

Availity.com  
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## AVAILITY

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### Get Ready for a New Online Experience

*Senior Whole Health Massachusetts Transitions to Availity  
Effective January 3, 2022*

Dear Senior Whole Health Massachusetts Provider:

Senior Whole Health Massachusetts (SWH of MA) is partnering with Availity to help reduce administrative resources by eliminating paperwork and phone calls. Availity Essentials (formerly known as the Availity Portal) is a secure, multi-payer site where providers can check eligibility and benefits, manage claims, single sign on to a Prior Auths app, and complete other secure administrative tasks for SWH of MA.

Here are just a few things you can do with your own secure Availity Essentials user ID and password:

- Check **eligibility and benefits**, plus directly **message Senior Whole Health of Massachusetts**.
- Upload supporting documentation with your claims using **attachments**.
- Save time using **express entry** when submitting claims.
- Access **Remittance Viewer** for all remittance advice including claim, check, and EFT.
- Use the **Prior Auths** app in SWH of MA's payer space and keep it handy by adding it to **My Favorites**.

### First things first

To get started with Availity, your organization must first designate an administrator for your office. The administrator is required to register the organization and will be responsible for adding new users to the group's account.

**Already registered with Availity?** You're good to go! You're ready to start working with Senior Whole Health Massachusetts or register for training in the Availity Learning Center.

***If you are the new designated administrator for your organization***, follow these steps to register with Availity:

1. First, you will need to register a user account. Go to Availity Essentials (Essentials) at [availity.com](http://availity.com) and select Register in the top right.
2. Once you review and submit your user information, select **Create Account**. You will receive an email from Availity. Confirm your email address within 24 hours.
3. Log in to Essentials where you will receive a prompt to enroll in 2-step (multi-factor) authentication.

4. Once you confirm your 2-step method, log in to Essentials. You will have a notification to register your organization.
5. Select the blue button, **Go to Manage My Organization**. Select **Register an Organization** and **Register a Provider/Billing Service**.
6. You will need to verify your identity either online or manually. Choose your preferred method and follow the instructions.
7. You can check the status of your registration any time by going to **Manage My Organization**. When your organization is approved, you will receive a message in Manage My Organization. You will also receive an email to the address you used during registration.
8. You can now add new users for your organization by going to **My Account Dashboard** from the Essentials home page.

Once your organization is registered and your administrator has set up your user account, you can register for training in the Availity Learning Center. From the Essentials home page, select **Help & Training > Get Trained**. Look for live training sessions for SWH of MA providers on **January 5, January 10, and January 12**.

**Need more registration help?** Check out these online resources:

**Registration Training Options**

[Apps.availity.com/availity/Demos/LP\\_AP\\_GetStarted/index.html#/](https://apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/)

**Availity Reference Guide for New Users:**

[Availity.com/documents/Welcome\\_New\\_User.pdf](https://availity.com/documents/Welcome_New_User.pdf)

**How Availity is Working with Molina Healthcare**

[Availity.com/MolinaHealthcare](https://availity.com/MolinaHealthcare)

We appreciate the exceptional care you provide our members and look forward to continuing to support your practice. If you have questions specific to registering with Availity Essentials, contact Availity Client Services at (800) 282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday.