

A close-up photograph of two hands shaking over a laptop keyboard. The hand on the left is light-skinned, and the hand on the right is dark-skinned. The background is blurred, showing a desk with a laptop and some papers.

Availity Portal Overview

For Molina Healthcare Providers

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[®], and Microsoft Edge v79.



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.



In today's session, we'll explore...



Introduction and overview



Organization and user self-service



Availity Portal overview



Payer Spaces



Eligibility and Benefits Inquiry



Send a message



Claims & Payments tools



Q&A

More training?

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



Availity Portal



Secure



Compliant



Multi-payer

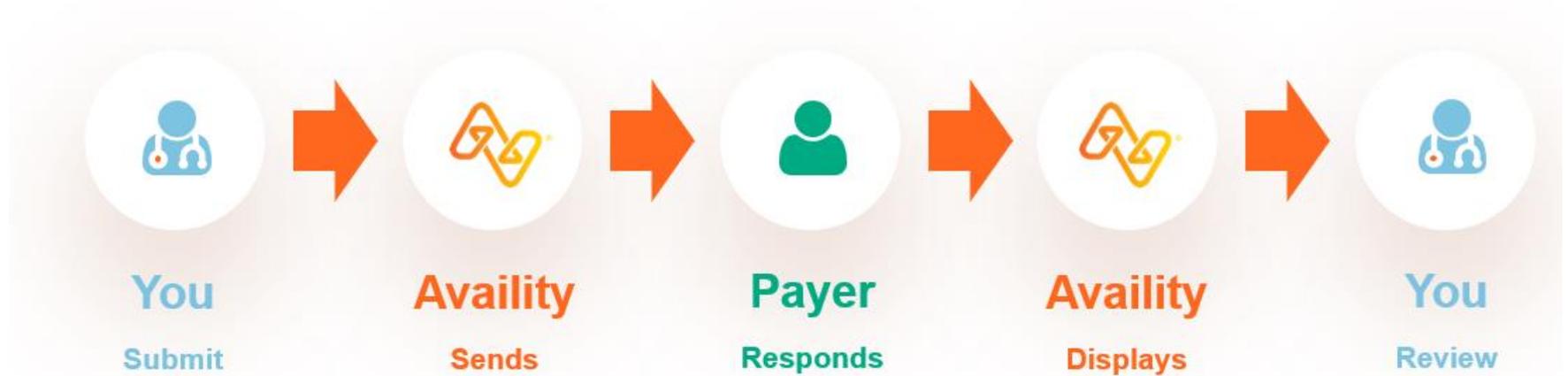
Availity Portal offers secure online access to multiple health plans, and the ability to manage business transactions through a single, easy-to-use site.



Available utility 24/7. Secure electronic exchange.

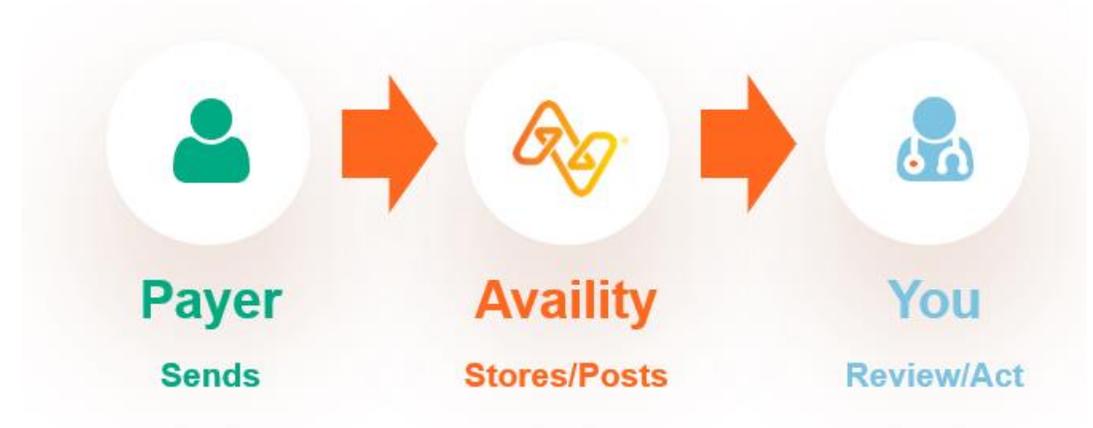
Submit > Respond

Examples:
Eligibility and benefits
Claim status



Send > Stores/Posts > Act

Example:
Remittances



Why Availity?

All of this and much, much more!



Submit claims with direct-entry forms including option to submit corrected claims and COB (primary, secondary, tertiary claims).

Use timesaving tools including express entry for selecting providers, patients, and codes.

Check eligibility and benefits including an option to send a message to the payer.

Follow-up on claims with claim status, remittance viewer, electronic attachments, and more.

Access payer-specific applications and resources through a dedicated payer space.



Organization and user self-service



How does set up happen?



Your organization's delegated Availity Administrator:

- Registers your organization.
- Adds and manages users.
- Manages your organization info.
- Completes additional setup.



What are roles and permissions?



- Role (group of job functions)
- Permissions (job functions, tools)

Example: *Claim Status* role includes permissions for Claim Status, Remittance Viewer, Appeal or Correct Eligible Claims (from Payer Spaces), etc.



Who manages our organization's Availity users?



Main Administrator



Other users with certain admin roles

What if we work with a billing service?



Provider org Admin works with billing service admin to delegate access, as needed.



Billing service registers organization, sets up users, and works with provider admin to delegate access, as needed.

What happens when a user logs in the first time?

- ✓ Reset password.
- ✓ Complete set up steps.
- ✓ Take the onboarding course.

Forgot your password?

Account locked?

You can use self-service options from the login page, ask your admin to help, or contact Availity Client Services (ACS).



Change your password every 60 days.

Who has to enroll in 2-step authentication?



Main Admin is required to enroll in 2-step authentication and verify identity.



All users enroll in 2-step authentication.



What do I need to know about my user account?



Safeguard it.
Do not share credentials.



Your organization's Availity user administrator(s) assigns your user roles and can help unlock your user account.



Frequently asked questions

Q

What if our organization's main administrator needs to be updated?

In Availity Portal, select **Help & Training > Find Help** and locate this topic: *Changing Your Organization's Administrator* in the **Administrator** section of Availity Help.

A

Q

Can a user register another organization, if needed?

Yes. Go to **Manage My Organization** in Availity Portal and review associated Availity Help topics.

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



User account roles

Every user gets the *Base* role. It includes:

- Home page
- Notification Center
- My Account page
- Help & Training
- Express Entry
- Payer Spaces*

*Some options in payer spaces require additional roles as determined by the payer. Select **Help & Training > Find Help > Payer Tools > payer name** for more information.

Your organization's Availity User Administrator(s) can assign additional roles to users. ***For example:***

To do this...	You'll need this role...
Check eligibility and benefits	Eligibility and Benefits
Submit a direct-entry claim	Claims
Check claim status	Claims Status
Get remit data in remittance viewer	Claim Status
Use Attachments Dashboard	Medical Attachments
Message with the payer	Messaging (plus the application)



Crosswalk in Availity Help

1. Select **Help & Training > Find Help**.
2. Select **Payer spaces and payer tools**.
3. Select the payer's name: **Molina Healthcare**
4. Select the topic to review the crosswalk.

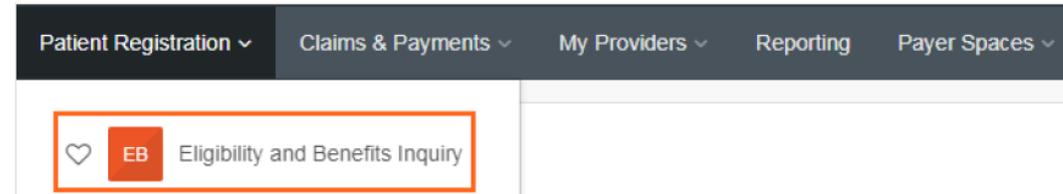
Tip: In Availity Portal top menu bar, type 'Molina' in **Keyword Search** to quickly access the crosswalk.

Affinity Health Plan Provider Portal to Availity Portal

Affinity health plan providers providers, can use this crosswalk to learn where to find the tools and functions they need within Availity Portal, based on how the tool or function was accessed in the Affinity Health Plan Provider Portal. Refer to column 4 for the applicable Molina health plan and regions.

In the table below:

- Column 3 refers to the menus at the top of Availity Portal. For example, to access the eligibility and benefits application, you would click **Patient Registration** at the top of Availity Portal, and then click **Eligibility and Benefits Inquiry**.



- Column 4 identifies the role you need to perform the function. For example, to submit an eligibility and benefits request, you need the Eligibility & Benefits role. Your organization's Availity Portal administrator is responsible for assigning roles.

Crosswalk of legacy Affinity Health Plan provider portal to Availity Portal apps

The following table displays the navigation and workflows to locate the apps in Availity Portal:

1	2	3	4
Find the tool or feature you need...	Find what you did in Affinity Health Plan Provider Portal...	In Availity Portal, follow this workflow and select Molina Healthcare - Affinity By Molina Healthcare	Identify the Availity role you need...
I want to check the status of a claim.	Claims > Claims Search	Claims & Payments > Claim Status Note: Use Availity	Claim Status



Key self-service spots



Help & Training > Find Help



Help & Training > Get Trained > Catalog



Help & Training > Get Trained > Catalog > Forum



Help & Training > Availability Support



Home page > Notification Center or News & Announcements

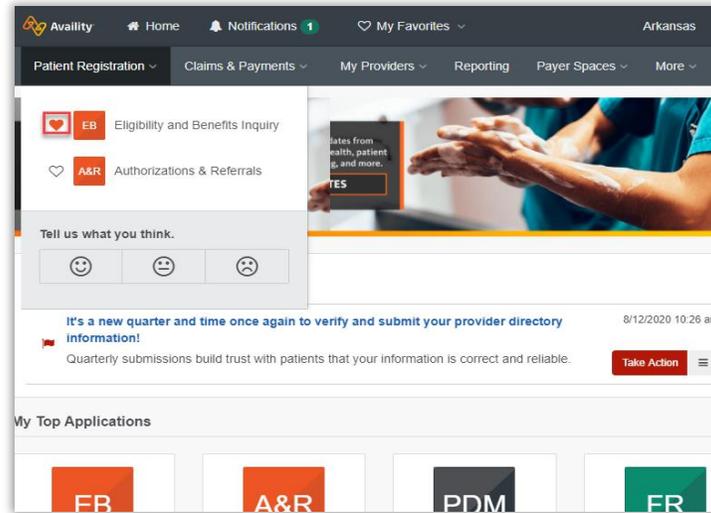
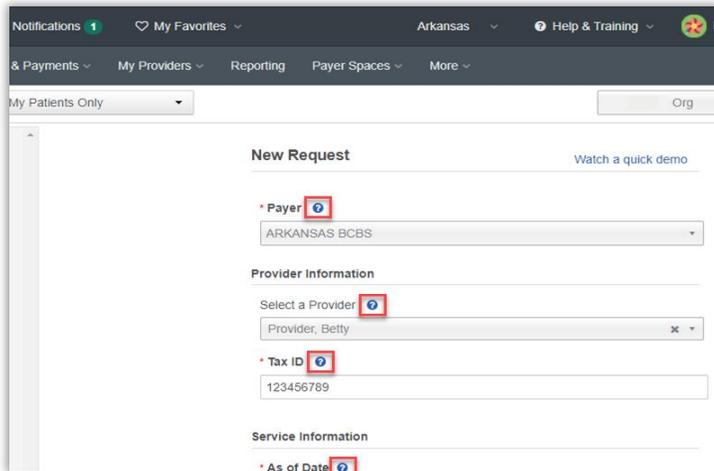


Self-service timesavers

01

Use field-level help.

Click question mark icons next to some fields to display field-level help.
Bonus! Select the **Watch a demo** link.



02

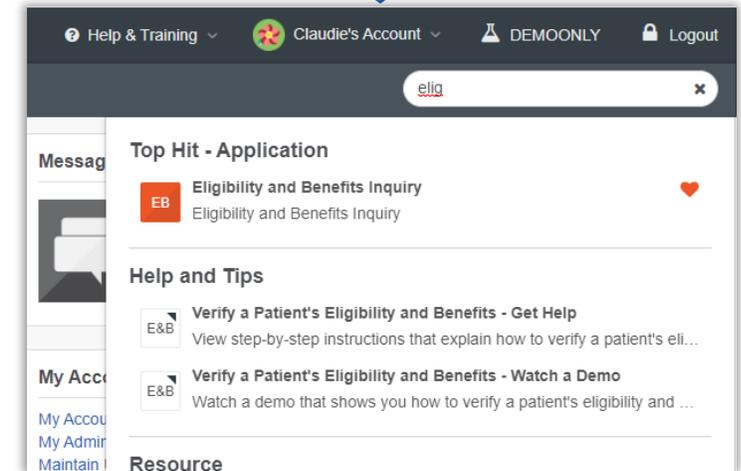
Add items as favorites.

Select the heart icon next to an item to mark it as a favorite. Then, select the item from **My Favorites** to access it.

03

Use Keyword Search.

In **Keyword Search** enter keywords to find options on the Home page, across applications, and in **Payer Spaces**.



EXPRESS ENTRY

What is it and how does it help me?



What options do we have?

Select **My Providers > Express Entry** to add, update, and remove providers from your org's express entry setup. Options include:

- Add providers one at a time
- Upload a spreadsheet of providers
- Update providers already in express entry
- Manage express entry provider types
- Remove providers from express entry lists

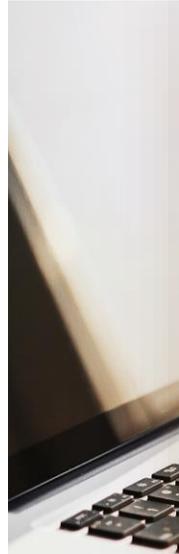


Are you a service provider not required to have an NPI, called an atypical provider?

Set up your providers in express entry so you can bypass required NPI fields in certain features.

- ✓ **Saves time**
- ✓ **Easy to maintain**
- ✓ **Helps avoid errors**

Express entry is a quick, easy, and error-free way to complete required provider information fields in one step. After set up, use the **Select a Provider** fields across a variety of applications to quickly populate required provider information.



EXPRESS ENTRY

What happens next?

Add providers...

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.

Availity Learning - TEST - Do not delete

Availity Learning - TEST - Do not delete

- ABC Hospital
- Driver, David
- Family, Joe
- Provider, Betty

Select an Organization

Provider's NPI

Add Provider

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

...to select a provider

Select a Provider ?

Search for a Provider

ABC Hospital

Driver, David

Family, Joe

Provider, Betty



Payer Spaces

A payer space contains links to payer-specific applications, resources, and news and announcements. A payer space might include applications and resources that reside on Availity Portal and applications and resources that reside on the payer's or third-party website.



Payer Spaces

Introduction

Role(s)

- Base
- Roles for payer-specific applications

Access

Payer Spaces > the payer's name

Training

Payer Spaces – Training Demo

Power tips

- You can mark applications and resources as favorites in payer spaces.
- Check **Payer Spaces** often to check for new applications, resources, and news/announcements.
- **Keyword Search** in the top navigation bar of the portal searches across all payer spaces.



Payer Spaces

Access

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (1), My Favorites, Region, Help & Training, and a user profile for Claudie's Account with a Logout button. Below this is a secondary navigation bar with menu items: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted), and More. A Keyword Search box is located on the right side of this bar.

The main content area is divided into three columns. The left column contains a COVID-19 Provider Resource Center banner with a 'GET UPDATES' button, a Notification Center, and My Top Applications. The middle column displays a grid of Payer Spaces, each represented by a colored square icon. An orange arrow points from the text 'Select Payer Spaces and then the payer.' to the Molina Healthcare logo in the grid. The right column shows a sidebar with a user profile picture and a list of menu items: Resolved, Provider, Providers, and Services.

Select Payer Spaces and then the payer.



Payer Spaces

Tabs

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Home > Molina Healthcare

MOLINA HEALTHCARE MolinaHealthcare.com

Welcome to Molina Healthcare!!
Your partner in healthcare.

Select tabs—Applications, Resources, and News and Announcements.

Scroll down to see options below the fold.

Applications Resources News and Announcements Sort By A-Z



Payer Spaces

Navigation tips

The screenshot shows the Availity Payer Spaces interface. At the top, there is a navigation bar with the Availity logo, a home icon, a notifications bell with a '2' badge, a 'My Favorites' heart icon, and a location dropdown set to 'New York'. Below this is a secondary menu with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is on the right with a 'Logout' link. The main content area has a search input field with the placeholder 'Start typing to search this payer space...'. Below the search field are three tabs: 'Applications' (selected), 'Resources', and 'News and Announcements'. To the right of the tabs is a 'Sort By' dropdown menu set to 'A-Z'. A disclaimer text reads: '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!'. Below the disclaimer are six application cards, each with a heart icon and a description:

- Appeal or Correct Eligible Claims**: Correct or submit appeals for claims in finalized status
- Claims Template Portal**: Create claim templates for frequently submitted claims
- HEDIS Profile**: Compare your HEDIS scores with national benchmarks
- Member Roster**: View and navigate through a list of Members assigned to a Primary Care Provider
- Reports**: Submit/Access payer specific reports
- Prior Auths**: Submit service requests, check status and create auth request templates.

Use **Sort By** options to quickly locate applications or items.

Select the heart icon to make the application a favorite.



For this health plan: Available now in Payer Spaces. Coming soon to Availity applications.

Authorizations & Referrals

Available now in Payer Spaces!
Prior Auths

Availity apps coming soon!
Authorizations & Referrals

Appeal or correct claims

Available now in Payer Spaces!
Appeal or Correct Eligible Claims

Availity apps on the roadmap!
Appeals (Dispute a claim)
Claim Correction

And, more apps to come!

- **View Member ID** card feature
- **Overpayments** app
- **Patient Cost Estimator** app

Note: Refer to the health plan specific crosswalk topic in Availity Help for applications, features, roles, what's new



Payer Spaces

Linking out to health plan third-party apps

1

Availty Home Notifications My Favorites Florida Help & Training Claude's Account DEMOONLY Logout

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

Home > Molina Healthcare > Prior Auths

Prior Auths

Give Feedback

Organization
TEST - Demo Org - Provider

NPI (Optional)
Enter NPI...

Tax ID ⓘ
Select TIN...

State
Florida

Medicare
No

Provider ID ⓘ
Enter required fields first...

Service Request/Authorization Option ⓘ
Select...

Continue

2

Availty Home Notifications My Favorites Florida Help & Training Claude's Account DEMOONLY Logout

Home > Molina Healthcare > Create Service Request/Authorization

Create Service Request/Authorization

You are about to be redirected to a third party site away from Availty's secure site, which may require a separate sign-in. Availty cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availty.

Cancel Submit

3

Availty Home Notifications My Favorites Florida Help & Training Claude's Account DEMOONLY Logout

Home > Molina Healthcare > Provider Self Services

Welcome, All Access User: aka03426416824 Log Out Jul 01 2020 11:23:44 AM

Prior authorization (PA) is not required for visits to participating network specialists, however, a referral is required for most specialties with limited exceptions. Please do not submit PA requests for visits to participating specialists. Save Clear Save Template

Service Request/Authorization Form

* - Required Field

Member Search

Member ID: [] or Last Name: [] First Name: [] Date of Birth: [] mmm/yyyy

Advanced Search Eligibility information is current as of Mar 14 2020 12:52:55 AM PST ⓘ

Patient Information

This section will automatically populate when you enter valid information for Member Search.

Last Name [] First Name [] Middle Initial [] Date of Birth [] Sex []
Address [] City [] State [] Zip Code []
Phone # (Home) [] Phone # (Mobile) [] PCP Name []

Service Information

Enter Required Information

Type of Service: [Select] Place of Service: [Select] Inpatient Notification: [Select] Submit Date: 07/01/2020
Proposed Start Date: [mmm/yyyy] Admission Date: [mmm/yyyy] Discharge Date: [mmm/yyyy]

Care Type: Routine/Elective Urgent/Expedite Within 72 Hours

[Remove]	Diagnosis Code *	Diagnosis Description
<input type="checkbox"/>	[]	[]
<input type="checkbox"/>	[]	[]
<input type="checkbox"/>	[]	[]

(Add more diagnoses)

[Remove]	Procedure Code	Procedure Description	Number of Units	Procedure Modifier
----------	----------------	-----------------------	-----------------	--------------------

Note: In the **Tax ID** field, select the primary tax ID or secondary tax ID set up for your organization by your Availty Portal administrator.

Need help? Select question mark icons next to some fields.



Eligibility and Benefits Inquiry (E&B)

Verify a patient's eligibility and confirm the covered benefits.



Role

Eligibility and Benefits

Access

Patient Registration >
Eligibility & Benefits Inquiry

Training

Eligibility and Benefits – Training Demo

Power tips

Have access to more than one org? Select the org in the upper-right of the E&B request page.

Need to run another similar E&B? Save time by editing an existing E&B in your patient history list.

Want to save time? If you submitted an E&B inquiry in the past 24 hours, you can select a patient from the **Select a Patient** field in other apps to pre-populate patient data from the E&B results.



E&B request

Top of page

The screenshot shows the Avality web application interface. At the top, there is a navigation bar with the Avality logo, Home, Notifications (1), My Favorites, Region, Help & Training, and a user profile for Claudie's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar and a 'Keyword Search' button are also present. The main content area is titled 'New Request' and contains several sections: 'Payer' (with a dropdown menu showing 'MOLINA HEALTHCARE'), 'Provider Information' (with a 'Select a Provider' dropdown and an 'NPI' input field), 'Service Information' (with an 'As of Date' input field and a 'Benefit / Service Type' dropdown menu), and 'Patient Information' (with a 'Patient Search Option' dropdown menu). Two orange callout boxes with arrows provide instructions: one points to the 'Payer' dropdown with the text 'Select the payer and then complete the page in order.', and another points to the 'TEST - Demo Org - P...' dropdown menu with the text 'Verify or select the organization first.'

Select the payer and then complete the page in order.

Verify or select the organization first.



E&B request

Bottom of page and Submit button

The screenshot displays the Availity user interface for an E&B request. The top navigation bar includes the Availity logo, Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area features a search bar, a 'My Patients Only' dropdown, and a 'New Request' button. On the left, a sidebar shows a patient summary for AVAILITY, SOPHIA M, with details on Health Benefit Plan Coverage and Transaction Date. The main form, titled 'Patient Information', contains several fields: Patient Search Option (dropdown), Patient ID (text input), Date of Birth (text input), State of Residence (dropdown), Gender (dropdown), and Patient Relationship to Subscriber (dropdown). A 'Submit another patient' checkbox is located below the relationship field. A prominent blue 'Submit' button is positioned at the bottom of the form.

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Search My Patients Only TEST - Demo Org - P... New Request

Detail View List View

AVAILITY, SOPHIA M
Health Benefit Plan Coverage
Transaction Date: Oct 27 2:31 pm

Patient Information

Patient Search Option ?
Patient ID, Date of Birth, Patient State of Residence

* Patient ID ?

* Date of Birth

* State of Residence
Please Select a State

Gender ?
Please Select a Gender

Patient Relationship to Subscriber ?
Self

Submit another patient

Submit



E&B results

History list and top section

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (1), My Favorites, Region, Help & Training, and a user profile for Claudie's Account. Below this is a secondary navigation bar with menu items like Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar and a 'Keyword Search' button are also present.

The main content area is divided into two sections. On the left, there is a 'My Patients Only' filter and a search bar. Below this is a list of patient cards. One card is highlighted, showing details for 'AVAILITY, OHIO' Health Benefit Plan Coverage, including the transaction date (Oct 29 3:53 pm), date of service, member ID, payer (MOLINA HEALTHCARE), and DOB. An arrow points from this card to the detailed view on the right.

The detailed view on the right shows the 'Subscriber' information for a member, including their Member ID, DOB, Gender, and Plan / Coverage Date (Jan 01, 2020 - Dec 31, 2020). It also displays the Molina Healthcare logo and a 'View Member ID Card' button. Below this, there are tabs for 'Patient Information', 'Coverage and Benefits', and 'Care Reminders' (7). The 'Subscriber Information' section shows the member ID. The 'Plan / Product Information' section shows 'Active Coverage' for 'Core Care Bronze 1' and 'Service Types' including Hospital and Hospital - Outpatient.

Select a card in the patient history list to display response results.

The patient history list holds up to 50 patient cards. Each patient card remains on the list for 24 hours from the time an E&B request is submitted.

Select buttons and links next to the payer's logo, when available, for additional features.



E&B results

Patient Information tab



The **Patient Information** tab includes sections, such as:

- Subscriber Information
- Plan / Product Information
- Payer Details
- Other or Additional Payers
- Provider Details
- Primary Care Provider
- Managed Care Coordinator

Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Patient Information | Coverage and Benefits | Care Reminders 7

Subscriber Information

Member ID [blurred]

Plan / Product Information

Active Coverage Plan / Product [blurred]	Service Types Hospital Hospital - Outpatient Medical Care Professional (Physician) Visit - Office Psychiatric - Outpatient
Active Coverage Family Insurance Type Other Plan / Product [blurred]	Service Types Routine (Preventive) Dental

Payer Details

Payer MOLINA HEALTHCARE [blurred]

Other or Additional Payers

Primary Payer
Payer [blurred]
Payer ID [blurred]
Insurance Type [blurred]
Service Type [blurred]
Insured or Subscriber [blurred]



E&B results

Coverage and Benefits tab

The **Coverage and Benefits** tab includes sections of service/benefit information.

Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Select an option to jump to a section.

Patient Information Coverage and Benefits Care Reminders 7

FILTER BY NETWORK All Networks

FREQUENTLY VIEWED

- Health Benefit Plan Coverage
 - Additional Payers
 - Contact Information
- Hospital
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Hospital - Outpatient
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Medical Care
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Professional (Physician)...
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Psychiatric - Outpatient
 - Co-Payment

Health Benefit Plan Coverage - 30 Feedback

Additional Payers - Health Benefit Plan Coverage

Primary Payer

Payer [blurred]

Payer ID [blurred]

Insurance Type [blurred]

Insured or Subscriber [blurred]

Member Identification Number [blurred]

Group Number [blurred]

Coordination of Benefits [blurred]

Eligibility Date [blurred]

Payer Contact Information [blurred]

Contact Information - Health Benefit Plan Coverage

Primary Care Provider

Name [blurred]

NPI [blurred]

Primary Care Provider Date [blurred]



E&B results

Care Reminders tab



When available, select the **Care Reminders** tab to review care reminders for the patient.

- Each care reminder includes the measure and a message.
- Select the **Print** button to print just this tab. You can also include care reminders to print when you use the E&B results print option.

Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Patient Information Coverage and Benefits Care Reminders 7

Care Reminders MOLINA HEALTHCARE Give Feedback

MEASURE	MESSAGE
196 - Annual Dental Visit	
196 - Annual Dental Visit	You should see your dentist every year to make sure your teeth are healthy
199 - Adolescent Well Care	A Well-care visit is recommended yearly to keep your teen healthy
214 - Children and Adolescent's Access to Primary Care Practitioners	A Well-care visit is recommended yearly to make sure your child is developing

Care reminders are based on clinical and administrative information submitted to participating insurance companies. Such information may be incomplete or inaccurate, and as such care reminders are not a substitute for professional judgement. Care reminders are solely for use by the recipient provider for treatment purposes.

Print



Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.



Role(s)

Messaging App
(or Messaging App – Admin)

Access

- To start a message, select the **Send a message to the payer** button on an eligibility and benefits results page.
- To check and reply to messages, select an option in the **Messaging** section on the Home page.

Training

Messaging a Payer – Training Program

Power tips

- For some payers, send attachment(s) with a message.
- Search, sort, and filter conversations.

Admins can:

- Assign conversations.
- View summaries of conversations.



Messaging

E&B result with message button

The screenshot shows a web application interface for a subscriber. At the top, there is a navigation bar with 'My Favorites', 'Florida', 'Help & Training', 'Sandy's Account', and 'Logout'. Below this is a search bar and a 'New Request' button. The main content area displays the subscriber's information: 'APPLE, ANDY Subscriber', 'Member ID 112233445566', 'DOB Dec 09, 1988', and 'Gender Male'. A 'Plan / Coverage Date' section shows 'May 01, 2017 - Dec 31, 2020'. A 'Message this payer' button is highlighted with a red box. The MOLINA HEALTHCARE logo is visible at the bottom left. Below the main content, there are tabs for 'Patient Information' and 'Coverage and Benefits', and a 'Frequently Viewed' section with 'Health Benefit Plan Coverage - 30'.

Message this payer

Complete the fields and send.

The screenshot shows a 'Messaging' modal window. At the top, there is a notification: 'Two business days or less for a response.' Below this is a 'Reason for message:' dropdown menu with 'Select...' as the current selection. A large text area is provided for the message content. At the bottom right, there are 'Add Attachments' and 'Send' buttons.



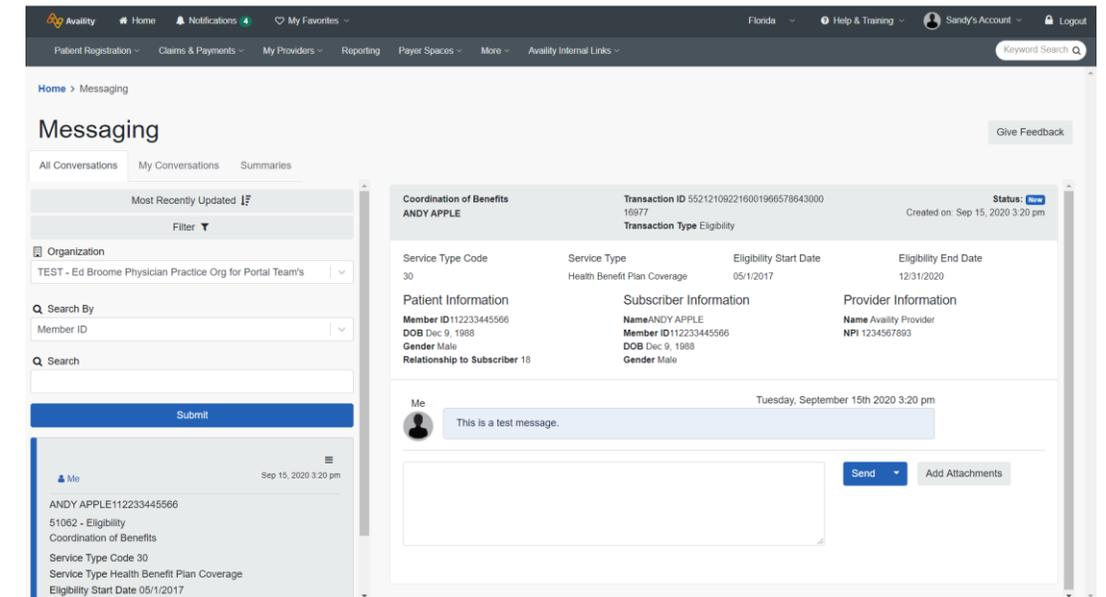
Messaging

Application on Home page

Example: Home page with Messaging app



Example: Messaging queue with pending message displayed



Claim Status

Search for claims your organization filed with participating payers.

Tip: In general, you can inquire about all claims your organization has submitted, including those not submitted originally through Availity.



Claim Status

Introduction

Role(s)

Claim Status

Access

Claims & Payments > Claim Status

Training

Claim Status – Training Demo

Power tips

Timesaver

Select a patient from the **Select a Patient** field to pre-populate patient data that was entered in previous eligibility and benefit inquiries submitted in the past 24 hours.



Claim Status

Request (top)

The screenshot shows the Availity Claim Status web application. The top navigation bar includes the Availity logo, Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area has a breadcrumb trail Home > Dashboard and a link for Need Help? Watch a demo for Claim Status. The title 'Claim Status' is displayed with a 'Give Feedback' button. The form includes dropdown menus for Organization (TEST - Demo Org - Provider) and Payer (PAYER NAME). A tab for HIPAA Standard is active. The 'Provider Information' section contains a question 'Is the provider the same as the organization name?' with 'Yes' selected, an optional 'Select a Provider' dropdown, and a 'Provider NPI' field. The 'Patient Information' section has an optional 'Select a Patient' dropdown.

If you submitted an E&B in past 24 hours for this payer, select the patient to populate patient information fields.



Claim Status

Request (bottom)

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, DEMOONLY, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area contains a form for requesting a claim status. The form is divided into two sections: Patient Information and Claim Information. The Patient Information section includes fields for Patient Date of Birth (MM/DD/YYYY), Patient Gender (optional, dropdown menu), Patient Account Number (optional), and Patient's Relationship to Subscriber (optional, dropdown menu). The Claim Information section includes Service Dates (optional, with From Date and To Date fields and a calendar icon), Claim Number (optional), and Institutional Bill Type (optional). A blue Submit button is located at the bottom right of the form.

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account DEMOONLY Logout

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

Patient Date of Birth
MM/DD/YYYY

Patient Gender optional
Select... | v

Patient Account Number optional

Patient's Relationship to Subscriber optional
Self | v

Claim Information

Service Dates optional
From Date - To Date [Calendar Icon]

Claim Number optional

Institutional Bill Type optional

Submit



Claim Status

Response results

Select a claim card on the left to display the claim status on the right. Claim status includes line level information. **Finalized claim?** Check remittance viewer for additional information.

Home > Search > Results Need Help? [Watch a demo](#) for Claim Status

cs Claim Status Give Feedback [New Search](#) [Edit Search](#)

Transaction ID: 20830050632 As of September 1, 2021 12:32 PM

AVAILITY, SOPHIA Patient

Patient ID ABC123456789	Subscriber AVAILITY, SOPHIA	Provider ABC CLINIC
DOB 07/11/1950		Provider ID 3234567899
Gender Female		

20216175776
FINALIZED
07/23/2020 - 07/23/2020
Processed 08/03/2020
Billed \$595.30
Paid \$293.40

20216175776M
FINALIZED
07/23/2020 - 07/23/2020
Processed 08/04/2020
Billed \$595.30
Paid \$0.00

Message this Payer [Remittance Viewer](#) [Print this Page](#)

Claim 20216175776

Dates of Service 07/23/2020 - 07/23/2020	Processed Date 08/03/2020	Status FINALIZED	Billed \$595.30	Paid \$293.40
--	-------------------------------------	----------------------------	---------------------------	-------------------------

Status as of 11/16/2020

- Finalized/Payment The Claim/Line has been paid
- Claim/Line has been paid

Check Number	Check Date	Patient Account #
EFT1234567	08/05/2020	UNKNOWN

Dates of Service	Procedure Code	Modifier	Quantity
07/23/2020 - 07/23/2020	A0425	SH	1.4
Status FINALIZED	Billed \$20.30	Paid \$8.54	

Status as of 11/16/2020

- Finalized/Payment The Claim/Line has been paid



Direct-entry (DE) Claim (Professional and Facility)

Quickly submit a real-time, electronic claim to help accelerate the claims and reimbursement process. Claim forms are based on the paper and x12 versions:

- Professional Claim: CMS-1500, 837P
- Facility Claim: UB04, CMS-1450, 837I (also known as institutional claim)



Role(s)

Claims (to access claim forms)
EDI File Management (for batch reports)
Medical Attachments (for tracking attachments)

Access

Claims & Payments > Professional Claim
Claims & Payments > Facility Claim

Training

Professional Claim – Training Demo
Facility Claim – Training Demo

Power tips

- Save time by running an E&B first.
- Submit primary, secondary, or tertiary claims. (**Responsibility Sequence** field)
- Include up to 50-service (claim) lines on a claim.
- Submit an initial or corrected claim. (**Frequency Type** field)
- Use integrated code lookup tools.
- Set up all providers and facilities in express entry.
- Submit supporting documentation (attachments) at the same time as you submit the claim.



DE claims

Claim entry page (select options, first)

Type of claim displays here.

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Home > Professional Claim

Professional Claim [Give Feedback](#)

Confirm which organization and payer you would like to submit claims for.

Organization
TEST - Demo Org - Provider

Transaction
Professional Claim

Payer

mo

- MOLINA HEALTHCARE
- MOLINA MEDICARE
- [blurred]



DE claims

Claim entry page

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account DEMOONLY Logout

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

Home > Select > Professional Claim

Professional Claim

Give Feedback

Fields marked with an asterisk * are required.

INSURANCE COMPANY/BENEFIT PLAN INFORMATION

* Responsibility Sequence

Primary | v

PATIENT INFORMATION

Select a patient (Patients in the list are from your eligibility and benefits inquiries in the last 24 hours for the current organization)

Type to search... | v

Start at top
and complete
claim in order.



DE claims

Add an Attachment

Avallity 20 Home Notifications 1 My Favorites

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More

Keyword Search

TREATMENT LOCATION INFORMATION

RENDERING PROVIDER

SUPERVISING PROVIDER

REFERRING PROVIDER

ATTACHMENTS

* Report Type
Type to search...

* Report Transmission
File Transfer

Select a Report Type above

Choose file Browse

DIAGNOSIS CODES

* Principal Diagnosis Code
Type to search...

Add another code

Select the check box to expand the Attachments section.

Use the dropdown menu to select the Report Type and Report Transmission.

Select Browse to choose file to upload



DE claims

Add an Attachment

The screenshot shows the Avality web application interface. At the top, there is a navigation bar with the Avality logo, Home, Notifications, My Favorites, Help & Training, Kelsey's Account, DEMOONLY, and Logout. Below the navigation bar, there are tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the navigation bar.

The main content area displays the 'TREATMENT LOCATION INFORMATION' section. An 'Open' dialog box is open, showing the file system. The dialog box is titled 'Open' and shows the path 'OneDrive - Avality, LLC > Desktop > Desktop Files > New folder (2)'. The file list shows a file named 'Sample file' with a status of 'Open', a date of '8/5/2021 1:59 PM', a type of 'Adobe Acrobat D...', and a size of '80 KB'. The 'File name' field at the bottom of the dialog box contains 'Sample file'. The 'Open' button is highlighted.

An orange callout box with a white arrow points to the 'Sample file' in the file list. The text inside the callout box reads: 'Select the file you would like to upload, and then select open.'

Below the file list, there are sections for 'DIAGNOSIS CODES' and 'CLAIM INFORMATION'. The 'DIAGNOSIS CODES' section includes a dropdown menu for the 'Principal Diagnosis Code' and an 'Add another code' button. The 'CLAIM INFORMATION' section is partially visible at the bottom.



The screenshot shows the Avality DE claims system interface. The top navigation bar includes the Avality logo, Home, Notifications (1), My Favorites, Help & Training, Kelsey's Account, DEMOONLY, and Logout. The main navigation bar includes Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A Keyword Search bar is located on the right side of the main navigation bar.

The main content area displays the 'ATTACHMENTS' section, which is expanded. The section includes the following fields:

- TREATMENT LOCATION INFORMATION**
- RENDERING PROVIDER**
- SUPERVISING PROVIDER**
- REFERRING PROVIDER**
- ATTACHMENTS** (checked)
- * Report Type**: Type to search... (dropdown)
- * Report Transmission**: File Transfer (dropdown)
- Select a Report Type above**: Choose file (button) | Browse (button)
- Sample file.pdf**: A file entry with a green status bar and a red trash can icon.
- DIAGNOSIS CODES**
- * Principal Diagnosis Code**: Type to search... (dropdown)
- + Add another code** (button)

A green status bar will indicate the file was successfully added. To delete the attachment, select the red trash can icon. To add another file, select the Report Type, Report Transmission, and Choose File.



The screenshot shows the Availity web interface. The top navigation bar includes the Availity logo, Home, Notifications (5), My Favorites, Florida, Help & Training, Sandy's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search box. The main content area has a breadcrumb trail: Home > Select > Professional Claim. The title 'Professional Claim' is displayed with a 'Give Feedback' button. A message states: 'Your claim has been sent to **MOLINA HEALTHCARE FLORIDA**, which processes claims in batches. You will receive the responses for this claim in your Receives Files mailbox.' Below this is a white box containing a list of claim details (Transaction ID, Claim Number, Submission Type, Submission Date, Date(s) of Service, Patient Name, Subscriber ID, Billing Provider Name, Billing Provider NPI, Billing Provider Tax ID, Total Charges) and the Molina Healthcare logo. At the bottom of the box are buttons for 'Back to Request' and 'Print'.

Availity Home Notifications 5 My Favorites Florida Help & Training Sandy's Account Logout

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

Home > Select > Professional Claim

Professional Claim [Give Feedback](#)

Your claim has been sent to **MOLINA HEALTHCARE FLORIDA**, which processes claims in batches. You will receive the responses for this claim in your Receives Files mailbox.

Transaction ID:
Claim Number:
Submission Type:
Submission Date:
Date(s) of Service:
Patient Name:
Subscriber ID:
Billing Provider Name:
Billing Provider NPI:
Billing Provider Tax ID:
Total Charges:



[← Back to Request](#) [Print](#)



Attachments

Send attachments electronically and review history records in your organization's Attachments Dashboard.



Role(s)

- a) Medical Attachments (to review requests, submit attachments, and track attachments sent).
- b) Administrator or Administrator Assistant (to set up providers for electronic request)

Access

- a) **Claims & Payments > Attachments – New**
- b) **My Providers > Enrollments Center**

Training

- a) Attachments (new) – Online Course
- b) Setting Up for Medical Attachments – Training Demo

Power tips

- Coordinate best-practices with your organization.
- Check Availity Help for up-to-date information about max file sizes.
- Coordinate best-practices with your co-workers.
- The Attachments Dashboard is shared by other users at your organization who have the Medical Attachments role.



Attachments

Attachments Dashboard – Intro

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Home > Provider Work Queue Need Help? Watch a demo about Attachments

A Attachments Dashboard

Provider Registration Send Attachment

Open Search Form Sort Ascending By: Required By Date Filter by Product Category: Select... Filter by status: Select...

Inbox Sent History Reporting

Request	Patient	Payer	Provider	Details
There are no items currently in this queue				

Options
Tabs

Buttons

Records



Attachments

Attachments Dashboard – Sent tab

Availity Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Home > Provider Work Queue

A Attachments Dashboard

Need Help? Watch a demo about Attachments
Provider Registration Send Attachment

Search by patient name, provider name, etc Sort Descending By: Status Date Filter by status: Select...

Inbox Sent 23 History Reporting

Request	Patient	Payer	Provider	Details
MEDICAL CLAIM SUBMITTED 10/30/2020		MOLINA HEALTHCARE		\$0 04/29/2020 04/29/2020

Each record includes a record number, category/type, status and date, patient, payer, provider, and service date information.

Tip: Select a record to display the Attachment Detail window.



Attachments

Send Attachments button

On the Medical Attachments page, make selections to display applicable fields.

1. Select the organization and payer.
2. Select an option in the **Request for Information** section that displays.

Note: The **Claim Information** section of the form varies based on your selection.

3. Complete the required sections and fields that display and add attachments.
4. Select the **Send Attachment(s)** button.

The screenshot shows the Availity Medical Attachments form. The form is titled "Medical Attachments" and includes the following sections:

- Organization:** A dropdown menu with "TEST - Availity Training" selected. A red circle with the number "1" is next to this section.
- Payer:** A dropdown menu with "MOLINA HEALTHCARE FLORIDA" selected.
- Request for Information:** A section with a "Request for Information" header and a help icon. It contains two instructions: "Select Yes, if you are responding to a request from the health plan and have a payer-assigned claim number." and "Select No, if you have a submitter-assigned Attachment Control Number that matches the PWK segment in a claim." Below these instructions are radio buttons for "Yes" (selected) and "No". A red circle with the number "2" is next to this section.
- Provider:** A section with radio buttons for "NPI" (selected) and "Tax ID". A red circle with the number "3" is next to this section.
- Attach Supporting Documentation:** A section with a yellow header "ADDING ATTACHMENTS:" and two bullet points: "This Health Plan supports file types including .pdf, .jpg, .png, .tiff and .gif." and "File names cannot contain spaces or special characters with the exception of '-' and '_'." Below this is a "Reason" dropdown menu with "11503-0 - Medical Records" selected. To the right is a file upload area with a "Sample2.jpg" file being uploaded, indicated by a progress bar and a green checkmark. Below the file upload area is a link "Add Another File Attachment". At the bottom right of this section is a "Send Attachment(s)" button. A red circle with the number "4" is next to this button.

At the bottom left of the form is a "Clear Values" button.



Remittance viewer

Use remittance viewer to view, search, and reconcile electronic remittance (ERA) data and download EOPs/EOBs, when available.



Remittance viewer

Overview

Role(s)

Claims Status

Access

Claims & Payments > Remittance Viewer

Training

Remittance Solutions – Training Demo

Power tips

- For some payers, get access to stored remits and access EOPs.
- Search remittance viewer by check/EFT or claim information, then quickly explore check and claim details.
- Use the **Manage Access** option to get access, delegate access, and revoke access.

Note: There is no charge for accessing remittance data through the remittance viewer, for any payers that automatically send their remittance data to Availity.



Remittance viewer

Check/EFT tab

Availity Home Notifications 5 My Favorites Florida Help & Training Sandy's Account Logout

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

Home > Remittance Viewer

Need Help? Watch a demo for Remittance Viewer
Need help getting access to EOP/EOBs?

RV Remittance Viewer Manage Access Give Feedback

Check / EFT Claim

Search Check / EFT #, Tax ID, NPI, Payer Name Check / EFT Dates Search

Filter by: Clear all filters <<

Organization

Check / EFT Amount

Date Received by Availity

Filter

Payments issued from 11/02/2019 to 11/02/2020 Download CSV

<< First 1 2 Last >> Showing 1 - 25 of more than 10000 Remits

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availity	Check/EFT Amount	Actions
					\$172.24	
					\$78.49	

Link to claims

Tabs

Search

Filters

Link to claims



Remittance viewer ➔ Claim tab

Availity Home Notifications 5 My Favorites Help & Training Sandy's Account Logout

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

Home > Remittance Viewer

RV Remittance Viewer

Need Help? Watch a demo for Remittance Viewer
Need help getting access to EOP/EOBs?

Manage Access Give Feedback

Check / EFT Claim

Search Claim #, Check / EFT #, Tax ID, NPI, Member ID, Patient Control #, Payer Name Check / EFT Dates - Search

✕ Check / EFT Number

Filter by: Clear all filters <<

Organization

Patient Name

Patient ID

Check / EFT Amount

Payments issued from 07/24/2020 to 07/24/2020 Download CSV

<< First 1 Last >> Showing 1 - 8 of 8 Remits

Service Dates	Claim #	Payer	Check/EFT # (Check/EFT Date)	Patient Name (Patient Control #) (ID)	Patient Amt	Total Charged Amt	Total Paid Amt	Actions
					\$0.00	\$135.30	\$113.43	

Manage Access

Link to claim details.

Download EOPs, if available



Get Access page example

Availity Home Notifications 1 My Favorites Florida Help & Training Claudie's Account DEMOONLY Logout

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

Home > Remittance Viewer > Manage Access > Get Access

Need Help? [Watch a demo for Remittance Viewer](#)
Need help getting access to EOP/EOBs?

RV Remittance Viewer Give Feedback

[Back to Manage Access](#)

Get Access

Can't find a remit? Please authenticate your organization to access remittance information, by providing check or EFT information for an ERA you received within the past 30 days (recommended) or most recent ERA file/EOB.

[Why am I being asked to provide payment information?](#)

Organization

Payee Tax ID

Check/EFT Trace Number

Check/EFT Amount \$

Check/EFT Date

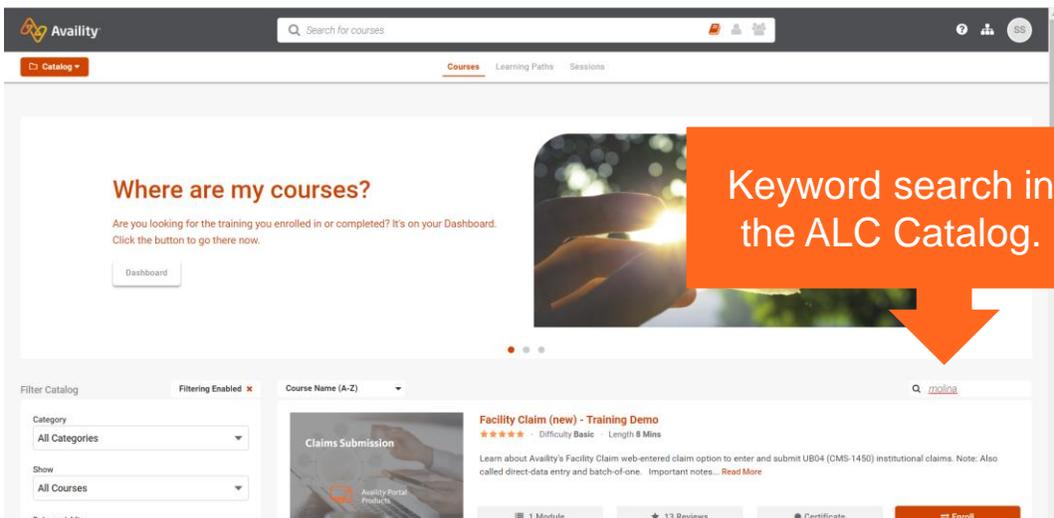
[Get Access](#) [Cancel](#)



Finding courses fast

We've curated some recommended courses for Molina providers

In Availity Portal, select **Help & Training > Get Trained** and then search the ALC catalog by keyword 'Molina' to quickly locate and enroll for courses you're interested in.



General application training

- Eligibility and Benefits Inquiry - Training Demo
- Claim Status - Training Demo
- Remittance Solutions - Training Demo
- Express Entry - Training Demo
- Attachments (new) - Online Course
- Messaging a Payer - Training Program

Focus on direct-entry claims

- Professional Claim (new) - Training Demo
- Facility Claim (new) - Training Demo
- Secondary and Tertiary Claims - Online Course
- Follow Up on Web-Entered (direct-entry) Claims - Online Course

Administrator training

- Availity Portal Administrator Onboarding - Training Program
- Medical Attachments Setup – Online Course

Thank you!

Need support?

In Availity Portal, select **Help & Training** > **Availity Support** for eticketing, online chat, and knowledgebase articles or call 1.800.AVAILITY (282.4548).

