



Availity Essentials

# Molina Healthcare Ohio (Medicaid) registration

Registration for Molina Healthcare Ohio (Medicaid) users

*better information. better insights. better outcomes.*

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# Welcome to Availity Essentials

Molina Healthcare Ohio (Medicaid) users, welcome to Availity Essentials!

Depending on which type of user you are, this guide provides instructions on how to register your organization with Availity.

## User types

Determine the type of user you'll be in Availity Essentials.

### New users who need to register an organization

If you are a new user to Availity and need to register an organization you automatically become the Availity administrator of the organization. Refer to the procedure in this guide: Register an organization.

Once your organization registered and approved, you can begin adding users to your organization. Refer to the procedure in this guide: Add users and assign/edit user roles.

### New users who need to get added to an organization

If you are a new user to Availity and need to be added to an organization, you'll need to email your user ID to your Availity administrator.

Refer to the procedure in this guide: Locate your user ID in Availity Essentials. Your Availity administrator adds you to an organization and also assigns the appropriate roles to your profile to access different features and applications in Availity Essentials.

### Existing users who need to get added to an organization

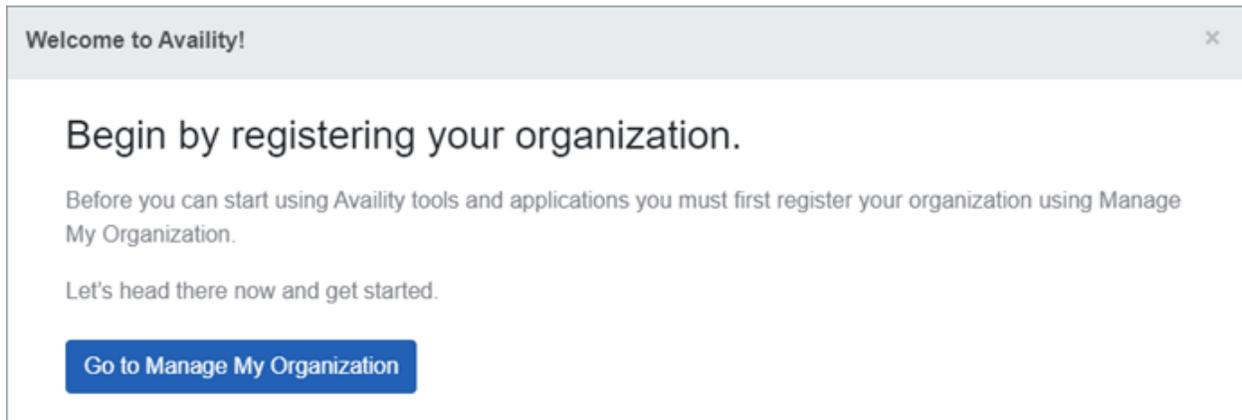
If you are an existing user with Availity, and have not been added to an organization yet, you'll still need to send your user ID to your Availity administrator. Refer to the procedure in this guide: Locate your user ID in Availity Essentials.

**Important:** Existing users who have registered an organization in Availity Essentials or have been added to an organization need to log into the [Ohio Department of Medicaid](#) website to access Availity Essentials.

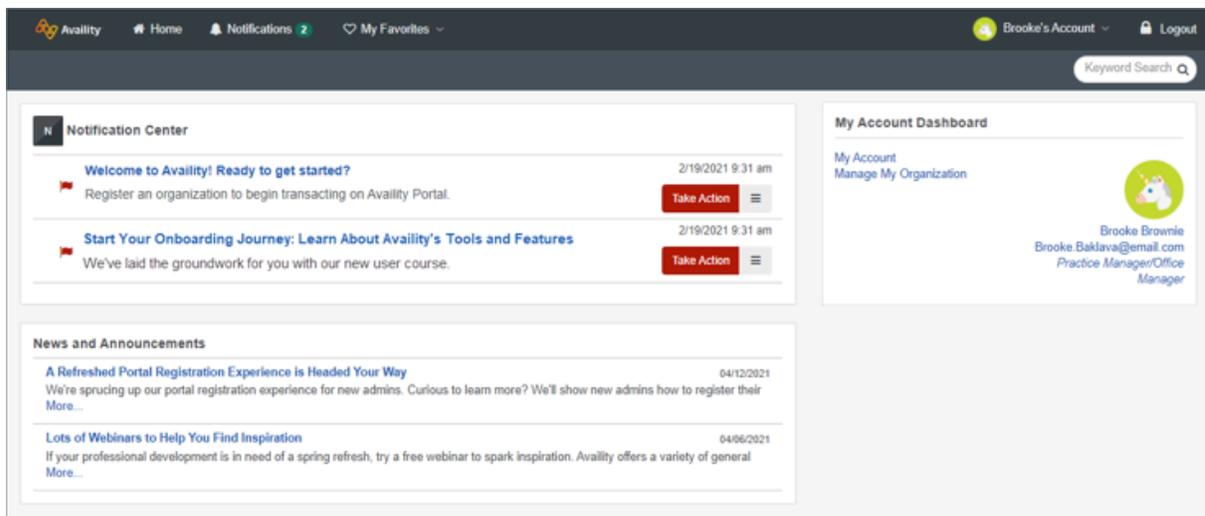
## Next steps after login

Once you have logged into Availity Essentials, the following message alert might display. Click **Go to Manage My Organization** to begin registering your organization.

Otherwise, after login you'll land on the Availity Essentials Home page. Follow the steps below to get started:



1. Click **Go to Manage My Organization** to register your organization on the Manage My Organization page.
2. If you close out of the message alert, you are brought back to the Notification Center. Click **Welcome to Availity! Ready to get started?** to go to the Manage My Organization page to register your organization.



3. Click **Start your Onboarding Journey: Learn about Availity's Tools and Features** to listen to the course on how to get started in Availity Essentials.

## Register an organization

In Availity Essentials, register your organization from the Manage My Organization page.

**Note:** If you are the person who registers your organization, you are automatically the primary administrator of the organization.

**Important:** Before you begin the registration process, here are few things that you need to gather about yourself and your organization:

### Healthcare Provider or Health Service Provider

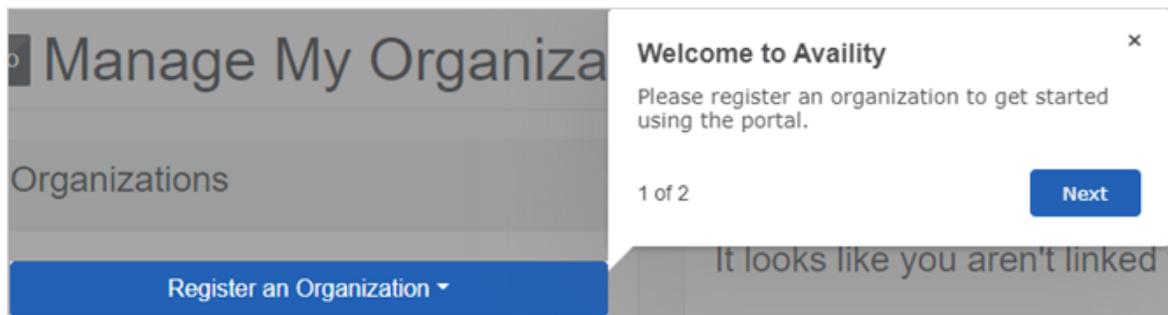
Healthcare providers need to provide:

- Tax ID (EIN or SSN)
- NPI (if you have one)
- Primary specialty/taxonomy
- Check or EFT information from a health plan that you submit to (recommended)

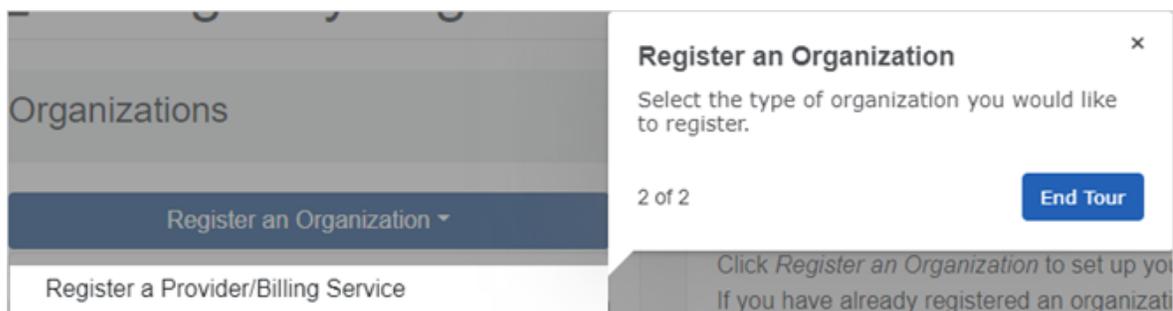
1. As a new user, you are not yet associated with an Availity organization. Existing users, go to step 2.

**As a new user, follow these informational prompts:**

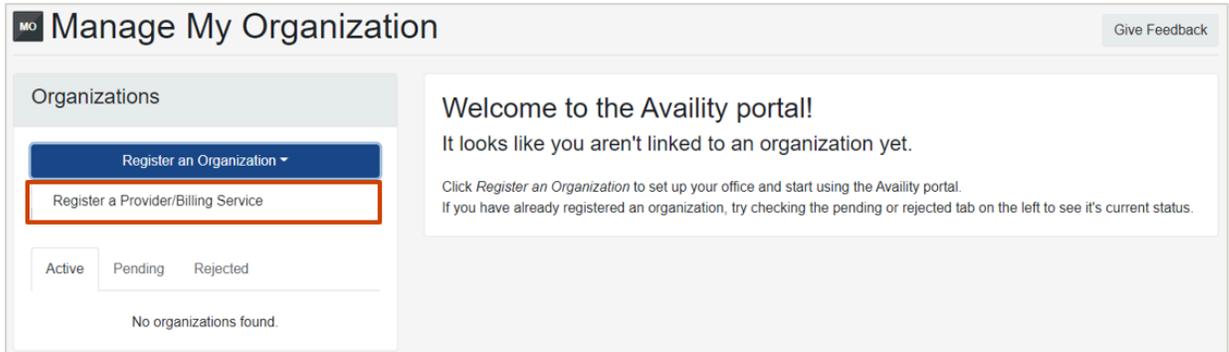
- a. On the Welcome to Availity prompt, click **Next**.



- b. On the Register an Organization prompt, click **End Tour**.



- c. On the Manage My Organization page, click the **Register an Organization** menu, and then select **Register a Provider/Billing Service**.

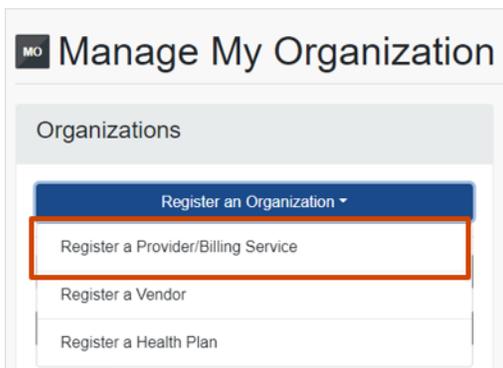


d. Go to step 3 where you'll need to verify your identity.

2. As an existing user, you are already associated with an Availity organization.

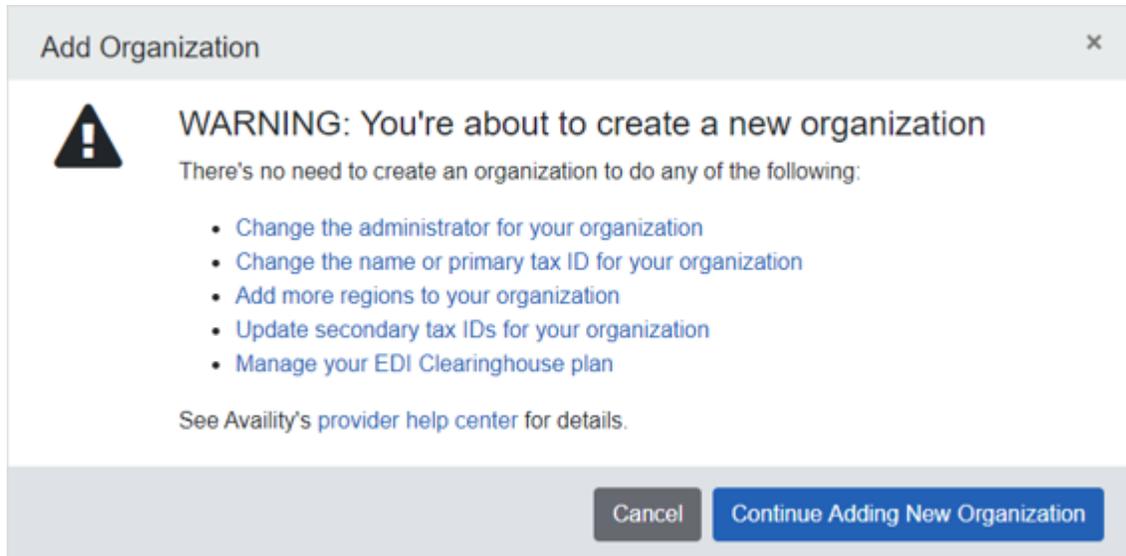
**Follow these steps to register another organization:**

a. Click the **Register an Organization** menu, and then select **Register a Provider/Billing Service**.



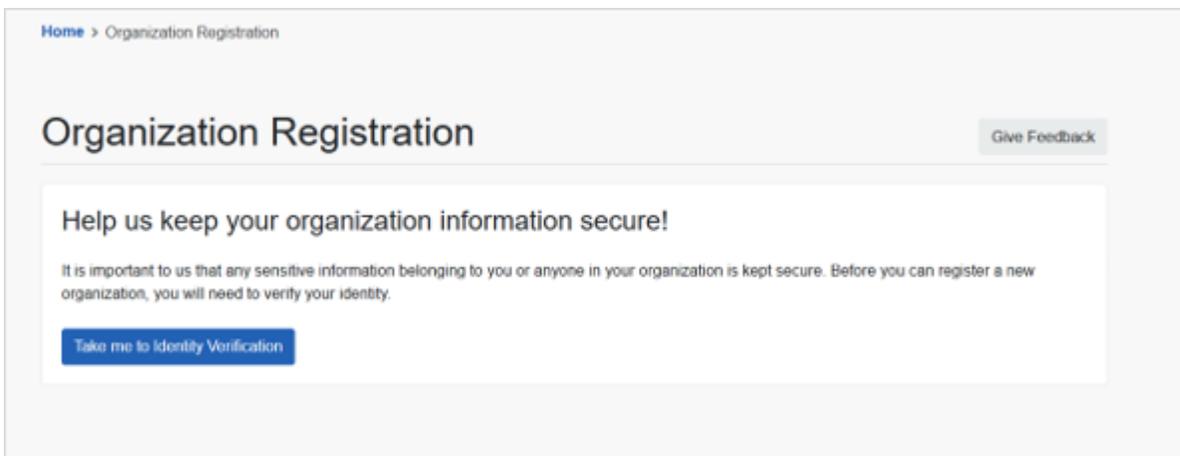
**Note:** When you select **Register a Vendor** or **Register a Health Plan**, you leave Availity Essentials and are directed to either the vendor registration website or the health plan registration website to finish registering your organization.

b. Read the Warning message that displays. The message lists a few common functions where you do not need to create another organization. Click **Continue Adding New Organization**.



3. Click **Take me to Identity Verification**.

**Note:** When you register an organization, you automatically become the Availity administrator for that organization. You will be prompted to verify your identity if you are a first-time administrator. Refer to the procedures to [Verify your identity online](#) or [Verify your identity manually](#) in this guide. With manual ID verification, you'll need to print out a form, complete the information, and then mail the form back to the designated address.



**Note:** For users whose identity has already been verified, you'll proceed to the next step and won't need to go through identity verification.

4. Verify or change any personal information and then click **Next**.

**Tip:** Select the check box to use a nickname for your organization account instead of your legal name. In the **Preferred Name field**, enter your nickname.

**Note:** If you have previously verified your identity with Availity or if you have recently created your Availity account, your legal first and last names automatically display in the fields.

5. Select the organization type you are registering.

**Healthcare Provider or Health Service Provider**

- a. Enter the name of your organization.
- b. For the tax ID, enter an employer identification number (EIN) or social security number (SSN), and select the appropriate type.
- c. Enter your organization's NPI. Select the check box if your organization does not require an NPI.

**Important:** If your organization does not require an NPI, select the check box that your organization is an atypical provider. Optionally, enter an atypical NPI.

- d. Select the organization agreement check box, and then click **Next**.

Avality Home Notifications My Favorites Pennsylvania Help & Training Jane Tester Logout

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

Home > Organization Registration

## Organization Registration Give Feedback

MY REGISTRATION IS

20%

COMPLETE

**What's Next?** Duplicate TIN Check

**What's an Avality organization administrator?**

As the administrator for your organization, you are responsible for creating a user account for each user in your organization. When creating a user account, you will assign it the appropriate roles based on that user's job function.

Organization Information

### Tell us about your organization

What type of organization are you registering?

Organization Name  
 Enter the name of the company you work for.   Providing a service on behalf of a provider?

Tax ID  Type

This organization is an atypical provider and does not provide healthcare, as defined under HIPAA in Federal regulations at 45 CFR section 160.103.

Organization's NPI  
If you have an both individual (entity type 1) and organization (entity type 2) NPIs, enter the organization's NPI.

I agree to be one of the administrators for this account, and I have the organization's authority to, and do, accept [Avality's Organization Agreement](#)

6. Enter your organization's primary service location.

### Healthcare Provider or Health Service Provider

- Clear the check box if the billing and physical address are not the same, and then enter the organization's billing address.
- Select the taxonomy codes. You can select more than one code.
- Select your payers' regions. You can select more than one region.
- Select the check box if you need a secure FTP mailbox to share EDI files with your health plans, and then click **Next**.

Availity Home Notifications My Favorites Pennsylvania Help & Training Jane Tester's Account Logout

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

## Organization Registration Give Feedback

MY REGISTRATION IS

50%

COMPLETE

**What's Next?** Check Verification

**What's a taxonomy code?**

Taxonomy codes are administrative codes for identifying the provider type and area of specialization for healthcare providers. Each taxonomy code is a unique ten character alphanumeric code that enables providers to identify their specialty at the claim level.

Organization Information

### Organization's Primary Service Location

Street Address

City State ZIP / Postal Code

 Select... 

Billing and primary service location address are the same

Organization Phone Number Extension

### Taxonomy and Specialty

Primary Specialty/Taxonomy

Additional Specialties/Taxonomies Optional

It's okay to select more than one.

### Payers' Regions

This organization is contracted in the following states:

 Florida x

We need to securely exchange batches of EDI files with payer using Availity's SFTP.

Back Next

- To verify your organization and obtain faster approval, provide information from a valid check you have received from an available health plan in the last six months, and then click **Next**.

**Note:** Select **None of these** if you do not have a check or EFT from any of the available payers.

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

Patent Registration Claims & Payments My Providers Reporting Payer Spaces More Availity Internal Links Keyword Search

## Organization Registration [Give Feedback](#)

MY REGISTRATION IS

75%

COMPLETE

**What's Next?** Review Organization

**What might delay us in creating this organization account?**

We can create most organization accounts in less than 24 hours. With check validation, it's even quicker. However, delays can occur if your organization's information matches another's on file, or if we have trouble verifying your identity.

**Time Saver Tip**

### Expedite your organization account's setup

Did you know all organizations go through an extensive approval process that can take anywhere from 24 hours to a couple weeks?

One way to expedite approval is by providing check or EFT information from one of the listed payers. The check or EFT must have been issued between **04/09/2020** and **10/06/2020**.

**Payer**

Don't have a check or EFT from the payers listed? Select "None of these".

ABC Payer

**Primary Tax ID**

454200223

**Check/EFT Trace Number**

**Check/EFT Amount**

\$00.00

**Check/EFT Date (MM/DD/YYYY)**

mm/dd/yyyy

[Back](#) [Next](#)

8. Review your information. Click the **Edit** link to update your personal or organization information, and then click **Submit**.

**Organization Registration** Give Feedback

MY REGISTRATION IS



99%

COMPLETE

What's Next? Next Steps

**Review**

**Review your application**

Please review the information and make sure we have it right before submitting your application for a new organization account.

**ACCOUNT INFORMATION**

**Email Address** jtester@availity.com

**User ID** janetester

**ABOUT ME**

**Name** Jane Tester (Advertising/Marketing Specialist)

**Phone Number** (000) 000-0000 (My mobile)

[Edit](#)

**ORGANIZATION INFO**

**Organization Name** ABC Test Clinic

**Organization NPI** 1234567890

**Organization Tax ID** 412345678

**Primary Taxonomy** (251500000X)AGENCIES|COMMUNITY|BEHAVIORAL HEALTH|NOT APPLICABLE

**Primary Service Location** 4701 Test Drive East Ponte Vedra Beach, FL 32082

**Billing Address** 77 Jane Tester Avenue Ponte Vedra Beach, FL 32082

[Edit](#)

Back
Submit

9. Review the next steps for your submitted registration.

- Click the **Organization Agreement** link to review and then print the agreement.
- If you selected to exchange EDI transactions through SFTP, go to the Availity home page for instructions on setting up your SFTP mailbox. A notification displays when the organization is approved.
- Click the **Manage My Organization** link to view the status of your registration.

# Organization Registration

[Give Feedback](#)

MY REGISTRATION IS



COMPLETE

**What's Next?** [Manage Organization](#)

## Next Steps

Thanks for registering to create an organization account.

Your application ID is **3177330**.

### WHAT'S NEXT?

-  Print this page and the [Organization Agreement](#) for reference.
-  Once approved, view your notifications on the [Availity home page](#) for instructions on setting up your SFTP mailbox.
-  We are processing your application. Please visit [Manage My Organization](#) to view the status of your registration.

[Print](#)

[Home](#)

[Manage My Organization](#)

## What's next?

Go to the Manage My Organization page to check the status of your organization's registration. On the Manage My Organization page, you'll see if your registration is either *Active*, *Pending*, or *Rejected*.

If your registration is automatically approved, the *Active* status and the color green are associated with the organization.

The screenshot shows the Avality Manage My Organization page. The organization 'Billing Test Org' is highlighted with a green border, indicating it is active. The page includes a navigation bar, a search bar, and a list of organizations. The active organization's details are shown in a table:

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
123123123	123123123	NY, CT, NJ, RI	282N00000X - Hospitals - General Acute Care Hospital	52nd Central Park West 10001

Below the table, a message reads: "Awesome. Your organization is live. Here are some tips to help you manage your organization effectively." The tips include: Access training for new administrators and users; If you are an administrator, you can add users; TIP: You'll want to designate a backup admin; Set up your providers in express entry; Enroll for or set up additional features; Or, go to the home page.

If your organization is not automatically approved, the status is either *Pending* or *Rejected*. Organizations in a *Pending* status are associated with the color yellow and have updates in the **Notes** section that let you know your application is currently under review.

The screenshot shows the Avality Manage My Organization page with a pending organization. The organization 'Billing Org Test' is highlighted with a yellow border, indicating it is pending. The page includes a navigation bar, a search bar, and a list of organizations. The pending organization's details are shown in a table:

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
1231231231	N/A	NY	N/A	52nd Central Park West

Below the table, there is an 'Administrator Information' section with a table:

Admin Name	Email Address	Status	Notes
Jane Tester	janetester@email.com	N/A	N/A

There is also an 'Application Information' section with a table:

Application ID	Application Date	Status	Notes
3181084	March 04 2021	PENDING	Your application is being reviewed.

Organizations in a *Rejected* status are associated with the color red and have updates in the **Notes** section that let you know your application has been rejected. Rejected organizations might be missing certain forms and supporting documentation.

## MO Manage My Organization

[Give Feedback](#)

**Organizations**

Register an Organization ▼

Org Name  Search...

Newest to oldest ⌵

Active  Pending  Rejected

**Check Org QA**

<b>Tax ID</b>	<b>NPI</b>	<b>REJECTED</b>
125369874	1003830001	

**Test Org**

<b>Tax ID</b>	<b>NPI</b>	<b>REJECTED</b>
222333444	N/A	

Check Org QA				
<b>Tax ID</b>	<b>NPI</b>	<b>Regions</b>	<b>Primary Taxonomy</b>	<b>Primary Service Address</b>
██████████	██████████	WA	252Y00000X - Agencies - Early Intervention Provider Agency	456 check street check town, Washington 333334444

Administrator Information			
Admin Name	Email Address	Status	Notes
██████████	██████████	N/A	N/A

Application Information			
Application ID	Application Date	Status	Notes
██████████	April 12 2018	<b>REJECTED</b>	Your application has expired or has been rejected.

**Application Activity**



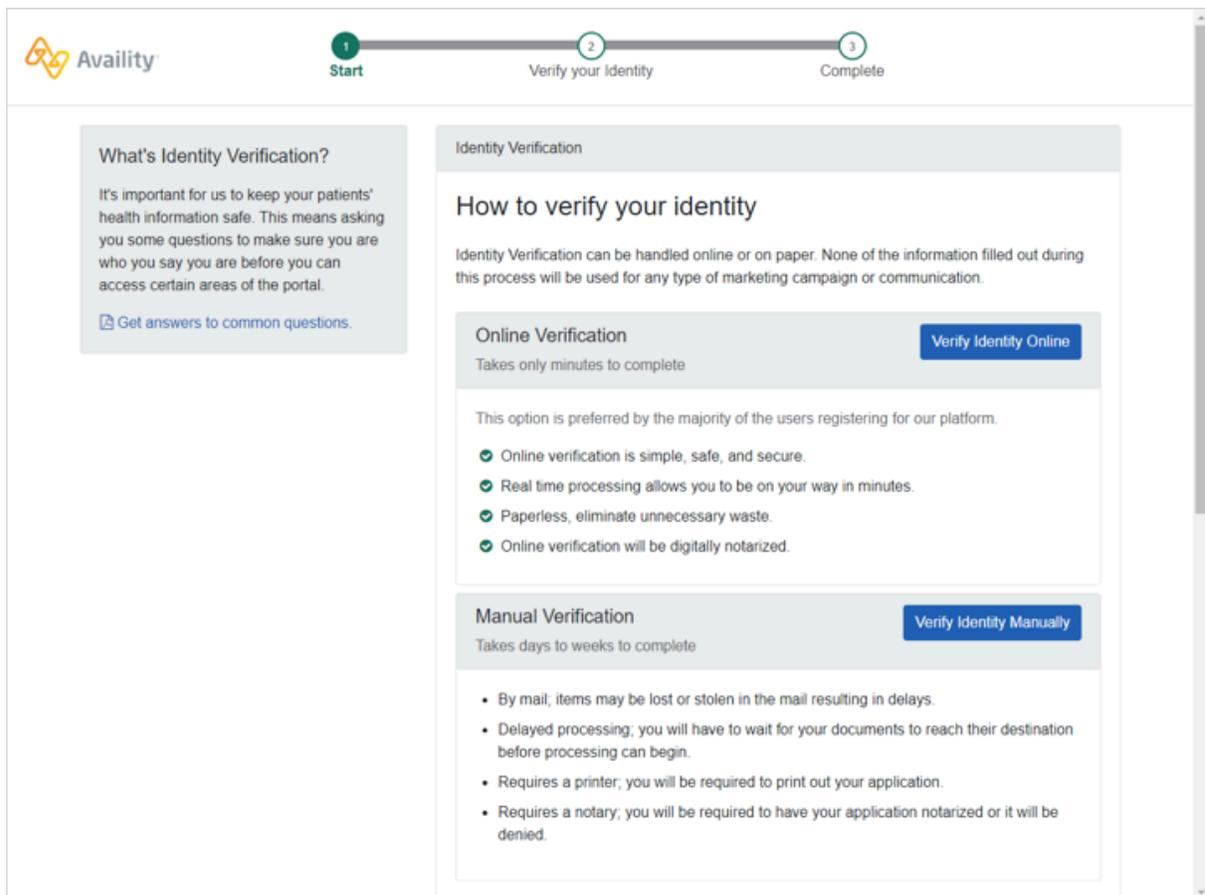
## Verify your identity manually

You can verify your identity manually instead of online when you register an organization with Availity. You'll need to complete the following tasks for manual identity verification:

- Complete an initial online form
- Download the Identity Verification form
- Complete the form
- Get the form notarized
- Mail the form back to the address indicated on the form

**Important:** Manually verifying your identity takes longer than verifying your identity online.

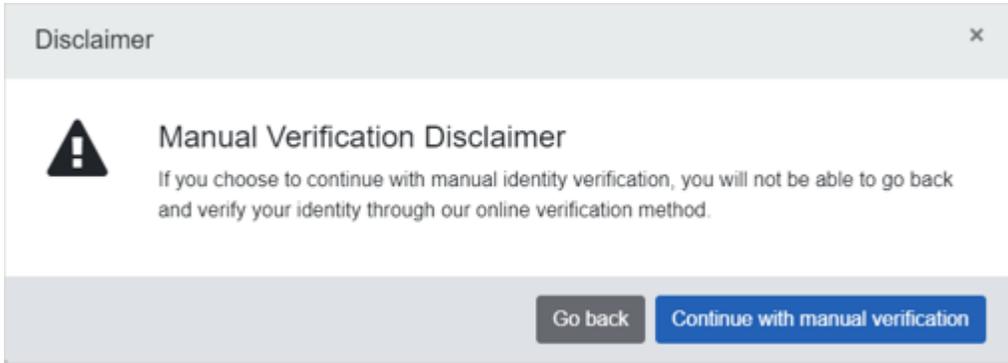
1. To manually verify your identity, click **Verify Identity Manually**.



The screenshot displays the Availity Identity Verification interface. At the top, a progress bar shows three steps: 1. Start, 2. Verify your Identity, and 3. Complete. The main content area is divided into two columns. The left column, titled 'What's Identity Verification?', explains the importance of keeping patient health information safe and provides a link to 'Get answers to common questions'. The right column, titled 'Identity Verification', is headed 'How to verify your identity' and states that information is not used for marketing. It offers two options: 'Online Verification' (takes minutes) and 'Manual Verification' (takes days to weeks). The 'Manual Verification' option is highlighted with a blue button labeled 'Verify Identity Manually'. Below this, a list of bullet points details the requirements and risks of the manual process, such as potential loss or theft of documents, delayed processing, and the need for a printer and notary.

2. Click **Continue with manual verification** to begin the manual verification method for your identity. Click **Go back** to continue with the online verification process.

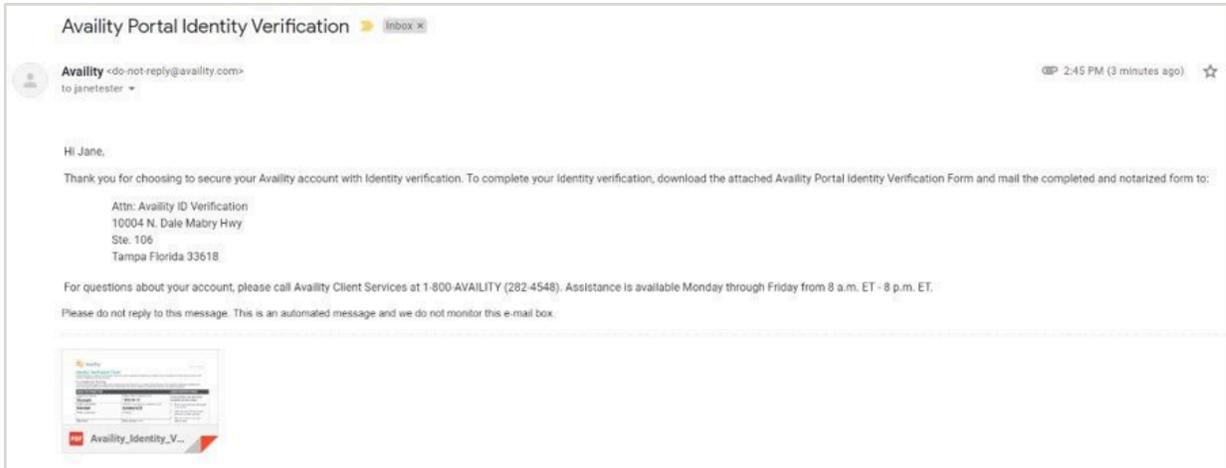
**Tip:** When you select the manual verification method, you'll be able to go back later and [change to the online verification method](#).



3. On the Verifying Your Identity Manually page, complete the required information, and then click **Continue**.

A screenshot of the Availity portal's "Verifying Your Identity Manually" page. At the top, the Availity logo is on the left, and a progress bar shows three steps: "Start" (checked), "Verify your Identity" (current step), and "Complete". The main content area is split into two columns. The left column has a grey box titled "What's Identity Verification?" with explanatory text and a link "Get answers to common questions." The right column is titled "Identity Verification" and "Verifying Your Identity Manually". It contains a message: "Please double check and verify the information below is correct. We will use this information to pre-fill your identity verification application." Below this are several form fields: "Legal First Name" and "Legal Last Name" (text boxes), "Date of Birth" (text box with placeholder "mm/dd/yyyy" and a help icon), "What do you do the most?" (dropdown menu), "Personal Phone Number" (text box), "Extension" (text box), and "Phone Type" (dropdown menu). At the bottom, there is a note: "Additional instructions regarding next steps are included in the PDF that will be sent to: jdoe11@QARegistration.availity.com" and two buttons: "Back" (grey) and "Continue" (blue).

4. On the confirmation page, click **Continue** to get directed back to the Organization Registration page to complete the registration of your organization.
5. In the meantime, check your email from Availity. In the email message, click the link to download and print the manual Identity Verification application form.



**Tip:** Remember, you'll need to get the form notarized, and then return the form by mail to the address that is on the form.

## Verify your identity online

You'll need to verify your identity when you register an organization with Availity.

1. To verify your information online, click **Verify Identity Online**.

Availity

1 Start 2 Verify your Identity 3 Complete

### What's Identity Verification?

It's important for us to keep your patients' health information safe. This means asking you some questions to make sure you are who you say you are before you can access certain areas of the portal.

[Get answers to common questions.](#)

### Identity Verification

#### How to verify your identity

Identity Verification can be handled online or on paper. None of the information filled out during this process will be used for any type of marketing campaign or communication.

#### Online Verification

Takes only minutes to complete

[Verify Identity Online](#)

This option is preferred by the majority of the users registering for our platform.

- ✔ Online verification is simple, safe, and secure.
- ✔ Real time processing allows you to be on your way in minutes.
- ✔ Paperless, eliminate unnecessary waste.
- ✔ Online verification will be digitally notarized.

#### Manual Verification

Takes days to weeks to complete

[Verify Identity Manually](#)

- By mail, items may be lost or stolen in the mail resulting in delays.
- Delayed processing; you will have to wait for your documents to reach their destination before processing can begin.
- Requires a printer; you will be required to print out your application.
- Requires a notary; you will be required to have your application notarized or it will be denied.

2. On the Identity Verification page, complete the required information, select the agreement of terms at the bottom of the page, and then click **Continue**.

**Note:** If your identity is a potential match with the trusted third-party that we use, another form might display asking you for more information, such as your SSN, to confirm your identity.

Enter the additional information requested, and then click **Verify identity** online. If you choose not to enter the information, click **I want to verify manually**.

3. Review and confirm your information and then click **Next**.

**Important:** Make sure you review your information. Click **Back** to make changes. Later on, you might not get a chance to correct your personal information.

4. Click **Continue** to answer a series of questions about yourself.

Availity

Start      Verify your Identity      Complete

**What should I expect?**

When you take the verification quiz, you'll be asked a series of questions based on the information we could gather about you from public databases.

Each question should take 60 seconds or less to answer.

[Get answers to common questions.](#)

**Identity Verification**

**Verify your identity.**

For your security, we must verify your identity through a series of questions based on the information you previously provided.

**Important**

Please start your verification quiz when you won't be interrupted for 3 to 5 minutes. When you continue, You'll have a limited amount of time to finish.

Back   Continue

Here's an example question on the quiz:

Availity

Start      Verify your Identity      Complete

**What should I expect?**

When you take the verification quiz, you'll be asked a series of questions based on the information we could gather about you from public databases.

Each question should take 60 seconds or less to answer.

[Get answers to common questions.](#)

**Identity Verification**

**For your security, we need to verify your identity.**

You'll have 2 minutes to provide an answer to the question below:

**Which of the following vehicles have you recently owned or leased?**

- Example car #1
- Example car #2
- Example car #3
- Example car #4
- Example car #5

Next

5. Once you have answered the questions correctly, click **Continue** on the Confirmation page. You are directed back to the Organization Registration page to complete the registration of your organization.

**Note:** If you do not answer the questions correctly, then you are prompted to manually verify your identity.

# Locate your user ID in Availity Essentials

In Availity Essentials, as a new user (non-administrator) to become a member of an organization, you'll need to email your user ID to the Availity administrator of the organization you need to join.

1. In the **My Account Dashboard** section of the home page, click **My Account**.

## My Profile Information

---

**User**  
Your personal account information [Update User Information](#)

<b>Avatar</b> 	<b>User ID</b> janetester	<b>First Name</b> Jane	<b>Last Name</b> Tester	<b>Nickname</b> N/A
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---

**Contact**  
Your communication preferences [Update Contact Information](#)

<b>Phone Number</b>	<b>Extension</b> N/A	<b>Phone Type</b>	<b>Confidential Voicemail</b> No
<b>Fax Number</b> N/A	<b>Email Address</b> jane.testster@availity.com		

---

**Professional**  
Your profession specific details [Update Professional Information](#)

**What do you do most?**

2. On the My Account page in the User section of your profile information, locate your user ID.
3. Copy your user ID and then send the ID to your Availity administrator.

## Add users and assign/edit user roles

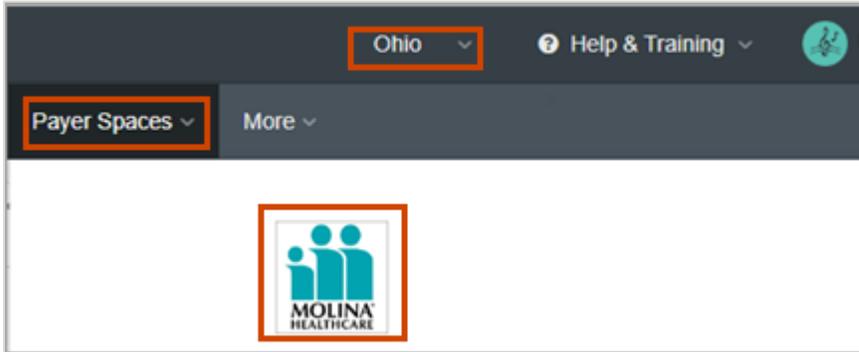
Once you have registered the organization and the organization is approved, as the Availity administrator of the organization, you can:

- [Add users to an organization.](#)
- [Assign the appropriate roles to the user.](#)
- [Edit the user's roles.](#)

This information is part of Availity Essentials Provider Help Center. You'll need to be logged into Availity Essentials and either have an organization registered and approved or belong to an organization to access these help topics. In the Provider Help Center, use the table of contents on the left to find the information you need.

# Access the Molina Healthcare Ohio Payer Spaces and applications

In the Availity Essentials menu bar, click **Payer Spaces**, and then click the payer logo. To access Payer Spaces you need the **Base** role, which is automatically assigned to your user profile when your Availity account is created.



**Tip:** Make sure you are in the Ohio region. Change the region in the Availity Essentials menu bar.

As of July 1, 2022, Availity is adding the following applications to the **Applications** tab on payer spaces for Molina Healthcare Ohio:

For this application:	Users need this role(s) assigned to their user profile:
<div data-bbox="207 1060 799 1367"> <p>♥ <b>Care Coordination</b></p> <ul style="list-style-type: none"> <li>• Case Managed Member List</li> <li>• Care Team Info</li> <li>• Care Plan...</li> </ul> </div>	<p>Clinician role</p> <p>Clinical Tools and Resources role</p>
<div data-bbox="207 1425 799 1732"> <p>♥ <b>Patient Care</b></p> <ul style="list-style-type: none"> <li>• Member Roster</li> <li>• Member Information</li> <li>• Clinical Data/PHR</li> </ul> </div> <p><b>Important:</b> At this time, the Patient Care application is disabled. This application will be available at a later date.</p>	<p>Base role</p>