



Setting Up Your Account and Getting Started with Availity

For Aetna Better Health and Mercy Care providers

Where healthcare **connects**.

What we'll cover

- ✓ Availity Introduction
- ✓ Finding Help and Training
- ✓ Availity Customer Support
- ✓ Payer Apps and Resources
 - ✓ Payer Space
- ✓ Account Setup – For Admins
 - ✓ Add and maintain users
 - ✓ Express Entry setup
 - ✓ Provider Data Management
 - ✓ Reporting



Want more training?

Availity offers free on-demand and live training in the Availity Learning Center (ALC). Log in and select **Help & Training > Get Trained** to search the ALC catalog.

For trainings applicable to Aetna Better Health and Mercy Care just us keyword search “ABHMC” in the ALC.

Important Notes About Using Availity



When you use Availity Portal, results and data come from payer systems. Information can vary by payer, plan, product, member, your organization, user account permissions, etc.



Information and images were current at the time this presentation was developed. Screen images and demonstrations are from a demo environment containing pre-loaded generic, de-identified information. Information might also be redacted or blurred.



It is a violation of HIPAA regulations to share credentials to a system that contains PII/ PHI. Do not share an Availity user ID with others. Your organization's Availity administrator sets up user IDs and assigns roles.

YOU SHOULD KNOW...

Availity supports Google Chrome, Firefox[®], Microsoft Edge v79, and Internet Explorer 11[®].



Be sure to allow pop-ups from:

www.apps.availity.com,
www.availity.com, or
any third-party websites accessed from the Availity Portal, such as a payer's website.



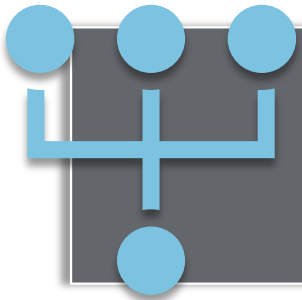
Availity Portal



Secure



Compliant



Multi-payer

Availity Portal offers secure online access to multiple health plans, and the ability to manage business transactions through a single, easy-to-use website. Registering for the Portal also gives you options to set up EDI Gateway, batch, and FTP services (or transactions).



Sample List of Availity Services and Tools

- + Eligibility and benefits inquiry
 - + Patient cost estimator
- + Claim status
 - + Claim reconsideration
 - + Add attachments
- + Authorization requests and inquiry
- + Provider data management
- + Payer spaces
 - + Contact Us – Messaging
 - + Claim submission
 - + And more...



GET TRAINED

In Availity Portal, click **Help & Training > Get Trained** to open the Availity Learning Center (ALC) in a new browser tab. Filter the ALC catalog by category to explore your options.



Patient Registration

- Claims & Payments My Providers Reporting Payer Spaces More

Keyword Search

- EB Eligibility and Benefits Inquiry
A&R Authorizations & Referrals
PCS Patient Care Summary Inquiry



updates from
ehealth, patient
ding, and more.
ATES

Messaging



- Unassigned
Unread
Pending
Recently Resolved

Tell us what you think.



o verify and submit your provider directory 12/17/2020 11:33 am

Quarterly submissions build trust with patients that your information is correct and reliable.

Take Action

My Account Dashboard

- My Account
My Administrators
Maintain User
Add User
Manage My Organization
'How To' Guide for Dental Providers
Enrollments Center
FTP and EDI Connection Services
EDI Companion Guide



Demo Nelson
AVDemo@email.com
Practice Manager/Office Manager

My Top Applications



Do You Have Out-of-Area Blue Plan Members?



Notification Center It's a new quarter information! Quarterly submission

My Top Applications A&R

Claim Status & Payments

- Claim Status (highlighted)
Remittance Viewer
Overpayments
Appeals

Claims

- Professional Claim
Facility Claim
Medical Attachments
Attachments - New

EDI Clearinghouse

- Send and Receive EDI Files
File Restore
EDI Reporting Preferences
FTP and EDI Connection Services
Manage My EDI Clearinghouse Plan
Payer List

Patient Payments

Payments Administration
A newer version of this tool is coming soon.

Fee Schedules

- Fee Schedule Listing

- EB Eligibility and Benefits Inquiry
- A&R Authorizations & Referrals**
- PCS Patient Care Summary Inquiry



Tell us what you think.

😊 😐 😞

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Take Action

Messaging

- Unassigned
- Unread
- Pending
- Recently Resolved

My Account Dashboard

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- 'How To' Guide for Dental Providers
- Enrollments Center
- FTP and EDI Connection Services
- EDI Companion Guide

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Practice Manager/Office Manager

My Top Applications





A&R EB CS PC

Do You Have Out-of-Area Blue Plan Members?

Home > Authorizations & Referrals

A&R Authorizations & Referrals


Multi-Payer Authorizations and Referrals

| | | |
|--|--|--|
|  Auth/Referral Inquiry  View Payers  |  Authorizations  View Payers  |  Referrals  View Payers  |
|  Auth/Referral Dashboard  |  Drug Prior Authorization  View Payers  | |

Additional Authorizations and Referrals

 [AIM Specialty Health](#)

 [Referral Notifications \(Humana\)](#)

 [Current Admission and Referral Report \(Humana\)](#)

Finding Support, Help, and Training



- Find Help**
- Get Trained
- Avallity Support
- View Network Outages

COVID-19 PROVIDER Resource Center

Instant access to updates from your payers about telehealth, patient eligibility, claims coding, and more.

GET UPDATES




- Unassigned
- Unread
- Pending
- Recently Resolved

Notification Center

It's a new quarter and time once again to verify and submit your provider directory information! 12/17/2020 11:33 am

Quarterly submissions build trust with patients that your information is correct and reliable.

Take Action

Tip:

Select **Help & Training > Find Help** to access help topics.

My Account Dashboard

- My Account
- My Administrators
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- Add User
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Professional Claim

Authorizations & Referrals

Eligibility and Benefits Inquiry

Claim Status

Do You Have Out-of-Area Blue Plan Members?



Availity Portal Help

Looking for specific topics? Browse the table of contents at left, or click **Search** at the top of the help window.

Check out our [new help system](#)—under construction!

- What's New and Changed
- COVID-19 Resources
- Getting Started
- Administrator

- Authorizations and Referrals
- Claim Status
- Claims Management
- Claim Submission
- Overpayments
- Appeals
- Fee Schedules
- Electronic Data Interchange (EDI)
- Eligibility and Benefits (E&B)
- Glossary
- Medical Attachments
- Attachments
- Dental Attachments
- Patient Care Summary
- Patient Cost Estimator
- Patient Payments
- Payer List
- Payer Spaces
- Payer Tools
- Provider Data Management
- Provider Credentialing
- Remittance
- Reporting
- Messaging
- Troubleshooting



Release Blog

Information about updates and enhancements to Availity Portal and EDI Clearinghouse



Availity Learning Center

Free in-depth product training as well as continuing education via national industry experts

- What's New and Changed
- COVID-19 Resources
- Getting Started
 - 2-Step Authentication
 - My Account Page
 - Availity Learning Center (ALC)
 - Availity Ambassador Program
 - Create a Custom Learning Plan
 - Tips
 - My Profile
 - Manage Providers (Express Entry)
 - Still Can't Find Answers?
- Administrator
- Authorizations and Referrals
- Claim Status
- Claim Submission
- Overpayments
- Appeals
- Fee Schedules
- Electronic Data Interchange (EDI)
- Eligibility and Benefits (E&B)
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- Troubleshooting

Availity Learning Center (ALC)



The Availity Learning Center (ALC) delivers continuing education via national, industry experts in health care information technology (HIT). You can access the ALC from the Availity Portal using a single sign-on (SSO) feature which utilizes your Portal login credentials. To learn more, download or print the [User ALC Overview](#) or [Manager ALC Overview](#).

Accessing this Feature

To access the ALC from the Availity Portal, do one of the following:

- Click **Help & Training | Get Trained** in the top navigation bar.
- Click the Availity Learning Center banner on the Availity Portal home page.
- **Florida Blue providers:** Click **Payer Spaces | Florida Blue** in the top navigation bar and click **Access Florida Blue Learning and Development**.
- **BCBSMN providers:** Click **Payer Spaces | BCBSMN** in the top navigation bar and click **BCBSMN Learning and Development**.


If you have an existing ALC account, you will be directed to your home page in the ALC for you.

Troubleshooting

The following tables display the expected outcomes when you click an ALC link.

You do not have an existing ALC account

| If you click the ALC link and | Then | |
|--|---|---|
| You do not have a validated e-mail address in the Availity Portal. | You will receive a message with instructions to add an e-mail address to your account profile . | An e-mail verification message. After you click the link in the e-mail, you can then access the ALC from the Availity Portal. |
| You have a validated e-mail address in the Availity Portal. | The ALC will automatically create an account for you and open the ALC home page. | No further action is required. |



Tip:

Some topic ideas for new users

- Administrator (for admins)
- Getting Started
- Glossary
- Payer Tools
- Troubleshooting

Crosswalk in Availity Help

1. Select **Help & Training > Find Help.**

2. Select **Payer Tools.**

3. Select the payer's name: **Aetna Medicaid.**

4. Select the topic to review the crosswalk.

The screenshot shows the Availity Help portal interface. On the left is a navigation menu with categories like 'What's New and Changed', 'Getting Started', and 'Payer Tools'. The 'Payer Tools' section is expanded to show 'Aetna Medicaid', with 'Crosswalk from Aetna Medicaid' selected. The main content area is titled 'Crosswalk from Aetna Medicaid Plans to Availity Portal' and includes a table with four columns: 'Find the tool or feature you need...', 'In the previous provider portal, you selected a health plan, then from Workflows for this plan, used...', 'Match it to the Availity tool... (no health plan selection required)', and 'Identify the Availity role you need...'. Below the table are two rows of examples for checking claim status and attaching medical documentation.

Crosswalk from Aetna Medicaid Plans to Availity Portal

USER ADMIN

Aetna Medicaid plan providers can use this crosswalk to learn where to find the tools and functions they need within Availity Portal.

- The navigation instructions in column 3 of the table below refer to the menus at the top of Availity Portal. For example, to access the functions for Contact Us, click **Payer Spaces** at the top of the Availity Portal, click **Aetna Better Health - Medicaid** or **Mercy Care**, and then select **Contact Us** in the Applications tab.
- Column 4 of the table specifies the role that you need in order to perform the function. For example, in order to use the Contact Us application, you need the Base Role role. Roles are assigned by the administrator for your organization. For more information on how to find your organization's administrator, see [Administrator](#).

Tip:

- For Aetna Medicaid plans to return the information you need, you must enter your [NPI](#), or in some cases, your provider ID number for transaction requests. To save time, enter this information in [Express Entry](#) to avoid having to retype information that you use all the time. For instructions on using Express Entry, follow the steps in the [Payer Assigned Provider ID Field](#) help topic.

Note:

Aetna Medicaid plans include the following:

- Aetna Better Health
- Mercy Care

| 1 | 2 | 3 | 4 |
|---|--|---|--|
| Find the tool or feature you need... | In the previous provider portal, you selected a health plan, then from Workflows for this plan, used... | Match it to the Availity tool... (no health plan selection required) | Identify the Availity role you need... |
| I want to check the status of a claim. | Home > Tasks > Claims Search | Claims & Payments > Claim Status | Claim Status and EDI Management |
| I want to attach supporting medical documentation to a finalized claim. | Follow these steps: 1. Search for a claim: Home > Tasks > Claims Search. 2. From the Search Results, click on Claim Deliverable link | Follow these steps: 1. Submit a claim status inquiry request . 2. From the claim status results page, click Send Attachments . | Claim Status |



- Find Help
- Get Trained**
- Availity Support
- View Network Outages

COVID-19 PROVIDER Resource Center

Instant access to updates from your payers about telehealth, patient eligibility, claims coding, and more.

GET UPDATES




- Unassigned
- Unread
- Pending
- Recently Resolved

Notification Center

It's a new quarter and time once again to verify and submit your provider directory 12/17/2020 11:33 am

Tip:

Select **Help & Training > Get Trained** to access free Availity Portal training demos and webinars.

able. **Take Action**

My Account Dashboard

- My Account
- My Administrators
- Maintain User
- Add User
- Manage My Organization
- 'How To' Guide for Dental Providers
- Enrollments Center
- FTP and EDI Connection Services
- EDI Companion Guide

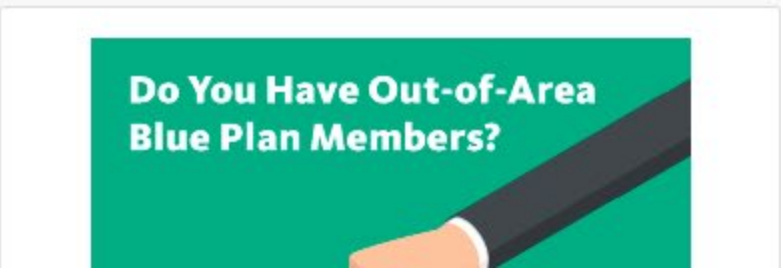


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Practice Manager/Office Manager



Professional Claim

Do You Have Out-of-Area Blue Plan Members?



Tip: For training options applicable to Aetna Better Health and Mercy Care, search by keyword, "ABHMC".

Have you read the provider forum?

You're humming along – processing claims, checking eligibility, requesting authorizations – when suddenly you're stuck. Find answers in one handy location. Try turning to Availity's new online provider forum.

Take me there



Filter Catalog

Filtering Enabled

Course Name (A-Z)

ABHMC

Category

All Categories

Claims & Payments

Claim Status - Training Demo

★★★★★ Difficulty Basic Length 10 Mins

The Claim Status tool allows you to search for the status of a claim and review details for claims that

Catalog

Courses

Learning Paths

Sessions

Filter Catalog

Filtering Enabled

Course Name (A-Z)

Search

Category

All Categories

Show

All Courses

Released After

Set Date

Released Before

Set Date

Apply



About



Claims & Payments

Availity Portal Products

Claim Status - Training Demo

★★★★★ Difficulty Basic Length 10 Mins

The Claim Status tool allows you to search for the status of a claim and review details for claims that the payer has adjudicated. You can use this tool even if you didn't submit your claims through ... [Read More](#)

1 Module

★ 623 Reviews

Certificate

Enroll



Messaging

Availity Portal Products

Navigating the Messaging Queue - Training Demo

★★★★★ Difficulty Basic Length 8 Mins

Learn how to view, navigate, and manage the responses from the payers in the messaging queue. This training will only cover how to navigate the messaging queue once a message has been initiated. F... [Read More](#)

1 Module

★ 229 Reviews

Certificate

Enroll



Your Calendar

| January, 2021 | | | | | | |
|---------------|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

Sessions

| | | | |
|--|---|----------------------------------|--------------------|
| Healthy Blue - Availity Overview for New Users - Live Webinar, 01/07/2021 | Starting January 7th 2021 @ 2:00 pm | Availability 520 seats | View Course |
| Healthy Blue - Authorizations and DDE Claims - Live Webinar, 01/08/2021 | Starting January 8th 2021 @ 10:00 am | Availability 564 seats | View Course |
| Availity Attachment Tools for Anthem, Inc. and Affiliated Health Plans - Live Webinar, 01/08/2021 | Starting January 8th 2021 @ 1:00 pm | Availability 427 seats | View Course |
| Healthy Blue - Getting Started with EDI Services at Availity - Live Webinar, 01/12/2021 | Starting January 12th 2021 @ 2:00 pm | Availability 590 seats | View Course |
| Healthy Blue - Availity Overview for New Users - Live Webinar, 01/13/2021 | Starting January 13th 2021 @ 2:00 pm | | |
| Healthy Blue - Authorizations and DDE Claims - Live Webinar, 01/14/2021 | Starting January 14th 2021 @ 2:00 pm | | |



About
Browse & Search the course catalog. Feel free to enroll in courses you are interested in.

Tip:
Select the **View Course** link to go to the course and enroll.

- Dashboard
- Resources
- Store
- Catalog
- Forum



2021 >

| Thu | Fri | Sat |
|-----|-----|-----|
| | 1 | 2 |
| 3 | 4 | 5 |
| 6 | 7 | 8 |
| 9 | 10 | 11 |
| 12 | 13 | 14 |
| 15 | 16 | 17 |
| 18 | 19 | 20 |
| 21 | 22 | 23 |
| 24 | 25 | 26 |
| 27 | 28 | 29 |
| 30 | 31 | |

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| Healthy Blue - Authorizations and DDE Claims - Live Webinar, 01/14/2021 | Starting January 14th 2021 @ 2:00 pm | Availability 588 seats | View Course |



About

Browse & Search the course catalog. Feel free to enroll in courses you are interested in.

Sort

Search

Switch to list view

Filter

1/9 Latest First
Search by title
Filter

+ Create New Post

#ERA #Aetna #remittance_viewer #EOB

Looking for Aetna EOBs and Remittance Info? Get Access in 3-Steps.

LN Larisa Nelson 6 days ago 1 0

#new user

Quick Access to the New User Guide

SS Sandy Sobotka 6 days ago 1 0

#Aetna #Administrator #Dental

Assigning Access to the Aetna Dental Portal

LN Larisa Nelson 13 days ago 1 0

Getting Access to Remittance Details in

#Claim Status

A New Way to Save Time When Checking the

##pce #maintain_codes

One Important New Feature in Patient Cost



Availity Client Services

Call 1.800.AVAILITY (282.4548)

Monday-Friday
8:00 a.m. to 8:00 p.m. Eastern
time



MYA My Account

- Find Help
- Get Trained
- Availity Support**
- View Network Outages

Send Feedback



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Practice Manager/Office Manager
(555)555-5555

About Me

My Avatar

My Password and Security

My Administrators

My Info

My Business

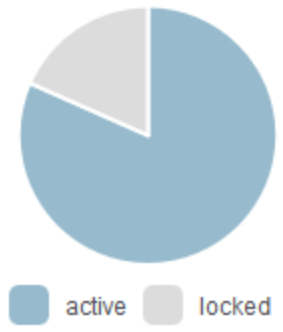
TEST - Demo Org - Provider

Customer ID
[blurred]

Application ID
[blurred]

Regions
AK, AL, AR, AS, AZ ...

My Team



My Tickets [Open a Ticket](#)

No recent support tickets.
When you have tickets, you'll see them here.

Need to submit a support ticket?

You can open a new ticket on your **My Account** page or under **Help & Training**.

Payer Apps and Resources

Aetna Better Health and Mercy Care's Payer Space



COVID-19 PROVIDER Resource Center

Instant access to updates from your payers about telehealth, patient eligibility, claims coding, and more.

GET UPDATES

Notification Center

It's a new quarter and time once again to verify and submit your provider information!

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Tip for Arizona providers:

Select **Mercy Care** as the payer in your payer list.

Payer Spaces

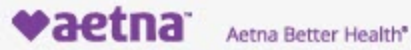
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FTP and EDI Connection Services
EDI Companion Guide



Do You Have Out-of-Area Blue Plan Members?

Home > Aetna Better Health



Aetna Better Health

We are Aetna Better Health®

Providing a secure environment with helpful information and tools for providers.

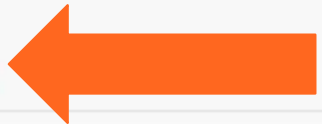
Review claims or authorizations, validate member eligibility and benefits, and submit questions.



Applications

Resources

News and Announcements



Sort By

A-Z



THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

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♥ Appeals

Submit single or bulk appeal

♥ Appeals and Grievance Status

Check the appeals and grievance status

♥ Claim Submission

♥ Contact Us

Contact Us through Availity Messaging

♥ Grievance

Submit a grievance to Aetna

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Filter By Category

- Community Resources (25)
- Provider Resources (10)
- EFT/ERA (2)
- Provider Documents (1)

| | |
|--|------------|
| ♡ ABUSE Hotline | 10/16/2020 |
| ♡ American Diabetes Association | 10/16/2020 |
| ♡ American Heart Association | 10/16/2020 |
| ♡ Beacon Health Options | 10/16/2020 |
| ♡ Centers for Medicare and Medicaid Services (CMS) | 10/16/2020 |
| ♡ Covenant House's Hotline | 10/16/2020 |
| ♡ DCF Customer Service | 10/16/2020 |
| ♡ Electronic Funds Transfer (EFT) Enrollment/Change/Cancellation | 10/16/2020 |

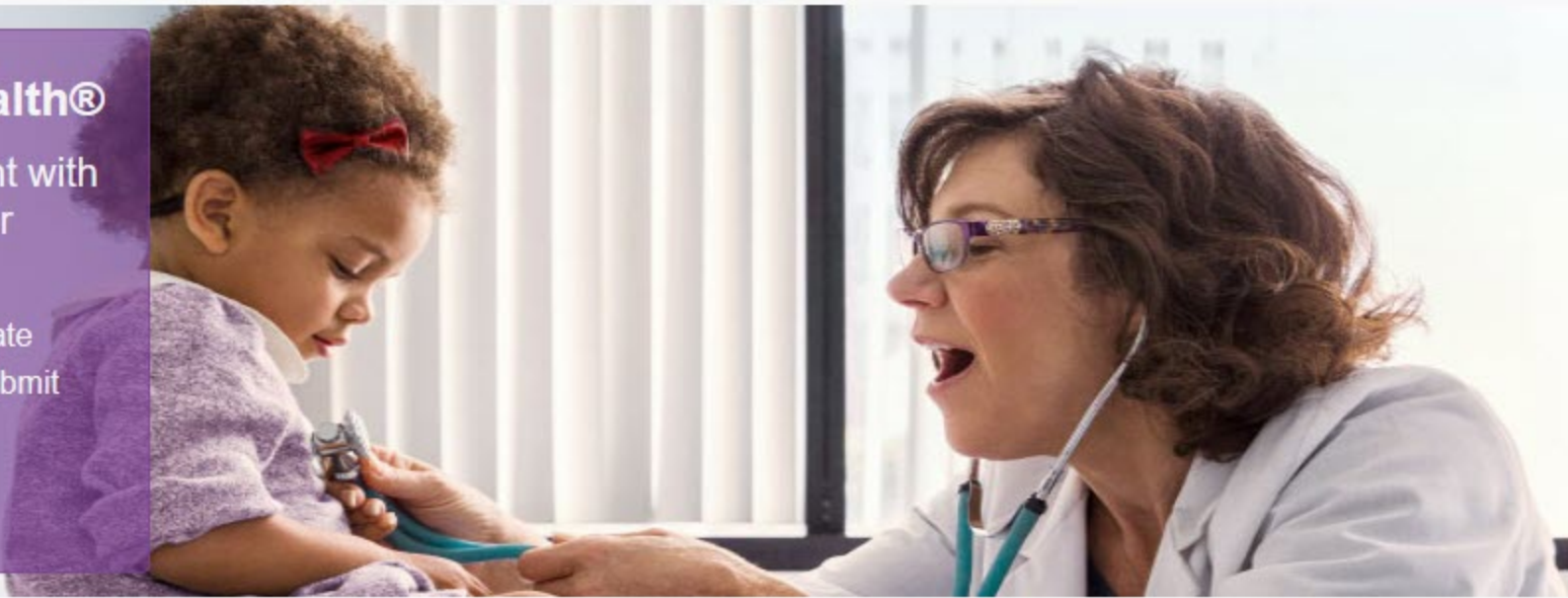


Aetna Better Health

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Review claims or authorizations, validate member eligibility and benefits, and submit questions.



Applications Resources **News and Announcements**

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Provider Notifications and Newsletters

08/25/2020

Frequently asked questions

Q

Can I add payers to the payer drop down list?

No.
All payers that are available for each app in your region will already be listed in the drop down.

A

Q

How do I get access to additional tools or apps?

Contact an Availity user administrator for your organization. They can grant you access by editing your user roles.

A

Q

How can I find the name(s) of our organization's Availity user administrator(s)?

In Availity Portal, select your name in the top-right and then **My Administrators**.

A



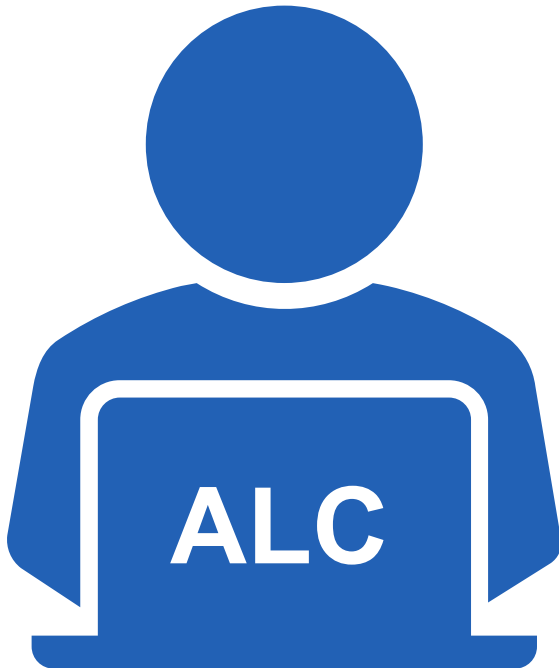
Q&A

For Availity and Aetna Better Health / Mercy Care



On-demand resources and training

Select **Help & Training** > **Get Trained** to open the Availity Learning Center (ALC).



ALC Catalog

Training demos

- ✓ Availity Portal Onboarding – Training Program
- ✓ My Account Dashboard - Online Course
- ✓ Payer Spaces Overview - Training Demo

Forum

Suggested posts

- ✓ Quick Tips for Getting Started with Availity Portal
- ✓ Setting Up Your Web Browser for Availity Portal Success
- ✓ Availity Keyword Search Helps to Save My Brain Cells

For training options applicable to Aetna Better Health and Mercy Care, use keyword search “ABHMC” in the ALC.



Getting your Availity account Setup

Tips for Availity Administrators



First Steps for the Administrator



Add User (Single or Bulk Upload)

My Account Dashboard > Add User



User and Transaction Reporting

Reporting



Set up for provider express entry

My Providers > Express Entry



Manage User Access (Change/Revoke)

My Account Dashboard > Maintain User



Manage Organization Information

My Account Dashboard > Manage My Organization



Additional enrollments


My Providers > Enrollments Center > Additional Enrollments



COVID-19 PROVIDER Resource Center

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GET UPDATES



- My Account
- Maintain User
- Add User
- Manage My Organization
- My Administrators
- My Avatar
- My Contact Info
- My Security

Messaging



My Account Dashboard

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- My Administrators
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 AVDemo@email.com
 Practice Manager/Office Manager

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Take Action

My Top Applications



Do you know about the new rules regarding patient cost

Add User

* indicates a required field

*User ID:

This is an existing user ID

*First Name:

*Last Name:

E-mail:

Phone: - - ext.

Notes:

Have a lot of users?

Upload users from a spreadsheet in .csv format.

Copy users from one organization to another.

Add this user to the following organization(s):

| | Organization | Customer ID | Address | Tax ID | Organization Type |
|-------------------------------------|----------------------------|-------------|--|-----------|---------------------------|
| <input checked="" type="checkbox"/> | TEST - Demo Org - Provider | | 12345 Deerwood Park Blvd Jacksonville, FL 32256 | 123456789 | Non-Physician Provider |

Roles for Betty Allergy

TEST - Demo Org - Provider

Choose the best option: This user needs a new set of roles This user needs the same set of roles

| <input type="checkbox"/> | Role(s) | |
|-------------------------------------|------------------------------------|---------------------------|
| User Roles | | |
| <input checked="" type="checkbox"/> | Base Role | |
| <input type="checkbox"/> | Accountable Health System Reports | |
| <input type="checkbox"/> | Authorization and Referral Inquiry | |
| <input type="checkbox"/> | Authorization and Referral Request | More Info |
| <input type="checkbox"/> | Availity Ambassador | |
| <input type="checkbox"/> | BCBS Clinical Reporting (HCSC) | |
| <input type="checkbox"/> | Blue Ride Interpreter | |
| <input type="checkbox"/> | Blue Ride Transportation Vendor | More Info |
| <input type="checkbox"/> | Blue Ride Typical Provider | More Info |
| <input type="checkbox"/> | CERA | More Info |
| <input type="checkbox"/> | Claim Status | More Info |
| <input type="checkbox"/> | Claims | More Info |

Availity

Role: Authorization and Referral Request

| Permissions | Payers or Vendors That Support This Permission |
|-------------------------|---|
| AIM Specialty Health | ANTHEM - CA, ANTHEM - CO, ANTHEM - IN, ANTHEM - KY, ANTHEM - MO, ANTHEM - NV, ANTHEM - OH, ANTHEM - VA, ANTHEM - WI, HEALTHY BLUE SOUTH CAROLINA, UNICARE |
| Authorization Dashboard | AETNA, Allina Health Aetna, ASURIS NORTHWEST HEALTH, Banner Aetna, BCBSMN, BCBSND, BRIDGESPAN HEALTH COMPANY, Innovation Health, REGENCE BCBS OF OREGON, REGENCE BLUESHIELD, REGENCE BLUESHIELD OF IDAHO, Sutter Health Aetna, Texas Health Aetna |
| Authorization Request | AETNA, ALL OTHER BLUE PLANS, Allina Health Aetna, AMERIGROUP, ANTHEM - CA, ANTHEM - CO, ANTHEM - GA, ANTHEM - IN, ANTHEM - KY, ANTHEM - MO, ANTHEM - NV, ANTHEM - OH, ANTHEM - VA, ANTHEM - |

[Close](#)

- Provider Fee Schedule
 - Provider Online Reporting
 - Provider Portal
 - Referral Coordinator
- Clinical Roles**
- Axial Admin Staff
 - Axial Practitioner
 - Clinician Tools and Resources
 - Medicaid Member Clinical Reports
 - Medical Attachments
 - Patient Care Summary
 - Patient360 / Patient Health History

- Administrator Roles**
- Administrator Assistant [More Info](#)
 - Administrator Reports [More Info](#)
 - User Administration [More Info](#)

Availity ✕

Role: User Administration ^

| Permissions | Payers or Vendors That Support This Permission |
|-------------------------|--|
| Add User | Not Applicable |
| Administrator Dashboard | Not Applicable |
| Maintain User | Not Applicable |
| Preference Center | AMERIGROUP, ANTHEM - CA, ANTHEM - CO, ANTHEM - CT, ANTHEM - GA, ANTHEM - IN, ANTHEM - KY, ANTHEM - ME, ANTHEM - MO, ANTHEM - NH, ANTHEM - NV, ANTHEM - OH, ANTHEM - VA, ANTHEM - WI, ANTHEM MAINEHEALTH, ANTHEM MEDICAID - NV, BCBSMN BLUE PLUS MEDICAID, CLEAR HEALTH ALLIANCE, COLORADO COMMUNITY HEALTH ALLIANCE - BEHAVIORAL HEALTH, DELL CHILDRENS HEALTH PLAN, EMPIRE BCBS - NY, HEALTHY BLUE DUAL ADVANTAGE, HEALTHY BLUE LOUISIANA, HEALTHY BLUE NORTH CAROLINA, HEALTHY BLUE SOUTH CAROLINA, SILVERSUMMIT |

Review and Submit

User ID: **Demouser123**
 First Name: Betty
 Last Name: Allergy
 E-mail Address:
 Phone:
 Notes:
 Effective Date: 05/04/2020

Organization(s) and Roles

| Organization | Address | Tax ID | Role(s) | |
|------------------------|--|-----------|---|---------------------------|
| Training Test Demo Org | 1234 Healthy St Jacksonville, FL 35081-6262 | 791851001 | Base Role Authorization and Referral Inquiry Authorization and Referral Request Claim Status Eligibility and Benefits Provider Fee Schedule Administrator Assistant | Edit Info |

COVID-19 PROVIDER Resource Center

Instant access to updates from your payers about telehealth, patient eligibility, claims coding, and more.

GET UPDATES

Notification Center

It's a new quarter and time once again to verify and submit your provider directory information!

Quarterly submissions build trust with patients that your information is correct and reliable.

12/17/2020 11:33 am

Take Action

My Top Applications



- My Account
- Maintain User**
- Add User
- Manage My Organization
- My Administrators
- My Avatar
- My Contact Info
- My Security

Messaging



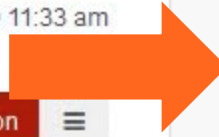
My Account Dashboard

- My Account
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- 'How To' Guide for Dental Providers
- Enrollments Center
- FTP and EDI Connection Services
- EDI Companion Guide




Demo Nelson
 AVDemo@email.com
 Practice Manager/Office Manager

Do you know about the new rules regarding patient cost



Maintain User

Training Test Demo Org

| Name | User ID | E-mail Address | Status | Role |
|---|------------|--------------------|--------|---|
| Nelson, DemoUser (Administrator) | pdmuser | PDMUser@email.com | ACTIVE | Administrator |
| User, Demo (Administrator) | demo12345 | demouser@email.com | ACTIVE | Administrator Assistant Administrator Reports User Administration |
| [Redacted] (Administrator) | [Redacted] | [Redacted] | ACTIVE | Administrator Assistant Administrator Reports User Administration |
|  Strawberry, Sandra (Administrator) | [Redacted] | [Redacted] | LOCKED | Administrator Assistant Administrator Reports User Administration |
| [Redacted] | [Redacted] | [Redacted] | ACTIVE | Regular User |
| [Redacted] | [Redacted] | [Redacted] | ACTIVE | Regular User |

Demo Nelson

* indicates a required field

Revoke User Reset Password View Backup Code

Search for a user Search

User ID: demo
First Name: Demo
Last Name: Nelson
E-mail: AVDemo@email.com
Phone: 555 - 555 - 5555 ext.
Notes: Test Demo account

Save Cancel

User is associated with the following organization(s):

Table with 7 columns: Organization, Customer ID, Address, Tax ID, Status, Status Date, Roles. Row 1: TEST - Demo Org - Provider, 10752 Deerwood Park Blvd S Jacksonville, FL 32256, Active, 11/30/2016, View/Edit





- ♥ PDM Provider Data Management
- ♥ EE Express Entry
- ♥ EC Enrollments Center



Messaging



- Unassigned
- Unread
- Pending
- Recently Resolved

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Demo Nelson
 AVDemo@email.com
 Practice Manager/Office Manager

My Top Applications

A&R

EB

CS

PC

Do you know about the new rules regarding patient cost

Manage Express Entry

Note: You might notice a delay when you add new entries or edit existing information for your organization. If you don't see the updates in your Express Entry menus right away, please wait a few minutes for the system to update.

▼ **Add Provider**

Training Test Demo Org

- ABC Clinic
- Provider, Atypical
- Provider, Joe

▼ **Add Provider**

Add multiple providers | This provider is not required to have an NPI



Manage Express Entry

Note: You might notice a delay when you add new entries or edit existing information for your organization. If you don't see the updates in your Express Entry menus right away, please wait a few minutes for the system to update.

Training Test Demo Org

+ Add Provider

Training Test Demo Org

- ABC Clinic
- Provider, Atypical
- Provider, Joe

Manage Express Entry
Provider Types

Add Provider to
another Organization

Remove Provider from
Organization

Joe Provider

Edit

Physical Address: 1234 Healthy St
Jacksonville, FL 35081 - 1234
Phone: (555) 555 - 3425

Edit

[Add another physical address](#)

Billing Address: 1234 Healthy St
Jacksonville, FL 35081 - 1234
Phone: (555) 555 - 3425

Edit

[Add another billing address](#)

Specialty / Taxonomy: Adult Medicine - 207QA0505X

Edit

Provider Relationship: Works in My Office

Edit

[Add Additional Identifier\(s\)](#)

Tax ID (EIN): 123456787

Edit | Remove



Tip:

Select **Edit** to make necessary changes.



- [Provider Data Management](#)
- [Express Entry](#)
- [Enrollments Center](#)



Notification Center

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Demo Nelson
 AVDemo@email.com
 Practice Manager/Office Manager

My Top Applications

A&R

EB

CS


PC

Do you know about the new rules regarding patient cost


Business Profiles

Why should I do this?


Complete your provider profile and we will send it to participating payers, additionally you can print and send a PDF to any other payer.



0 of 3
Directories are past due for verification



1 of 3
Directories require quarterly check-ins



0 of 3
Directories haven't been started

You have 1 business that needs to be verified this quarter and 2 that are good to go.

Don't see your business listed? [+ Search and Add](#)

Filters
 EXCLUDE CLOSED BUSINESSES
[CLEAR ALL](#)

List
 Grid

Why am I seeing these businesses?

| | Last Verified | Next Verification Due | Status | |
|---------------------------------|---------------|-----------------------|-----------------------------|--|
| 123456789 - ABC Clinic | 12/14/2018 | 03/14/2019 | Quarterly Check-In Required | |
| 987654321 - ABC Surgical Center | 02/10/2020 | 05/10/2020 | Check-In Complete | |



Demo link

PDM Manage Business ABC Clinic

[Give Feedback](#)

Step 1
Manage Business

Step 2
Manage Practitioners

Step 3
Submit Verified Profile

[General Information](#)[Service Locations](#)[NPI](#)[Specialties](#)[Hospital Affiliations](#)

Service Locations

Toggle between sections to complete your business information. Attest when your record is up-to-date.

PRIMARY Main Street Office

123 Main Street, Any City, Florida, 12345 ✓

Appointment Phone: +1-555-555-5555

[View Office Hours](#)

[Manage this Service Location](#) | [Add a new Service Location](#) | [Delete this Service Location](#)

Give Feedback

PDM Manage Practitioners ABC Clinic

Step 1 **Manage Business** Step 2 **Manage Practitioners** Step 3 **Submit Verified Profile**

Search...

+ Add an Individual Practitioner to this Business

Sally Practitioner
 PRIMARY TAXONOMY CODE: 347E00000X
[Delete Provider](#)

Joe Provider
 TYPE 1 NPI: 1124036215
 PRIMARY TAXONOMY CODE: 101Y00000X
[Delete Provider](#)

Sally Practitioner

General Information

Sally Practitioner • Female
English
[Manage General Information](#)

Service Locations

Before you submit the update...

Availity is storing this information on your behalf. Please review the payers who will receive this update.

**Things to keep in mind...**

Availity works with many of your health plans to share and update information about your organization, including your locations and health care providers. The health plan(s) shown above will receive your verification that the information you've reviewed is correct, along with any updates to the information you have provided. The plan(s) will use that information to keep their systems, including provider directories, up-to-date.

When you submit this form, you agree that:

1. Availity and the health plan(s) indicated have permission to verify and use the information you are submitting.
2. You have authority to conduct day-to-day business, including providing updates to your information, on behalf of your organization and its health care providers.
3. The information you provide is correct and complete to the best of your ability.
4. You will notify your health plan(s) about any future changes to the information you provided today, in accordance with the contractual obligations you have with each health plan.
5. Future changes to the business structure of your organization or other information you have provided today may require you to complete the verification and update workflow again.
6. The changes you have made today are not changes to your contractual agreements between your organization and your payer(s).


I agree with the above statements, and want to send this information to the health plans shown.

Submit Verified Profile

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Demo Nelson
AVDemo@email.com
Practice Manager/Office Manager

Do you know about the new rules regarding patient cost

Home > Reporting & Insights

R Reporting & Insights

Reporting



360

Availity 360



LOG

Transaction Log

Portal Reports

- [Administrator Reports](#)



- What's New and Changed
- Getting Started
- Administrator**
 - Using the Administrator Dashboard
 - Understanding Availity Roles and Permissions
 - FAQs for Administrators**
 - Add User
 - Manage Providers (Express Entry)
 - Maintain User
 - Maintain Organization
 - Administrator Reports
 - Enrollments
 - Forms
 - EDI Set-up

- Authorizations and Referrals
- Claim Status
- Claim Submission
- Overpayments
- Appeals
- Fee Schedules
- Electronic Data Interchange (EDI)
- Eligibility and Benefits (E&B)
- Glossary
- Medical Attachments
- Attachments
- Dental Attachments
- Claim Encounter Reconciliation Application (CER)
- Patient Care Summary
- Patient Cost Estimator
- Patient Payments
- Payment List

FAQs for Administrators



This topic answers some questions you might have about being an administrator:

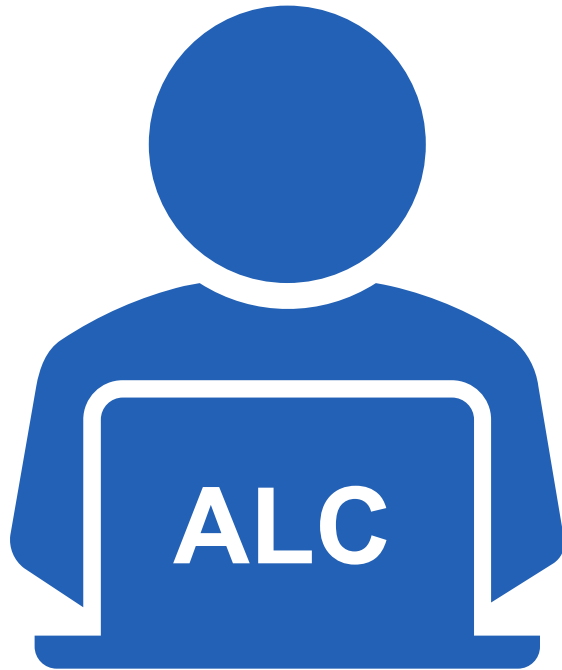
- What is an administrator? Why am I given this responsibility? [Answer:](#)
- How much time will this role require? [Answer:](#)
- What tasks am I responsible for? [Answer:](#)
- Can anyone else in my office help me with my administrator tasks? [Answer:](#)
- What if I leave the organization or need someone else to become administrator? [Answer:](#)
- Can users in my organization use my user ID or share a user ID among them? [Answer:](#)

Related Topics

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On-demand resources and training

Select **Help & Training** > **Get Trained** to open the Availity Learning Center (ALC).



ALC Catalog

Training demos

Forum

Suggested posts

- ✓ Availity Portal Administrator Onboarding – Training Program
- ✓ Register a New Organization from within Availity Portal - Training Demo
- ✓ Using Availity Support Tools for Self-Service - Training Demo

- ✓ Express Entry: What is it and How Does it Help Me?
- ✓ Quick Access to the New User Guide
- ✓ What are Availity Roles and Why Do They Matter? Find Out More in This Post!

For training options applicable to Aetna Better Health and Mercy Care, use keyword search “ABHMC” in the ALC.



Q&A

For Availity and Aetna Better Health / Mercy Care



Thank you!

For Availity customer support, contact 1.800.282.4548, or select **Help & Training > My Support Tickets**.

For more training, select **Help & Training > Get Trained**. The Availity Learning Center (ALC) opens in a new browser tab.

