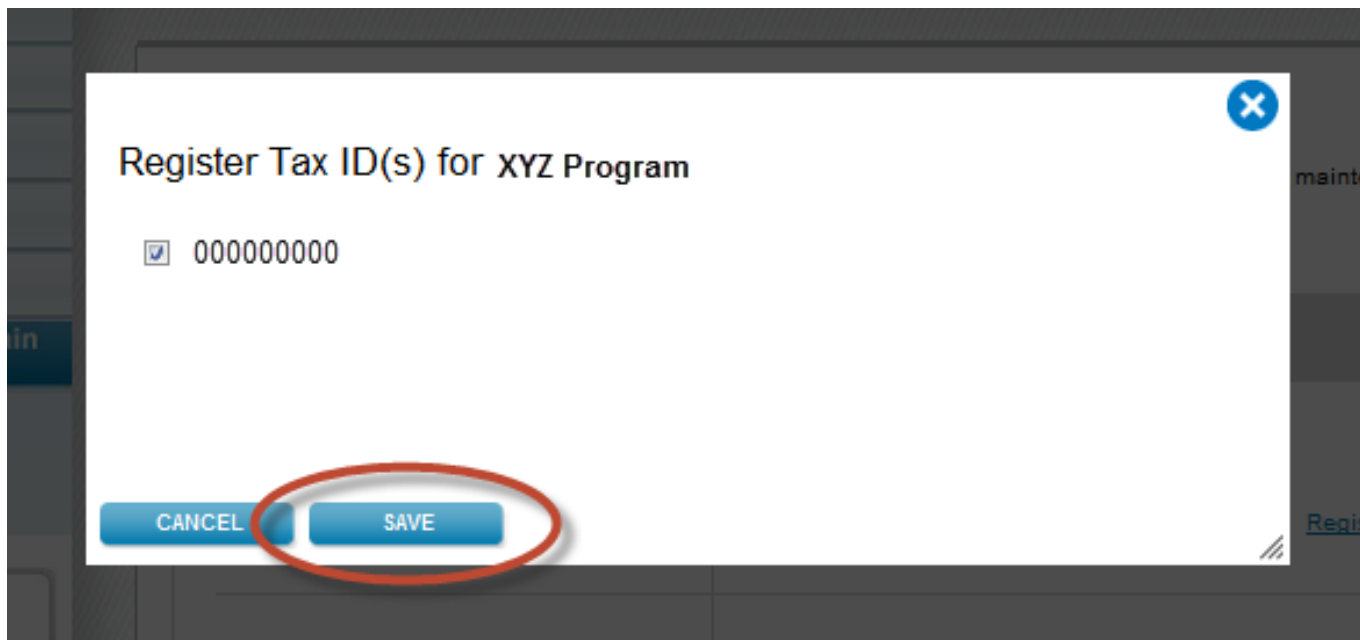
Maintain Organization - orgDemoBrand

The following is a list of programs associated to the organization that are available for registration and maintenance.

Program and Tax ID Information	
Program Name	Registered Organization Tax ID(s)
XYZ Program	No Tax ID(s) registered Register Tax ID(s)

Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

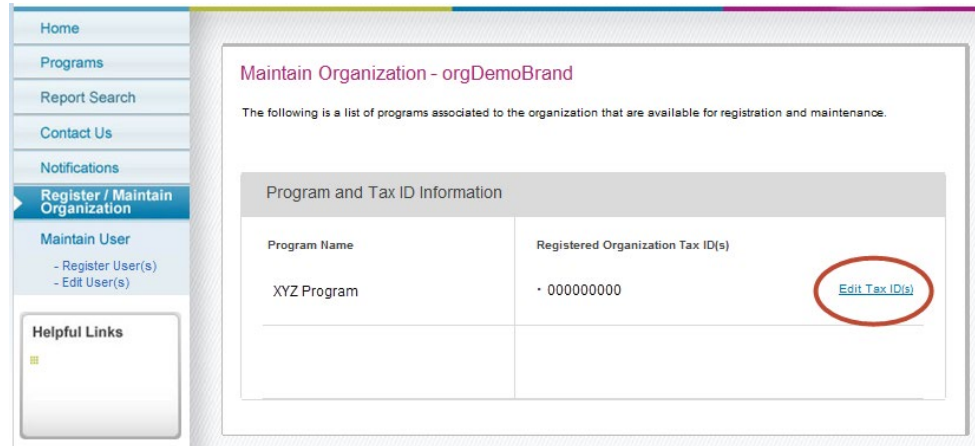
7. A pop-up window will display all tax ID(s) that need to be registered for the program.
8. Check the box for each tax ID to be registered, then select **Save**.



Administrator registers organization in Availity for Provider Online Reporting programs (cont.)

You have now successfully completed the tax ID registration. You will notice that after the registration has been completed, the status has changed from **Register Tax ID(s)** to **Edit Tax ID(s)**.

Choose **Logout** to complete the registration process on Availity, which is still running as an active session in the background.

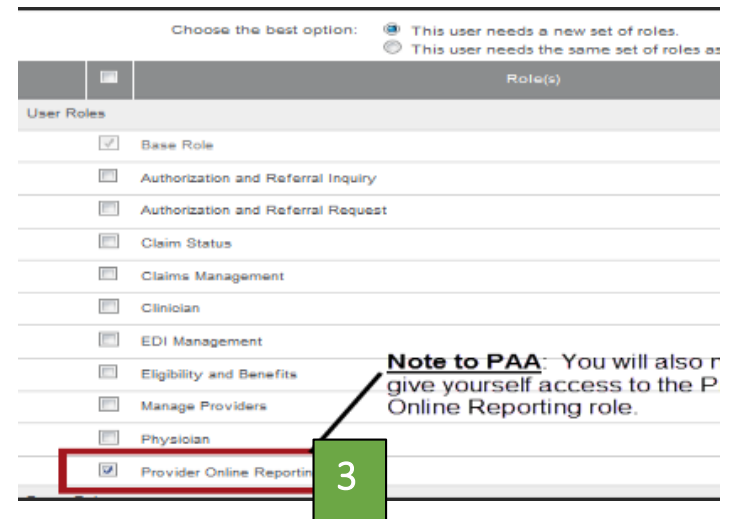
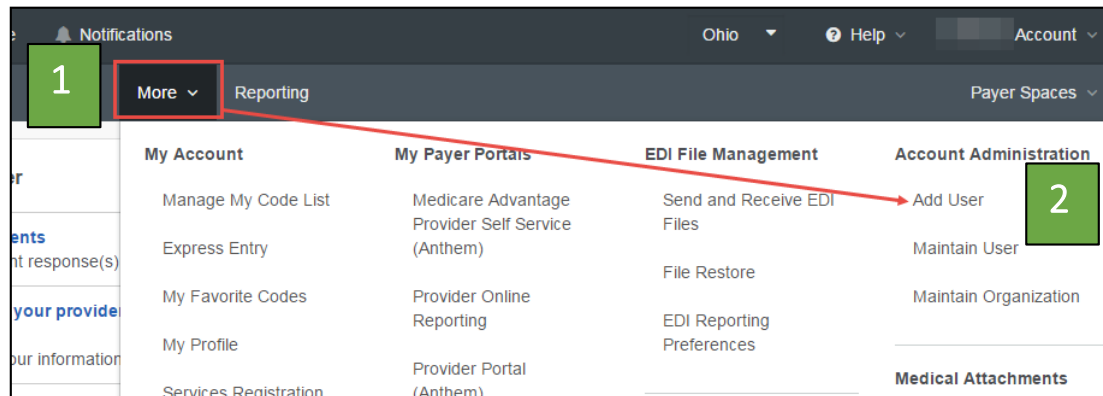


The screenshot displays the 'Maintain Organization - orgDemoBrand' page. On the left is a navigation menu with options: Home, Programs, Report Search, Contact Us, Notifications, Register / Maintain Organization (selected), and Maintain User. Below the menu is a 'Helpful Links' section. The main content area shows a message: 'The following is a list of programs associated to the organization that are available for registration and maintenance.' Below this is a table titled 'Program and Tax ID Information'.

Program and Tax ID Information	
Program Name	Registered Organization Tax ID(s)
XYZ Program	• 000000000 Edit Tax ID(s)

Adding a new user

1. Choose the **More** option from the top menu bar.
2. Select **Add User** under the *Account Administration* section and complete the required fields for access.
3. Select the **Provider Online Reporting** checkbox under *User Roles*, select **Next**, and then select **Submit**. A temporary password and user ID will be provided to the administrator.



Editing existing user roles

1. Choose the **More** option from the top menu bar.
2. Select **Maintain User** under the *Account Administration* section. Locate the user's account. Select the name of the user.
3. In the *User Roles* column, select **View/Edit**. A list of available roles displays.
4. Select the checkbox for **Provider Online Reporting** and choose **Save**.

The screenshot illustrates the process of editing user roles in a web application. It is divided into two main panels. The left panel shows the navigation menu with a 'More' dropdown (1) and the 'Maintain User' option under 'Account Administration' (2). Below this, the 'User Roles' section is visible, where the 'Provider Online Reporting' checkbox is selected (4). A note states: 'Note to PAA: You will also need to give yourself access to the Provider Online Reporting role.' The right panel shows the user details for 'Demo123', including fields for First Name, Last Name, E-mail, Phone, and Notes. Below this is a table of organizations associated with the user, with a 'View/Edit' link circled (3).

User Roles

Role(s)
<input checked="" type="checkbox"/> Base Role
<input type="checkbox"/> Authorization and Referral Inquiry
<input type="checkbox"/> Authorization and Referral Request
<input type="checkbox"/> Claim Status
<input type="checkbox"/> Claims Management
<input type="checkbox"/> Clinician
<input type="checkbox"/> EDI Management
<input type="checkbox"/> Eligibility and Benefits
<input type="checkbox"/> Manage Providers
<input type="checkbox"/> Physician
<input checked="" type="checkbox"/> Provider Online Reporting

Note to PAA: You will also need to give yourself access to the Provider Online Reporting role.

User is associated with the following organization(s):

Organization	Customer ID	Address	Tax ID	Status	Status Date	Roles
ABC Clinic	11111	111 Street Jacksonville, FL 11111	111111111	Active	06/04/2012	View/Edit



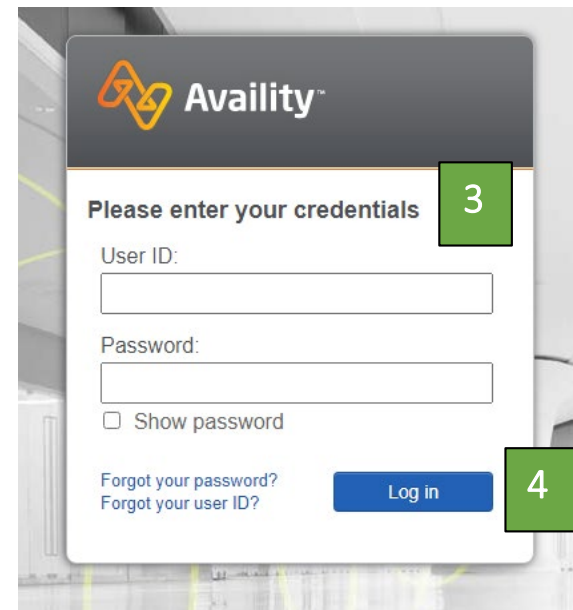
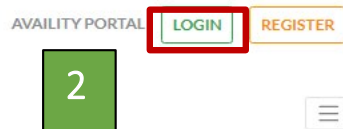
After assigning user roles

- After assigning user roles in Provider Online Reporting, users — including the administrator — must logout and log back in to Availity to see the updated role assignment.
- Users can access the Provider Online Reporting application from the left navigation menu in Availity:
 - Select **My Payer Portals > Provider Online Reporting**.



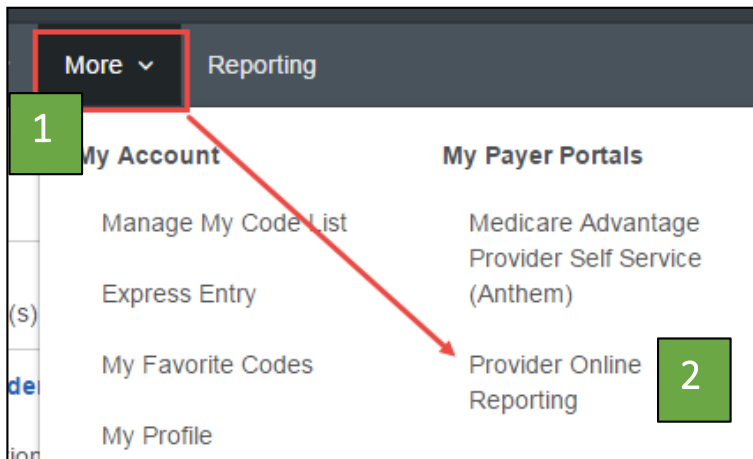
Access Provider Online Reporting

1. Go to availability.com.
2. Select **Login**.
3. Enter user ID and password.
4. Select **Log in**.

A screenshot of the Availity login form. The form has a dark grey header with the Availity logo and the text 'Please enter your credentials' (highlighted with a green square with the number 3). Below the header are two input fields: 'User ID:' and 'Password:'. There is a checkbox labeled 'Show password'. At the bottom, there are two links: 'Forgot your password?' and 'Forgot your user ID?'. A blue 'Log in' button (highlighted with a green square with the number 4) is located at the bottom right.

Access Provider Online Reporting (cont.)

5. Choose the **More** option.
6. Select **Provider Online Reporting**.
7. Verify or select the **Organization** and **Payer**.
8. Choose **Submit**.



This screenshot shows the 'Provider Online Reporting' form. The title 'Provider Online Reporting' is at the top. Below it, a message says 'Click submit to register or maintain your organization's information and access.' There are two dropdown menus: 'Organization:' with 'Select One' and 'Payer: ?' with 'Select One'. A green square labeled '3' is next to the 'Payer' dropdown. Below the dropdowns, a warning message states: 'You are about to leave Availity's secure site and enter a third-party site, which may require a s your convenience and reference only. Availity cannot control such sites, does not necessarily products, or services.' At the bottom, there are 'Submit' and 'Cancel' buttons. A green square labeled '4' is next to the 'Submit' button.



Administrator: Register and set up new user in Provider Online Reporting

Administrator: Register and set up new user in Provider Online Reporting

Maintain user link — new user registration:

1. Select a program. If the organization is participating in more than one program, the administrator must register the user to access Provider Online Reporting for each individual program, as appropriate.
2. Select **New users are available to register** link. The administrator will be taken to the *Register User* landing page (see next slide). This link will only display when the program has new users that have not been registered.

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)
Helpful Links

Maintain User - orgDemoBrand

The following is a list of users associated to the program that are available for access setup and maintenance.

1 Select a Program
XYZ Program

2

3 New users are available to register

User	Group	Role(s)	Tax ID(s)
No users registered			



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

Select a program. If the organization is participating in more than one program, the administrator must register the user to access Provider Online Reporting for each individual program, as appropriate.

Note: The required fields for user registration and set up may change depending on the program selected:

1. **Select group:** Choose from group names associated with the selected program.
2. **Select role(s):** The roles will appear unchecked by default. Check role for user.
3. **Select user(s):** The list of users will appear in alphabetical order by last name and will be unchecked by default. Select appropriate user for access. Only those users who were given the provider online reporting role in Availity will be listed here.



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
 - Register User(s)
 - Edit User(s)

Register User(s)

Select Program: XYZ Program

1 Select Group:
Name of practice

Test Program

2 Select Role(s):
☐ Clinical

3 Select User(s):
☐ Last name, First name

4 Assign Access:
☐ Group Access
Or
Search or Select Eligible Tax ID(s):
Search
Select
☐ Select All
☐ 000000000
☐
☐

5 Preview:
< Add selections from the left to review: >

[View HIP](#)

[ADD TO PREVIEW](#)

[Cancel](#) [Save](#)

Release 3.3.3

[Privacy Statement](#) | [Terms of Use](#) | [Contact Us](#)



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

4. **Assign access:** Select the **Group Access** check box or search for and select eligible tax IDs:
 - Search — Type in a tax ID or the name associated with a tax ID, when applicable.
 - Select all — Choose **Select All**. All tax ID(s) will appear as selected. When unselected, all tax ID(s) will appear as unselected.

Note: Managed tax ID(s) — When a tax ID is split (in other words, the tax ID is enrolled in multiple programs), the tax ID number will display along with a **Managed Tax ID** hyperlink. Select the link to open a pop-up window displaying all NPIs associated with the managed tax ID (i.e., split tax ID).



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)

Register User(s)

Select Program : XYZ Program

1 Select Group :
Name of practice

Test Program

2 Select Role(s):
☐ Clinical

3 Select User(s):
☐ Last name, First name

4 Assign Access :
☐ Group Access
Or
Search or Select Eligible Tax ID(s):
Search
Select
☒ Select All
☐ 000000000
☐
☐
[View All](#)
[ADD TO PREVIEW](#)

5 Preview :
< Add selections from the left to review. >

[CANCEL](#) [SAVE](#)

Page 133
Privacy Statement | Terms of Use | Contact Us

4 Assign Access :

☐ Group Access
Or
Search or Select Eligible Tax ID(s):
Select
☐ 000000005 **Managed Tax ID**



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

Select **View NPI**, and the NPI(s) will display.

The screenshot shows a web application interface for registering a user. On the left is a sidebar with navigation links: Home, Programs, Report Search, Contact Us, Notifications, Register / Maintain Organization, and Maintain User (which is expanded to show Register User(s) and Edit User(s)). Below the sidebar is a 'Helpful Links' section with links to Online Resources, NCQA PCMH Recognition Attestation Form, and a 'View NPI' link. The main content area is titled 'Register User(s)' and contains several steps: 1. Select Group (Name of Practice dropdown, Programs: Test Program), 2. Select Role(s) (Clinical checkbox), 3. Select User(s) (Last, First checkbox), and 4. Assign Access (Group Access checkbox, Search or Select Eligible Tax ID(s) dropdown with 00000000 selected). A green arrow points from the 'View NPI' link in the sidebar to the 'Preview' section on the right. The 'Preview' section is titled '5 Preview:' and contains a 'Search or View NPI or Tax ID' section with a search input field and a 'Tax ID: 00000000 1234567890' display. At the bottom of the main content area are 'ADD TO PREVIEW' and 'CLOSE' buttons.

Administrator: Register and set up new user in Provider Online Reporting (cont.)

Register user(s):

5. Preview:

- Select **Add to Preview** to review the selections made prior to saving.
- Choose **Save**.

Note: If changes need to be made prior to saving, select **Remove** from the preview window and complete the fields in the screen (slides 22 to 26).

Home

Programs

Report Search

Contact Us

Notifications

Register / Maintain Organization

Maintain User

- Register User(s)
- Edit User(s)

Helpful Links

- Online Resources
- NCOA PCMH Recognition Attestation Form

Register User(s)

Select Program : XYZ Program

- Select Group :**
Name of Practice :
Test Program
Programs :
- Select Role(s) :**
☐ Clinical
- Select User(s) :**
☐ Last, First
- Assign Access :**
☐ Group Access
Or
Search or Select Eligible Tax ID(s):
Select
☐ 000000000
[View NPI](#)

5 Preview :
XX000239 - TestGroup [Hide Group](#)
User:
Last, First
Roles: Clinical
Tax ID(s): 000000000
[Remove](#)

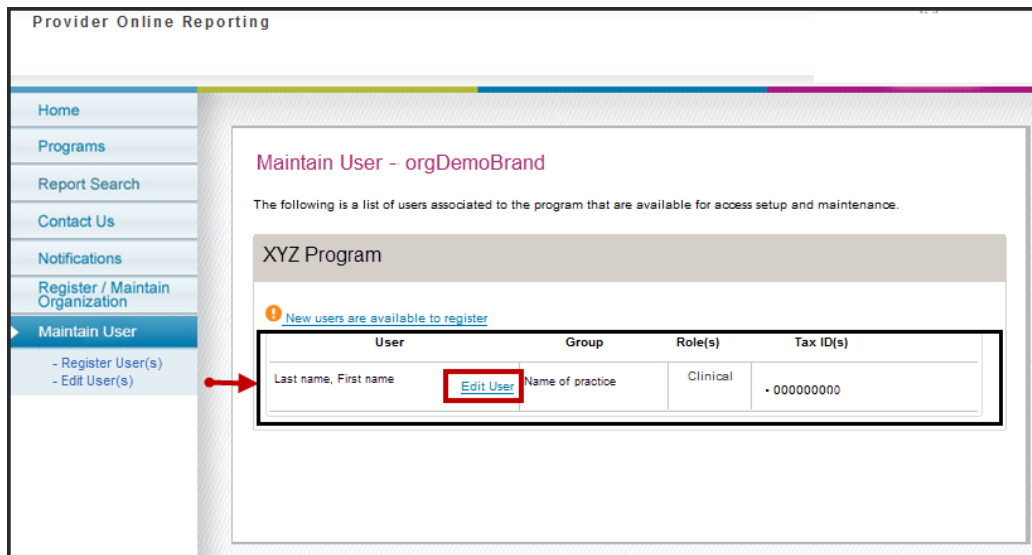
[ADD TO PREVIEW](#) [CANCEL](#) [SAVE](#)



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Maintain user — edit user:

- Once the user(s) have been successfully registered, the administrator can view the list of users, group information, the role assignment given, and the tax ID that each user has access to.
- Select the **Edit User** link to modify existing access for the user. The *Edit User* screen will be prepopulated with the data for the selected user (see next slide).



Provider Online Reporting

Home
Programs
Report Search
Contact Us
Notifications
Register / Maintain Organization
Maintain User
- Register User(s)
- Edit User(s)

Maintain User - orgDemoBrand

The following is a list of users associated to the program that are available for access setup and maintenance.

XYZ Program

New users are available to register

User	Group	Role(s)	Tax ID(s)
Last name, First name Edit User	Name of practice	Clinical	• 000000000

Administrator: Register and set up new user in Provider Online Reporting (cont.)

Edit user(s)

Select **Edit User(s)** from the left navigation menu to modify access for an existing user. The *Edit User(s)* screen will be populated with the data for the selected user.

The screenshot displays the 'Edit User(s)' interface. On the left, a navigation menu includes 'Home', 'Programs', 'Report Search', 'Contact Us', 'Notifications', 'Register / Maintain Organization', and 'Maintain User'. Under 'Maintain User', there are links for '- Register User(s)' and '- Edit User(s)', with a red arrow pointing to the latter. Below the menu is a 'Helpful Links' section. The main content area is titled 'Edit User(s)' and contains several numbered steps: 1. 'Select User(s):' with a text input for 'Last name, First name'; 2. 'Select Group:' with a dropdown for 'Name of Practice'; 3. 'Select Role(s):' with a checked checkbox for 'Clinical'; 4. 'Assign Access:' with radio buttons for 'Group Access' and 'Or', followed by a 'Search or Select Eligible Tax ID(s):' section with a 'Select' button and a list showing 'Current selected Tax ID(s)' with a checked entry '000000000'; and 5. 'Preview:' with a button '< Add selections from the left to review. >'. At the bottom, there are 'CANCEL' and 'SAVE' buttons, and an 'ADD TO PREVIEW' button at the very bottom.



Administrator: Register and set up new user in Provider Online Reporting (cont.)

Download to Excel option

Select **Download to Excel to view all TINs**. A copy of all the NPI numbers will be downloaded to the user's computer. Only 45 TINs will appear at a time.

The screenshot shows a web application interface for 'View all TIN(s)'. The left sidebar contains navigation links: Home, Programs, Report Search, Contact Us, Notifications, Maintain Organization, Maintain User (selected), and Helpful Links. The main content area displays 'User 1' and 'Group 1'. Below this, it says 'Displaying 45 of 500 TINs'. There are three buttons: 'Print', 'Download to Excel to View all TINs' (highlighted with a red box), and 'CLOSE'. The table below shows three columns of TINs, each labeled '1234567890 - Managed TIN' and 'xxxxx123 - Name of Group TIN'. The first column contains 15 rows of TINs, the second column contains 15 rows, and the third column contains 15 rows.

1234567890 - Managed TIN	1234567890 - Managed TIN	1234567890 - Managed TIN
xxxxx123 - Name of Group TIN	xxxxx123 - Name of Group TIN	xxxxx123 - Name of Group TIN
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
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3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890
3234567890	3234567890	3234567890

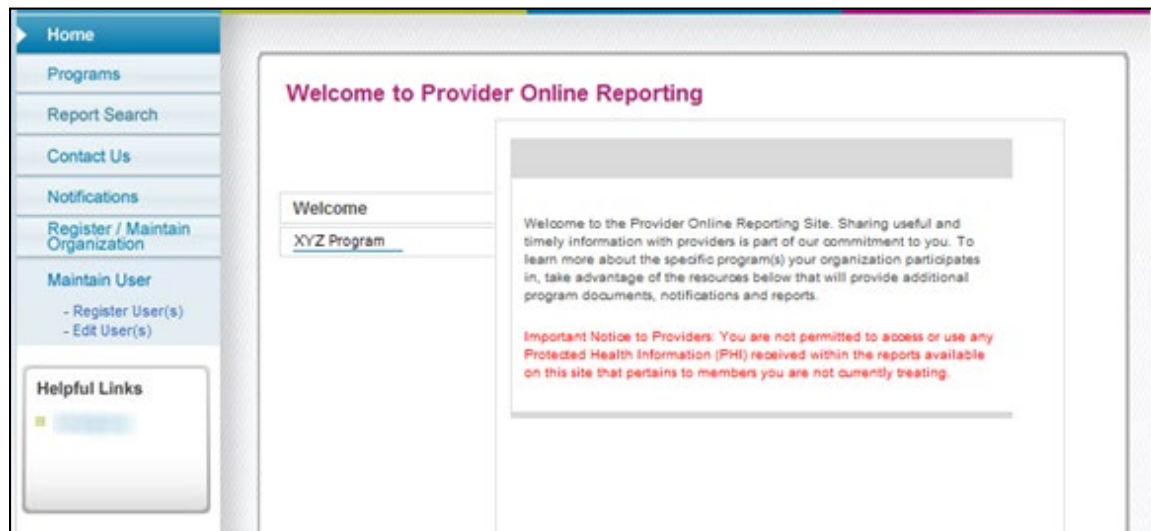




Provider Online Reporting overview

Navigation

Navigation through the application appears on the left-hand side of the page.



Programs

Programs:

- Select a program using the drop-down arrow.
- This page provides a description about the program(s) your organization is participating in.

Home

Programs

Report Search

Contact Us

Notifications

Register / Maintain Organization

Maintain User

- Register User(s)
- Edit User(s)

Helpful Links

Programs

Program and State

Select a Program: XYZ Program

State: TX

XYZ Program

Program Description

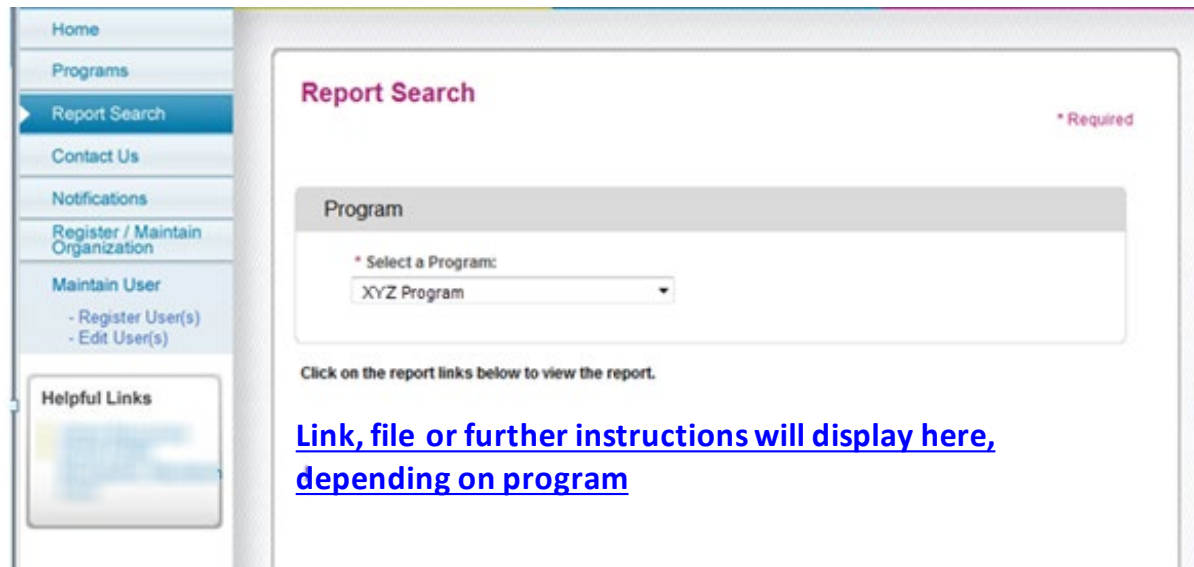
Medicaid PQIP Notifications

VIEW ALL NOTIFICATIONS



Report search

Select **Report Search** to access the corresponding report(s) for the program(s) your organization is participating in.



The screenshot shows a web application interface for 'Report Search'. On the left is a vertical navigation menu with the following items: Home, Programs, Report Search (highlighted with a blue bar and a white arrow), Contact Us, Notifications, Register / Maintain Organization, and Maintain User (which includes sub-links for '- Register User(s)' and '- Edit User(s)'). Below the menu is a 'Helpful Links' section. The main content area is titled 'Report Search' in red. In the top right corner of this area is a red asterisk followed by the word 'Required'. Below the title is a grey header box labeled 'Program'. Underneath this is a red asterisk followed by the text '* Select a Program:', and a dropdown menu currently showing 'XYZ Program'. Below the dropdown is a line of text: 'Click on the report links below to view the report.' At the bottom of the main content area, there is a blue underlined text link that reads: 'Link, file or further instructions will display here, depending on program'.



Contact us

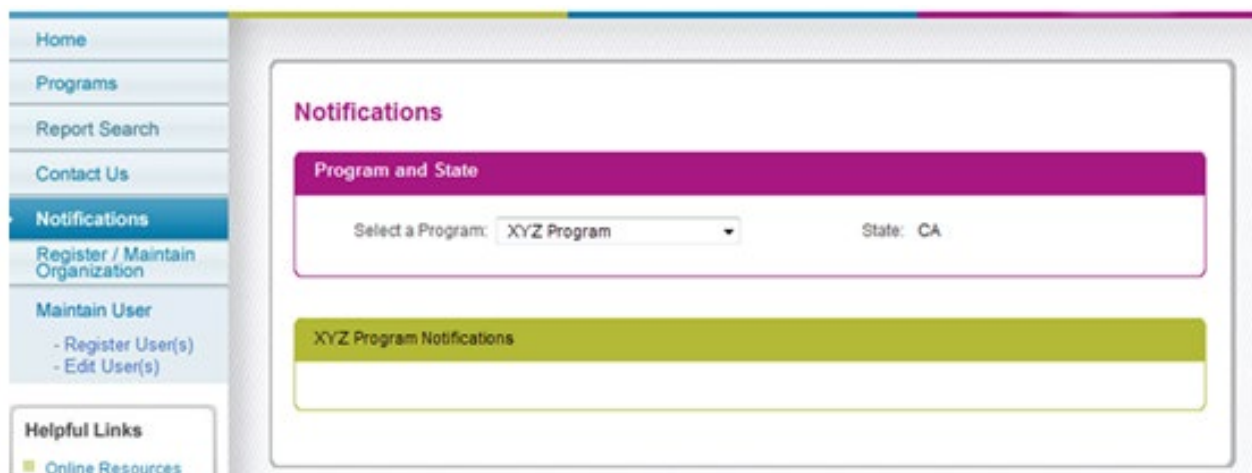
Select **Contact Us** to submit questions about the Provider Online Reporting application.

The screenshot shows a web application interface with a sidebar on the left and a main content area. The sidebar contains a menu with the following items: Home, Programs, Report Search, **Contact Us** (highlighted), Notifications, Register / Maintain Organization, and Maintain User (with sub-links: - Register User(s), - Edit User(s)). Below the menu is a 'Helpful Links' section. The main content area is titled 'Contact Us' and contains a form with the following fields and sections:

- * Required**
- * What is your comment regarding?** (Dropdown menu with 'XYZ Program' selected)
- State:** CA
- * Please specify the category for your question:** (Dropdown menu)
- * First Name:** (Text input field with 'First' placeholder)
- * Last Name:** (Text input field with 'Last' placeholder)
- * Please specify the best way for us to contact you:**
 - Phone:** (Dropdown menu)
 - Extension:** (Text input field)
- * Best time to contact you:** (Dropdown menu with 'Morning' selected)
- Please leave your comment:** (Text area)
- Estimated time of response: 2-3 business days**
- Remaining Character Count: 250**
- Please do not send personal health information.**
- SUBMIT** button

Notifications and helpful links

- Select **Notifications** to view updates for programs, as applicable.
- Select **Online Resources** under *Helpful Links* to view external web sites that may be useful to your organization.
- Please note: Functionality dependent upon specific program requirements.



The screenshot displays a web application interface. On the left is a vertical navigation menu with the following items: Home, Programs, Report Search, Contact Us, Notifications (highlighted in blue), Register / Maintain Organization, Maintain User (with sub-items: - Register User(s), - Edit User(s)), and Helpful Links (with a sub-item: Online Resources). The main content area is titled 'Notifications' in purple. Below this title is a section labeled 'Program and State' with a purple header. It contains two input fields: 'Select a Program:' with a dropdown menu showing 'XYZ Program', and 'State:' with a text input showing 'CA'. Below this is a green header for 'XYZ Program Notifications', followed by a large empty rectangular box for displaying notifications.



Help resources

- If you need further assistance with Availity, please contact Availity Client Services at **800-282-4548**.
- If you have questions about Provider Online Reporting, use the *Contact Us* section of the application.
- If you have other questions, contact your local Provider Experience representative or call Provider Services at **800-454-3730**.





* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

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