

Availity Essentials Overview

Molina Healthcare Providers

Important Notes About Using Availity



When you use Availity Essentials, 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 Essentials, such as a payer's website.



User account roles

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

- Home page
- Notification Center
- My Account page
- Help & Training
- 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	Claim Status
Get remit data in remittance viewer	Claim Status
Use Attachments Dashboard	Medical Attachments
Message with the payer	Messaging (plus the application)



Current Applications Available on Availity Essentials

Application	Available Markets
Eligibility and Benefits Inquiry	All Markets
Claim Status	All Markets
Claim Submission	All Markets
Smart Claims	All Markets
Remittance Viewer	All Markets
Attachments Dashboard	All Markets
Messaging	All Markets
Authorization Submission	MI
Overpayments	AZ, FL, KY, IL MS, NV, NY, OH, SC, VA, WA, WI



A background image showing a laptop keyboard and a cup of coffee on a desk, partially obscured by a large white circle with an orange border.

Why enter provider data into Manage My Organization?

We'll save this information inside Availity Essentials so you can auto-populate provider information when completing forms.

Note: Provider data in Manage My Organization applies only inside Availity Essentials. It does not update provider information outside of Essentials, such as in payer directories.

Add Provider(s)

Set up providers for your organization once, and then use them repeatedly for transactions

Add providers here...

TEST - Demo Org - Provider Customer ID [Edit](#)

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
		AK, AL, AR, AS, ...	261QA0600X - Ambulatory Health Care Facilities - Clinic/Center - Adult Day Care	10752 Deerwood Park Blvd S Jacksonville, Florida 32256

Providers [Add Provider\(s\)](#)

[Q](#) [A - Z](#)

Allergy, Betty Individual

NPI	Tax ID	Primary Taxonomy
3234567899	111111111	207K00000X Allergy & Immunology

Dentist, Mary Individual

NPI	Tax ID	Primary Taxonomy
-----	--------	------------------



...so they display here

BILLING PROVIDER

Select a Provider [?](#)

[v](#)

Allergy, Betty - 3234567899

Dentist, Mary - 3156870131

Family, Robert - 2234567891

Joe, Atypical

Maternity, James - 1234567893

Med Supply Inc

Country [?](#)

United ... [x](#) [v](#)

* Address [?](#)



Live Demo





Availity



essentials



State



Help & Training



Kelsey's Account



Logout

Patient Registration



Claims & Payments



My Providers



Reporting



Payer Spaces



Word Search



EDI Clearinghouse

- Send and receive transactions to all payers nationwide
- Unlimited transactions with payers that sponsor Essentials
- Subscription plans to fit your budget
- Works with your PMS or EHR

Sign Up Today

N

Notification Center

Florida Blue Bulletin explains directory information requirements 3/27/2022 10:06 am



The No Surprises Act requires providers and payers to work
[More...](#)

Take Action



My Top Applications

My Account

Maintain User

Add User

Manage My Organization



Unassigned

Unread

Pending

Recently Resolved

My Account Dashboard

My Account

Maintain User

Add User

Manage My

Organization

'How To' Guide for

Dental Providers

Enrollments Center

FTP and EDI



Kelsey Kitten

kelsey.sahi@

availity.com

Trainer/Call Center

Support Tech



Manage My Organization

Give Feedback

Organizations

Register an Organization

Org ...

Search...

Newest to oldest

Active 1 | Pending | Rejected

TEST - Demo Org - Provider

Customer ID | Tax ID

TEST - Demo Org - Provider Customer ID Edit

View Roles | View Identifiers | Maintain Identifiers

Tax ID(s)	NPI	Regions	Primary Taxonomy	Primary Service Address
... <a>Show all	1234567893	AK, AL, AR, AS, ...	261QA0600X Ambulatory Health Care Facilities - Clinic/Center - Adult Day Care	10752 Deerwood Park Blvd S

Providers



Add Provider(s)

Search for a provider by name, taxonomy code, or address...

A - Z

Manage My Organization



Add Provider

LET'S FIND YOUR PROVIDER

Tax ID

Enter Tax ID

Type

EIN

National Provider ID (NPI)

Enter NPI

☐ This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization? [Upload up to 500 at once via a spreadsheet upload.](#)

Cancel

Find Provider

TEST - Demo Org - Provider

Customer ID

Tax ID

Providers

Search for a provider by name, taxonomy code, or address...

A - Z

Add Provider(s)

Active 1 | Pending | Rejected

TEST - Demo Org - Provider

Customer ID | Tax ID

NPI

Providers

Add Provider(s)

Search for a provider by name, taxonomy code, or address... | A-Z

Allergy, Betty Individual			View/Edit provider Copy provider to another organization Remove provider from organization
Dentist, Mary Individual			
Family, Robert Individual			
Joe, Atypical Individual			

What happens next?

Add providers here...

TEST - Demo Org - Provider Customer ID [Edit](#)

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
		AK, AL, AR, AS, ...	261QA0600X - Ambulatory Health Care Facilities - Clinic/Center - Adult Day Care	10752 Deerwood Park Blvd S Jacksonville, Florida 32256

Providers [Add Provider\(s\)](#)

[Q](#) [A - Z](#)

Allergy, Betty	Individual			
NPI	Tax ID	Primary Taxonomy		
3234567899	111111111	207K00000X Allergy & Immunology		
Dentist, Mary	Individual			
NPI	Tax ID	Primary Taxonomy		



...so they display here

BILLING PROVIDER

Select a Provider [?](#)

[v](#)

Allergy, Betty - 3234567899

Dentist, Mary - 3156870131

Family, Robert - 2234567891

Joe, Atypical

Maternity, James - 1234567893

Med Supply Inc

[?](#)

Country [?](#) [x](#) [v](#)

* Address [?](#)



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 Essentials and applications and resources that reside on the payer's or third-party website.



N

Notification Center

Florida Blue Bulletin explains directory information requirements

The No Surprises Act requires providers and payers to work together to improve pro
More...

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

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

My Top Applications

EB

Eligibility and
Benefits Inquiry

A&R

Authorizations &
Referrals

CS

Claim Status

News and Announcements

aetna

Aetna Better Health of
Florida

Ascension
Complete

beacon

health options

CarePlus

HEALTH PLANS

FLORIDA
MEDICAID

Magellan

HEALTHCARE

aetna

Aetna Better Health of
Florida

ASURIS

NORTHWEST HEALTH

BlueCross
BlueShield
Minnesota

CLEAR

HEALTH ADVANTAGE

Humana

CM

Allina Health

aetna

bridgespan

Devoted

HEALTH PLANS

innovation
HEALTH
AETNA | INOVA

MOLINA
HEALTHCARE

AmeriHealth Caritas
Florida

Banner

aetna

BrightHealthCore

Florida
BLUE

LEON
MEDICAL
CENTERS
HEALTH PLANS

PREMERA

Washington

Kelsey Kitten

@availity.com

ner/Call Center

Support Tech

Updated Claim ,
Now Live for Sinr

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MolinaHealthcare.com

Welcome to Molina Healthcare

Please select the News and Announcements tab for more information.



Start typing to search this payer space...

Search

- Applications Resources News and Announcements 1
- 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!

♥ Appeal or Correct Eligible Claims

Correct or submit appeals for claims in finalized status

♥ Claims Template Portal

Create claim templates for frequently submitted claims

♥ Prior Auths

Submit service requests, check status and create auth request templates.

♥ Referrals

Create and submit referrals, and inquire on the status of an open referral


Payer Spaces

Linking out to health plan third-party apps

1

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

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

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More


Home > Molina Healthcare > Create Service Request/Authorization

Create Service Request/Authorization

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

[Cancel](#) [Submit](#)

3

 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: [Advanced Search](#) Eligibility information is current as of Mar 14 2020 12:52:55 AM PST [?](#)

or

Last Name: First Name: Date Of Birth: mm/dd/yyyy

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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	City	State	Zip Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone # (Home)	Phone # (Mobile)	PCP Name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

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



Eligibility and Benefits Inquiry (E&B)

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



Search

My Patients Only

TEST - Demo Org - P...

New Request

Detail View

List View

- AVAILITY, SOPHIA

Multiple Service Types

Transaction Date: Jun 21 12:19 pm
- AVAILITY, SALLY

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:03 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:02 am
- ABC123456789

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:00 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 8:54 am

New Request

Watch a quick demo

* Payer ?

Please Select a Payer

Mol

MOLINA HEALTHCARE

MOLINA MEDICARE

Search for a Provider

NPI ?

Provider Last Name/Org Name

Provider First Name

Service Information

 Detail View

 List View

- AVAILITY, SOPHIA

Multiple Service Types

Transaction Date: Jun 21 12:19 pm
- AVAILITY, SALLY

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:03 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:02 am
- ABC123456789

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:00 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 8:54 am

New Request

[Watch a quick demo](#)

* Payer ?

MOLINA HEALTHCARE ▾

Provider Information

Select a Provider ?

Search for a Provider ▾

* NPI ?

Service Information

* As of Date ?

06/21/2022

* Benefit / Service Type ?

Health Benefit Plan Coverage ✕ ▾



Detail View | List View

- AVAILITY, SOPHIA

Multiple Service Types

Transaction Date: Jun 21 12:19 pm
- AVAILITY, SALLY

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:03 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:02 am
- ABC123456789

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:00 am
- AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 8:54 am

Patient Information

Patient Search Option ?

Patient ID, Date of Birth, Patient State of Residence

Patient ID, Date of Birth, Patient State of Residence

Patient Last Name, Patient First Name, Date of Birth, Patient State of Residence

Patient ID, Patient Last Name, Date of Birth, Patient State of Residence

Patient ID, Date of Birth, Patient Gender, Patient State of Residence

Patient ID, Patient Last Name, Date of Birth, Patient Gender, Patient State of Residence

* State of Residence

Please Select a State

Gender ?

Please Select a Gender

Patient Relationship to Subscriber ?

Self

☐ Submit another patient

Submit



Detail View

List View

AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Jun 21 3:33 pm

Date of Service: Jun 21, 2022

Member ID ABC123456789

Payer: MOLINA HEALTHCARE

DOB: Jul 11, 1950

EditDelete

AVAILITY, SOPHIA

Multiple Service Types

Transaction Date: Jun 21 12:19 pm

AVAILITY, SALLY

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:03 am

ABC123456789

Health Benefit Plan Coverage

Transaction Date: Jun 21 9:00 am

Date of Service Jun 21, 2022

Transaction Date: Jun 21 3:33 pm

AVAILITY, SOPHIA Subscriber


Member ID ABC123456789

DOB Jul 11, 1950

Gender Female

Plan / Coverage Date Jan 01, 2020 - Dec 31, 2020

Coverage questions? Message this payer



View Member ID Card

PREFERRED LANGUAGE - ENGLISH

ETHNICITY - ASIAN


Patient Information

Coverage and Benefits

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.

22

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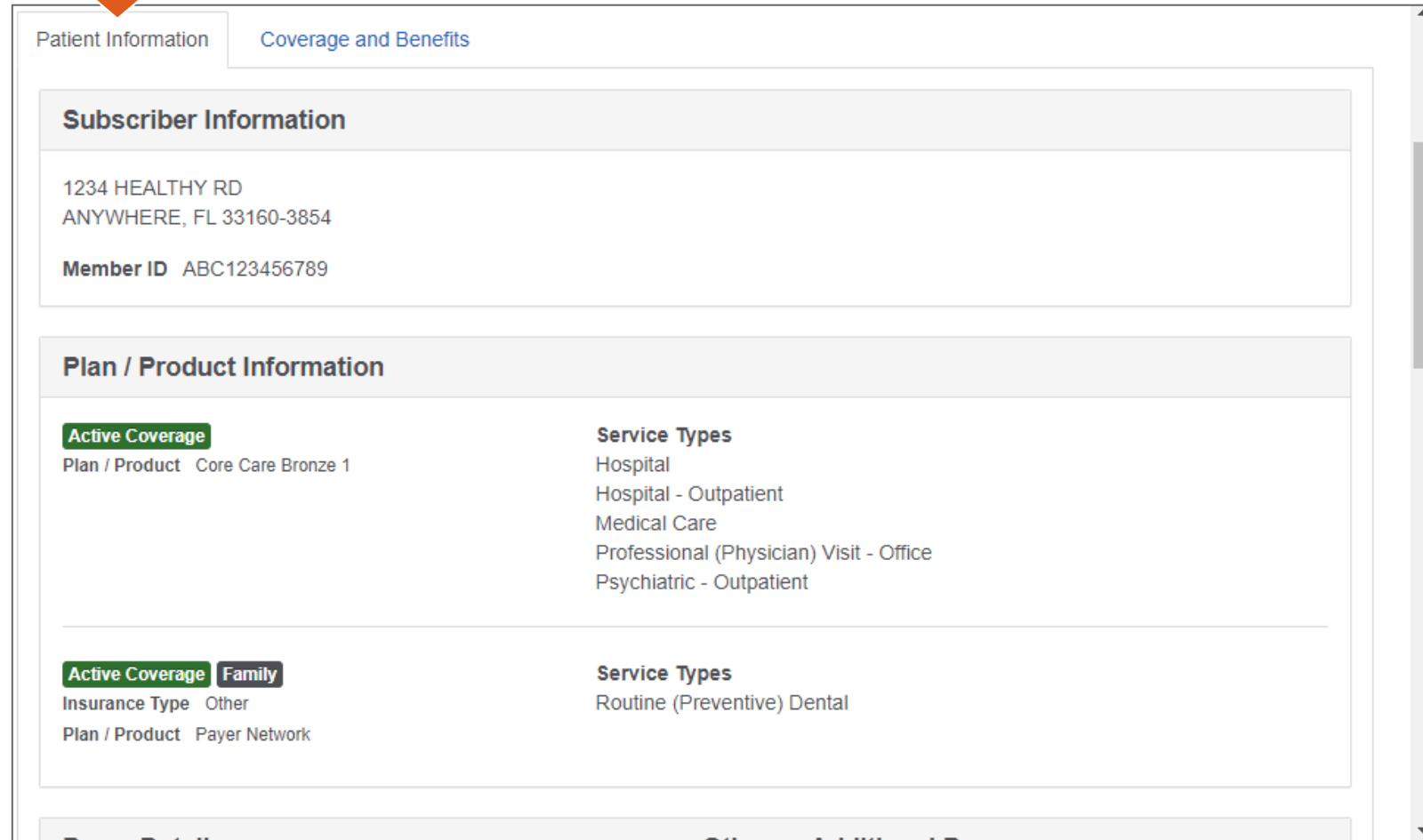
E&B results

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

Subscriber Information

1234 HEALTHY RD
ANYWHERE, FL 33160-3854

Member ID ABC123456789

Plan / Product Information

Active Coverage	Service Types
Plan / Product Core Care Bronze 1	Hospital Hospital - Outpatient Medical Care Professional (Physician) Visit - Office Psychiatric - Outpatient

Active Coverage	Family	Service Types
Insurance Type Other		Routine (Preventive) Dental
Plan / Product Payer Network		



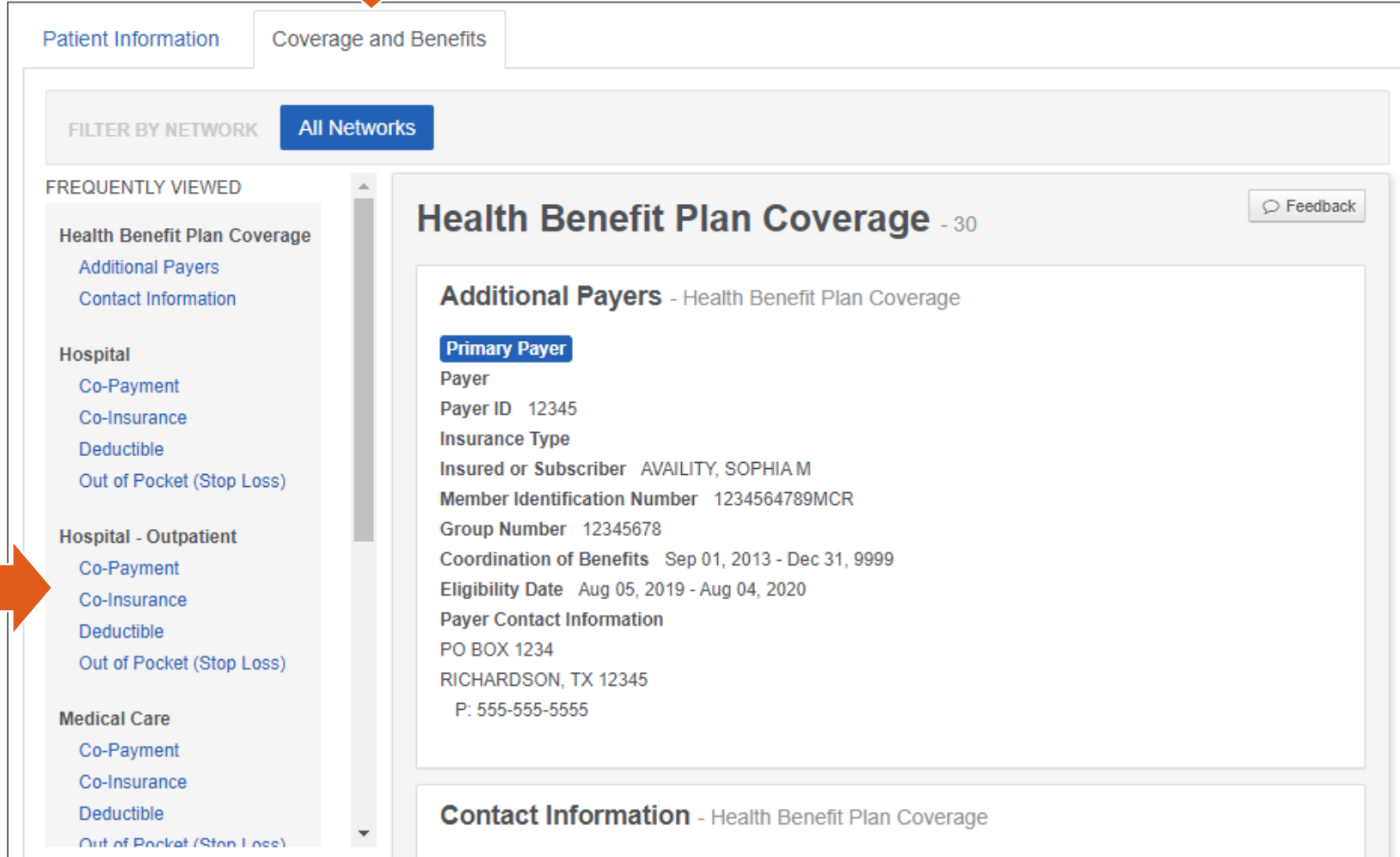
E&B results

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.



The screenshot displays the 'Coverage and Benefits' tab of a web application. At the top, there are two tabs: 'Patient Information' and 'Coverage and Benefits'. Below the tabs, there's a 'FILTER BY NETWORK' section with a button labeled 'All Networks'. The main content area is divided into two columns. The left column, titled 'FREQUENTLY VIEWED', contains a list of links for 'Health Benefit Plan Coverage', 'Hospital', 'Hospital - Outpatient', and 'Medical Care'. Each of these links has sub-links for 'Co-Payment', 'Co-Insurance', 'Deductible', and 'Out of Pocket (Stop Loss)'. The right column, titled 'Health Benefit Plan Coverage - 30', contains a 'Feedback' button and a section for 'Additional Payers - Health Benefit Plan Coverage'. This section includes a 'Primary Payer' sub-section with the following details: Payer, Payer ID 12345, Insurance Type, Insured or Subscriber AVAILITY, SOPHIA M, Member Identification Number 1234564789MCR, Group Number 12345678, Coordination of Benefits Sep 01, 2013 - Dec 31, 9999, Eligibility Date Aug 05, 2019 - Aug 04, 2020, Payer Contact Information, PO BOX 1234, RICHARDSON, TX 12345, and P: 555-555-5555. Below this, there's a section for 'Contact Information - Health Benefit Plan Coverage'.



Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.



Search

My Patients Only

TEST - Demo Org - P...

New Request

Detail View

List View

AVAILITY, SOPHIA

Health Benefit Plan Coverage

Transaction Date: Aug 02 9:43 am

Date of Service: Aug 02, 2022

Member ID ABC123456789

Payer: MOLINA HEALTHCARE FLORIDA

DOB: Jul 11, 1950

Edit Delete

Date of Service Aug 02, 2022

Transaction ID: 45474204134 Transaction Date: Aug 02 9:43 am Customer ID: 394657

AVAILITY, SOPHIA Subscriber

Member ID ABC123456789

DOB Jul 11, 1950

Gender Female

Plan / Coverage Date Jan 01, 2020 - Dec 31, 2020

1

Coverage questions? Message this payer

2

Messaging

Two business days or less for a response.

Reason for message:

Select...

Add Attachments Send


Member ID ABC123456789

Manage Conversations

es ▾ State ▾ ? Help & Training ▾ Kelsey's Account ▾ Logout

▾ Payer Spaces ▾ More ▾ Keyword Search 🔍

Messaging

 [Unassigned](#)
[Unread](#)
[Pending](#)
[Recently Resolved](#)


6/27/2022 7:30 pm
e provider **Take Action** ≡

6/24/2022 9:42 pm
directory **Take Action** ≡

nd reliable. **Take Action** ≡

My Account Dashboard

[My Account](#)
[Maintain User](#)
[Add User](#)
[Manage My Organization](#)
[How To Guide for Dental](#)

 Kelsey Kitten

Availity essentials Home Notifications 2 My Favorites ▾ State ▾ ? Help & Training ▾ Kelsey's Account ▾ Logout

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

Home > Messaging

Messaging [Give Feedback](#)


All Conversations My Conversations Summaries

Most Recent... ▾ Filter

Organization
TEST - Demo Org - Provider ▾

Search By Search
Member ID ▾

Submit

123456789-abcd-98765 

Need Payment Details **Transaction Type** Claim **Status:** Resolved
POLLY PATIENT Created on: Jul 7, 2022 11:10 am

Claim Number	Billed	Paid	Check Number	Service Dates
12345678912	\$511.00	\$458.06	1234567891	07/7/2021 - 07/7/2021

Patient Information
Member ID ABC123456789
DOB Feb 16, 1980
Gender F
Account Number MRA12345678912
Relationship to Subscriber 18

Subscriber Information
Name POLLY PATIENT
Member ID ABC123456789

Provider Information
Name DOCS R US
NPI 1234567893

Thursday, July 7th 2022 11:10 am Demo N.



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.



[Home](#) > [Select](#) > SearchNeed Help? [Watch a demo](#) for Claim Status

Claim Status

[Give Feedback](#)

Organization

TEST - Demo Org - Provider



Payer ?

MOLINA HEALTHCARE FLORIDA



Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk * are required.

* Provider Tax ID ?

Select...



Provider NPI ?

* Member ID ?

* Service Dates ?

From Date



To Date

[Submit](#)[Clear Form](#)

Claim Information

* Service Dates 12/01/2021 - 01/31/2022

Claim Number Institutional Bill Type

Submit Clear Form

Results (Displaying 1 - 1 of 1)

As of August 29, 2022 2:57 PM


Transaction ID: 0010565e-dfce-ee88-0001-368ee3189a97

Export this Page Print this Page

Status	Service Dates	Claim #	Patient Name	Member ID	Patient Account Number	Provider Name	Billed Amount	Paid Amount
PAID	12/08/2021 12/08/2021	12345678912	POPPY, POLLY	ABC1234567	AVAILITY	AVAILITY TEST ORG	\$600.00	\$98.81

cs Claim Status Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM
Transaction ID 0010565e-dfde-30c7-0007-a129b2a7189b Export this Page Print this Page Return to Results New Search Edit Search



Remittance Viewer Message this Payer Send Attachments


Patient Information			
Patient	POPPY, POLLY	Patient Account Number	ABC1234567
DOB	01/01/1980	Gender	F
Subscriber ID	1234567891		

Claim Information			
Status	PAID	Total Billed	\$407.51
Service Dates	12/07/2021 - 12/07/2021	Total Paid	\$123.22
Received Date	12/09/2021		
Claim Number	12345678912		
Comment	Coinsurance Amount Line 1: - Separately billed services/tests have		

cs Claim Status Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM
Transaction ID 0010565e-dfde-30c7-0007-a129b2a7189b

Export this Page | Print this Page | Return to Results | New Search | Edit Search



Remittance Viewer | Message this Payer | Send Attachments

Patient Information


Patient	POPPY, POLLY	Patient Account Number	ABC1234567
DOB	01/01/1980	Gender	F
Subscriber ID	1234567891		

Claim Information

Status	PAID	Total Billed	\$407.51
Service Dates	12/07/2021 - 12/07/2021	Total Paid	\$123.22
Received Date	12/09/2021		
Claim Number	12345678912		
Comment	Coinsurance Amount Line 1: - Separately billed services/tests have		

cs Claim Status Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM Transaction ID 0010565e-dfde-30c7-0007-a129b2a7189b Export this Page Print this Page Return to Results New Search Edit Search

MOLINA[®]
HEALTHCARE

Remittance Viewer Message this Payer Send Attachments

Patient Information

Patient	POPPY, POLLY	Patient Account Number	ABC1234567
DOB	01/01/1980	Gender	F
Subscriber ID	1234567891		

Claim Information

Status	PAID	Total Billed	\$407.51
Service Dates	12/07/2021 - 12/07/2021	Total Paid	\$123.22
Received Date	12/09/2021		
Claim Number	12345678912		
Comment	Coinsurance Amount Line 1: - Separately billed services/tests have		

A

Medical Attachments

Organization

TEST – Demo Org - Provider

Payer

MOLINA HEALTHCARE FLORIDA

Claim

\$407.51

➡ From Service date

⬅ To Service date

CLAIM NUMBER

Provider

PROVIDER ORG

PROVIDER NPI

Patient

POPPY, POLLY

DATE OF BIRTH

SUBSCRIBER ID

PATIENT ACCOUNT NUMBER



Attach Supporting Documentation

ADDING ATTACHMENTS:

- This Health Plan supports file types including .gif, .jpeg, .jpg, .pdf, .png, .tiff, .tif, .doc, .docx, .xls and .xlsx.
- File names cannot contain spaces or special characters with the exception of "-" and " ".



Claim	Provider	Patient
\$407.51	PROVIDER ORG	POPPY, POLLY
➡ From Service date	PROVIDER NPI	DATE OF BIRTH
⬅ To Service date		SUBSCRIBER ID
CLAIM NUMBER		PATIENT ACCOUNT NUMBER

Attach Supporting Documentation

ADDING ATTACHMENTS:

- This Health Plan supports file types including .gif, .jpeg, .jpg, .pdf, .png, .tiff, .tif, .doc, .docx, .xls and .xlsx.
- File names cannot contain spaces or special characters with the exception of "-" and "_".

Reason

Choose one ...

+ Add File

Add Attachment

Clear Values

Send Attachment(s)

Claim

\$407.51
From Service date

Provider

PROVIDER ORG
PROVIDER NPI

Patient

POPPY, POLLY
DATE OF BIRTH
SUBSCRIBER ID
PATIENT ACCOUNT NUMBER



11503-0 - Medical Records

94093-2 - Itemized Bills

49560-6 - Payment Dispute

52030-4 - Explanation of Benefits

52033-8 - General Correspondence

19826-7 - Consent Forms

Choose one ...

.tiff, .tif, .doc, .docx, .xls and .xlsx.
ation of "-" and "_".

+ Add File

Add Attachment

Clear Values

Send Attachment(s)



Claim

\$407.51

From Service date

To Service date

CLAIM NUMBER

Provider

PROVIDER ORG

PROVIDER NPI

Patient

POPPY, POLLY

DATE OF BIRTH

SUBSCRIBER ID

PATIENT ACCOUNT NUMBER

Attach Supporting Documentation

ADDING ATTACHMENTS:

- This Health Plan supports file types including .gif, .jpeg, .jpg, .pdf, .png, .tiff, .tif, .doc, .docx, .xls and .xlsx.
- File names cannot contain spaces or special characters with the exception of "-" and "_".

Reason

11503-0 - Medical Records

+ Add File



Add Attachment

Clear Values

Send Attachment(s)

Open

← → ↶ ↷

This PC > Downloads >

Search Downloads

Organize

New folder

Quick access

Availity, L.L.C

OneDrive - Availity, L.L.C

This PC

Network

Name	Date modified	Type	Size
Yesterday (1)			
Screenshot 2022	8/29/2022 12:31 PM	PNG File	18 KB
> Last week (13)			
> Earlier this month (33)			
> Last month (54)			
> Earlier this year (196)			
> A long time ago (71)			

File name: Screenshot 2022

Custom Files

Open

Cancel

Add Attachment

Clear Values

Send Attachment(s)



Claim	Provider	Patient
\$407.51	PROVIDER ORG	POPPY, POLLY
➡ From Service date	PROVIDER NPI	DATE OF BIRTH
⬅ To Service date		SUBSCRIBER ID
CLAIM NUMBER		PATIENT ACCOUNT NUMBER

Attach Supporting Documentation

ADDING ATTACHMENTS:

- This Health Plan supports file types including .gif, .jpeg, .jpg, .pdf, .png, .tiff, .tif, .doc, .docx, .xls and .xlsx.
- File names cannot contain spaces or special characters with the exception of "-" and "_".

Reason

11503-0 - Medical Records

▼

Screenshot 2022...

[+ Add Another File Attachment](#)

Clear Values

Add Attachment

Send Attachment(s)



A

Medical Attachments

Your response has been successfully submitted.

Organization

TEST - Demo Org - Provider

Payer

Choose one ...

A Attachments Dashboard

Provider Registration Send Attachment


Open Search Form

Sort Descending By: Status Date

Filter by Product Category: Select...


Filter by status: Select...

- Inbox Sent 1 History Reporting

Request	Patient	Payer	Provider	Details
MA_7C4A8D0_20220505113959 CLAIM STATUS CLAIM SUBMITTED 08/31/2023	POPPY, POLLY 01/01/1980 ABC123456789 12345678	 MOLINA HEALTHCARE	PROVIDER ORG 123456789	\$407.51 🕒 12/07/2021 🕒 12/09/2021 123456

cs Claim Status Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM Transaction ID 0010565e-dfde-30c7-0007-a129b2a7189b Export this Page Print this Page Return to Results New Search Edit Search



Remittance Viewer Message this Payer Send Attachments

Patient Information			
Patient	POPPY, POLLY	Patient Account Number	ABC1234567
DOB	01/01/1980	Gender	F
Subscriber ID	1234567891		

Claim Information			
Status	PAID	Total Billed	\$407.51
Service Dates	12/07/2021 - 12/07/2021	Total Paid	\$123.22
Received Date	12/09/2021		
Claim Number	12345678912		
Comment	Coinsurance Amount Line 1: - Separately billed services/tests have		

Payment Information

Check/EFT #	123456	Payment Date	02/24/2022
Provider ID	1234567891		
Reason/Remark Codes	PCNTR		

Line Level Information

Status	Service Dates	Rev	Proc	Qty	Modifier	Billed	Paid	Reason/Remark Codes
PAID	12/07/2021 12/07/2021	300	36415	1	GP	\$10.50	\$3.00	PCNTR
PAID	12/07/2021 12/07/2021	300	99214	1	59,GP	\$397.01	\$120.22	PCNTR

Codes

Type	Code	Description
Remark	PCNTR	Allowed amount based on agreement

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)



Home > Professional Claim

PC

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 ?

MOLINA HEALTHCARE

Continue

Professional Claim

Give Feedback

Fields marked with an asterisk * are required.

Need Help? [Watch a demo](#) for submitting Professional Claims.

INSURANCE COMPANY/BENEFIT PLAN INFORMATION

* Responsibility Sequence ?

Primary

Select if this is a primary, secondary, or tertiary claim

If you previously submitted an E&B, select the patient to populate patient information fields.

PATIENT INFORMATION

Select a Patient ?

Q Type to search...

Search by any combination of patient name (first and last), DOB, or Member ID.

ATTACHMENTS ?

* Report Type

Type to search... | v

* Report Transmission

File Transfer | v

Select a Report Type above

Choose file Browse

DIAGNOSIS CODES

* Principal Diagnosis Code ?

Type to search... | v

+ Add another code

CLAIM INFORMATION

* Patient Control Number / Claim Number

Medical Record Identification Number

* Place of Service

Type to search... ▾

* Frequency Type

1 - Admit thru Discharge Claim ▾

1 - Admit thru Discharge Claim

7 - Replacement of Prior Claim

8 - Void/Cancel of Prior Claim

* Provider Accepts Assignment

Assigned ▾

* Release of Information

Type to search... ▾

* Claim Filing Indicator

CI - Commercial Insurance Co. ▾

Prior Authorization Number

Acute Manifestation Date

mm/dd/yyyy


Spinal Manipulation Service Patient Condition Code


Type to search... ▾

Clinical Laboratory Improvement Amendment Number

Claim Note Code



 Availity

 essentials

Home

Notifications 1

My Favorites

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

Health plan name

 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



Note: Currently only available for
CMS 1500 HCFA claims

Smart Claims

The Smart Claims application dramatically accelerates the claims process for repeatable transactions and includes templates that enable you to reuse information from a submitted claim in subsequent claims.



What's new for providers?

For Molina Healthcare Providers



Smart Claims Benefits:

- ❖ The ability to use data from eligibility and benefits submissions to search for patients and autofill your claim.
- ❖ Create and Save Templates
 - Save a group of patients (up to 50) as a template to accelerate future claim submissions (primary claims only).
- ❖ Simplified Claim Entry Tool
 - Includes only the essential fields you need.

Remittance viewer

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



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

03/16/2022

-

03/18/2022

Search

Filter by: Clear all filters

Organization

All

Check / EFT Amount

\$

Payments issued within the Last 48 hours

Download CSV

<< First 1 Last >>

Showing 1 - 6 of 6 Remits

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availity	Check/EFT Amount	Actions
123456789	Payer Name	ABC Hospital	03/16/2022	03/17/2022	\$137.51	

Home > Remittance Viewer

RV

Remittance Viewer

Validate a check/EFT to start viewing remits and EOP's by going to Manage Access | Get Access

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			

Download EOPs, if available



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

Select... | v

Payee Tax ID

Check/EFT Trace Number



Check/EFT Amount

\$

Check/EFT Date

mm/dd/yyyy

Get Access

Cancel



Help & Training ▾

Find Help

Get Trained

Availity Support

View Network Outages

- Use **Find Help** to launch the Provider Help Center and access training documentation plus payer-specifics.
- Use **Get Trained** to launch the Availity Learning Center (ALC) to enroll in on-demand and live training options.
- Use **Availity Support** to submit a support ticket online to Availity Client Services (ACS).
- Use **View Network Outages** to review current outages and scheduled maintenance.

Find Courses Fast

We've curated some recommended courses for Molina providers.

In Availity Essentials, select **Help & Training | Get Trained**. Search the Availity Learning Center catalog by keyword 'Molina' to quickly locate and enroll for courses you're interested in.

The screenshot displays the Availity Learning Center interface. At the top, the Availity logo is on the left, and navigation links for Dashboard, Catalog, Resources, Store, and Forum are in the center. A search bar with the text 'Search' is on the right, next to a user icon labeled 'KK'. Below the navigation bar, a sub-header shows 'Courses' as the active tab, with other options like Learning Paths, Sessions, and Recommended Courses. The main content area features a large banner with the text 'Review recent posts in the ALC forum' and a sub-header 'For some useful keyboard shortcuts in Availity Essentials (formerly, Availity Portal), select the button below and check out the forum post.' A button labeled 'Keyboard shortcuts' is visible. To the right of the banner is a search bar with the text 'molina' and a magnifying glass icon. Below the banner, there is a 'Filter Catalog' section with a 'Filtering Enabled' status and a 'Course Name (A-Z)' dropdown. The main content area shows a course titled '- Attachments (new) - Online Course' with a 5-star rating, 'Difficulty Basic', and 'Length 10 Mins'. The description mentions 'With the Attachments - New option in the Claims & Payments menu, you can manage payer requests for supporting documentation and send unsolicited attachments. And, you can explore hist... Read More'. A red line points from the search bar in the banner to the search bar in the course list.



**Register by going to:
Help & Training | Get Trained | Courses**

Register for Recorded Webinars

[Availity Essentials Provider Portal Overview for Molina Providers - Recorded Webinar](#)

[Claim Status for Molina Healthcare - Recorded Webinar](#)

[How to Submit Smart Claims for Molina Healthcare Providers - Recorded Webinar](#)

[Molina Healthcare Overpayments - Recorded Webinar](#)

[Authorization Request and Follow-up for Molina Providers in Michigan - Recorded Webinar](#)

**Register by going to:
Help & Training | Get Trained | Sessions**

Register for Live Webinars

[Availity Essentials Provider Portal Overview for Molina Healthcare Providers - Live Webinar, 04/04/2023](#)

[Service Providers Not Required to Have an NPI - Live Webinar, 04/11/2023](#)

[Navigating the Attachments Dashboard and Workflow Options - Live Webinar, 04/18/2023](#)

[Molina Healthcare Overpayments - Live Webinar, 04/18/2023](#)

[Use Availity Essentials to Submit Professional Claims - Live Webinar, 04/25/2023](#)

[Resources and Tips for New Administrators on Availity - Live Webinar, 04/26/2023](#)

Thank you!

For Availity Client Services, contact 1.800.282.4548, or select **Help & Training | Availity Support**.

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

