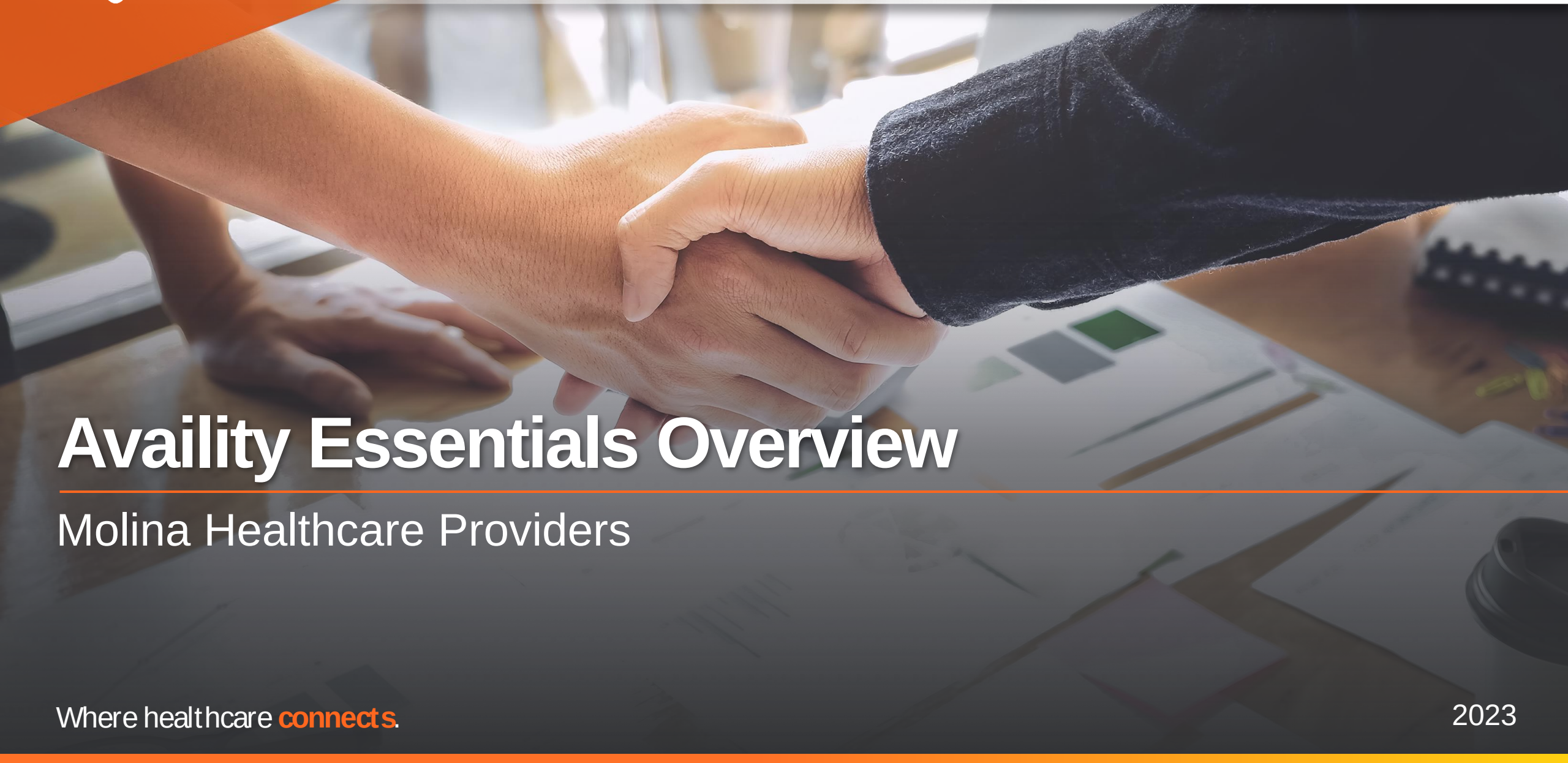
Availity®

MOLINA HEALTHCARE | PASSPORT BY MOLINA HEALTHCARE | Senior Whole Health BY MOLINA HEALTHCARE



Availity Essentials Overview

Molina Healthcare Providers

Where healthcare **connects**.

2023

Important Notes About 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.

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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)

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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

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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.

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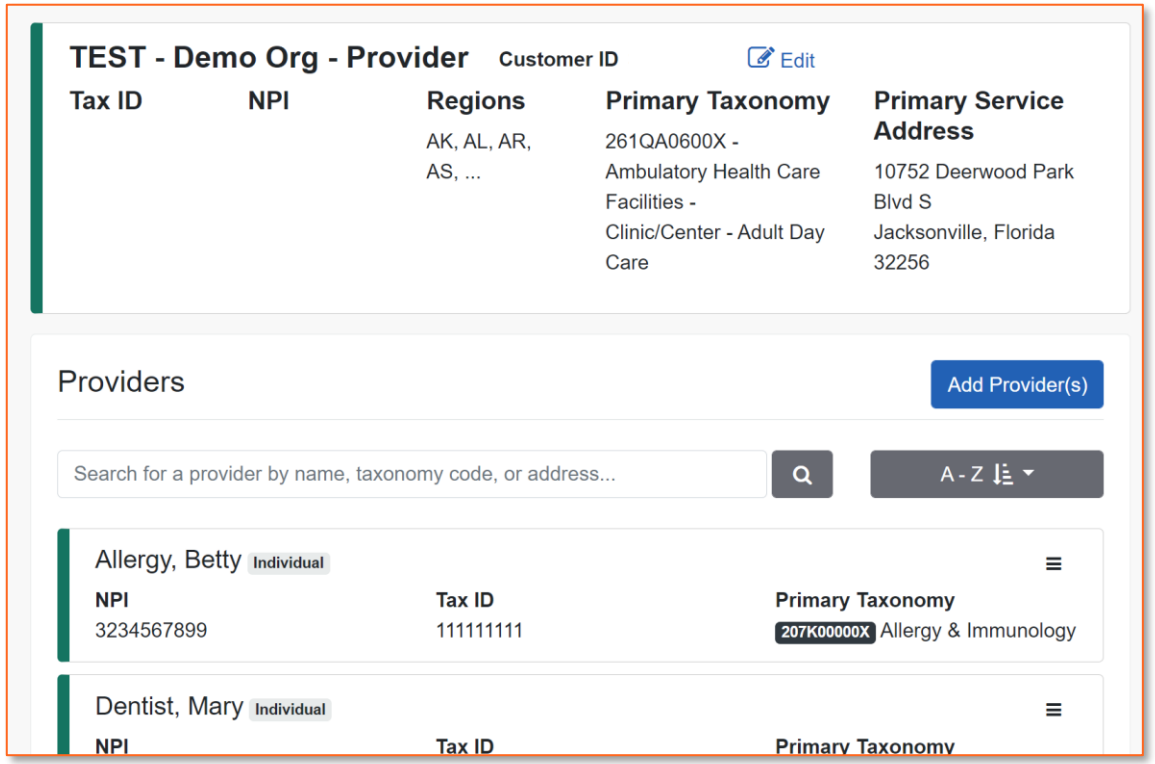
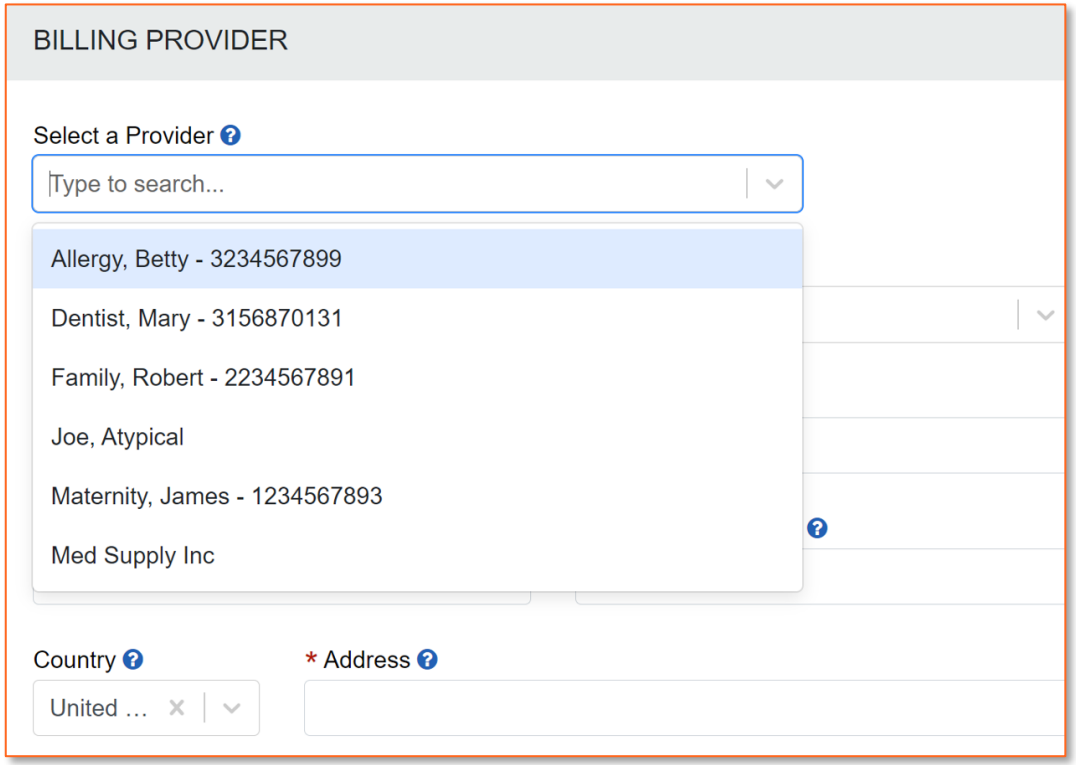
Add Provider(s)

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

Add providers here…



…so they display here



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Live Demo

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Availity | essentials

State | Help & Training | Kelsey's Account | Logout

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | Search

My Account
Maintain User
Add User
Manage My Organization

Unassigned
Unread
Pending
Recently Resolved

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 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

My Top Applications

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Availity | essentials | Home | Notifications 1 | My Favorites | State | Help & Training | Kelsey's Account | Logout

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

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
... 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

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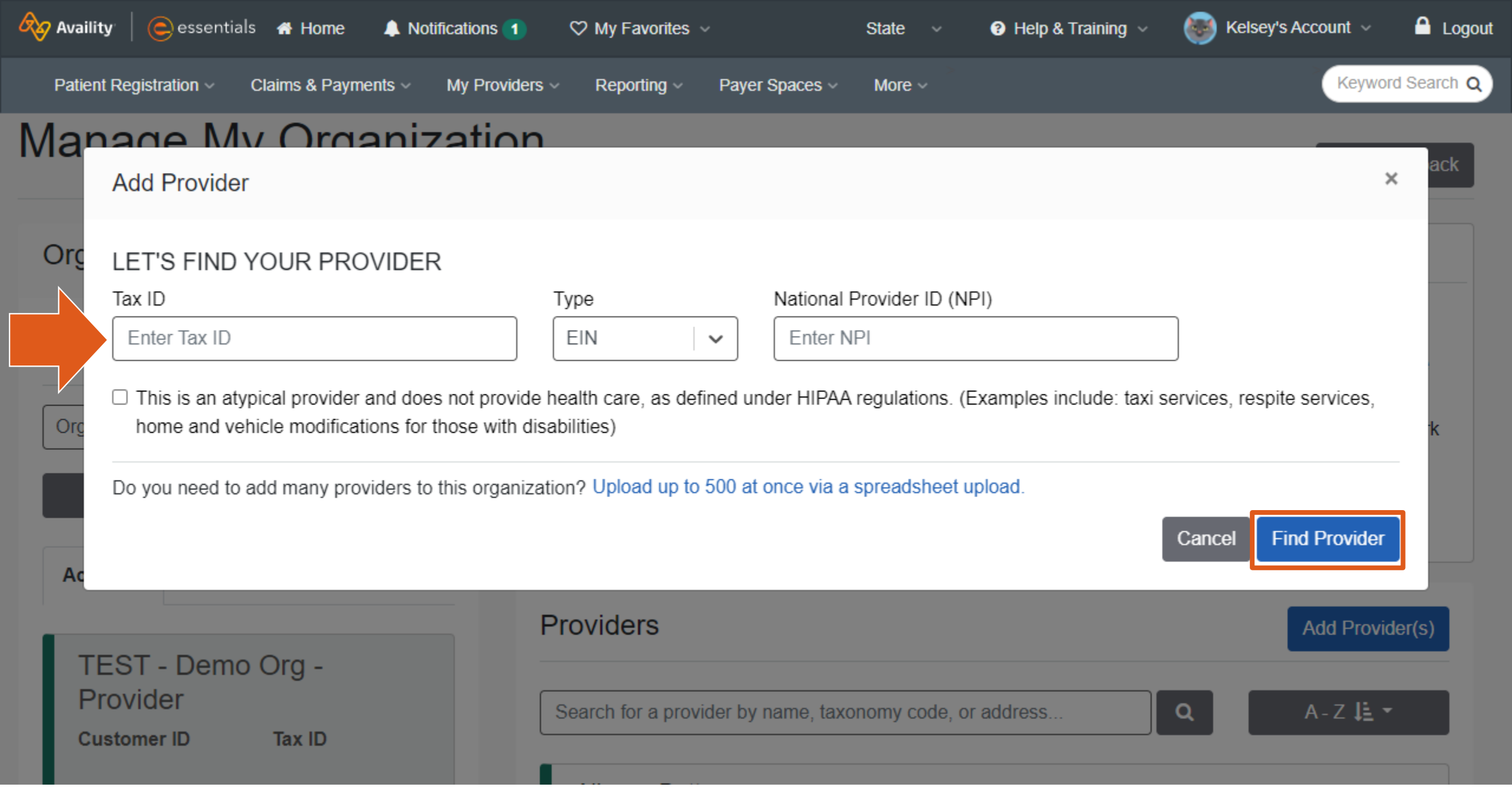

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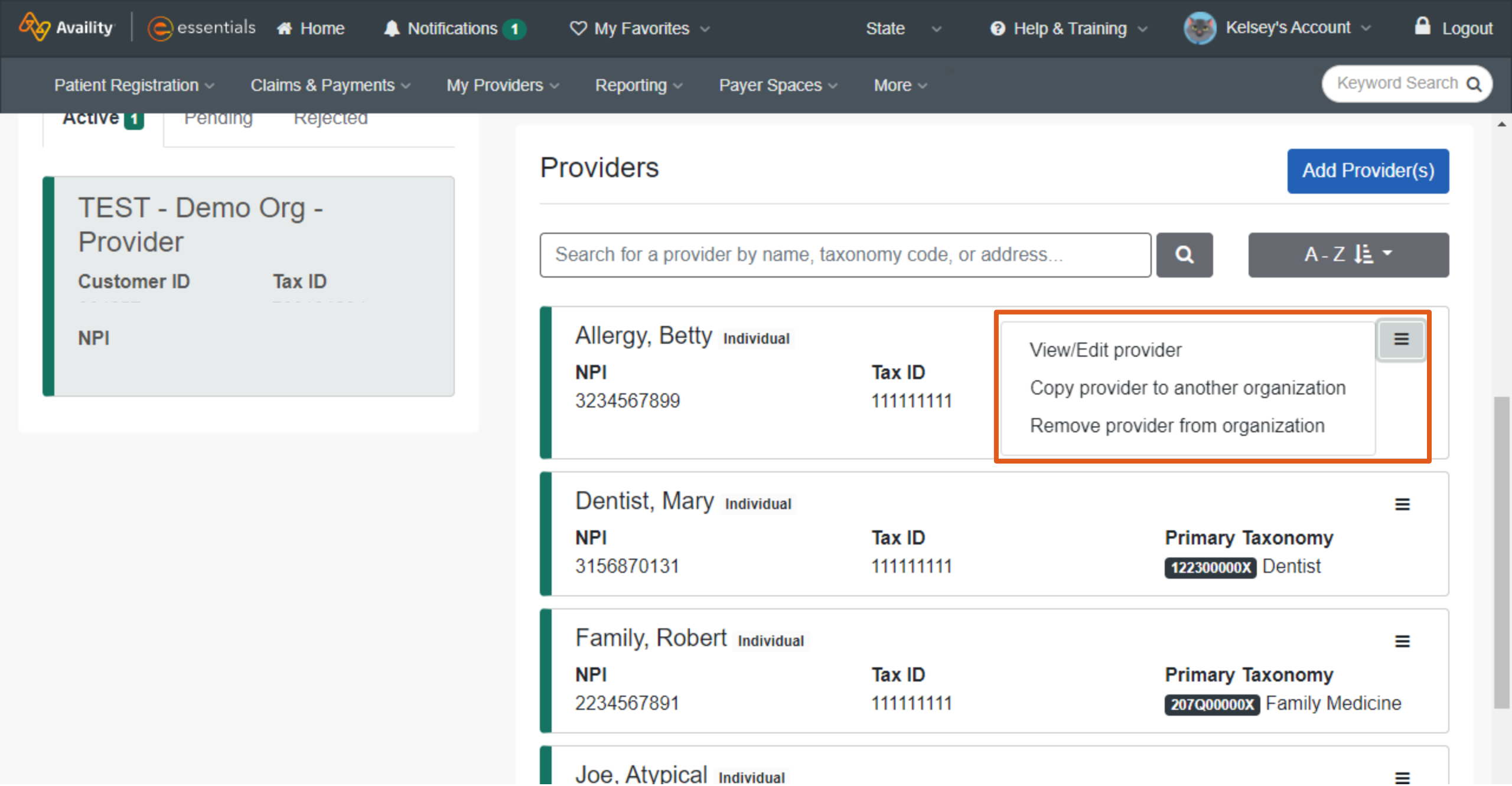

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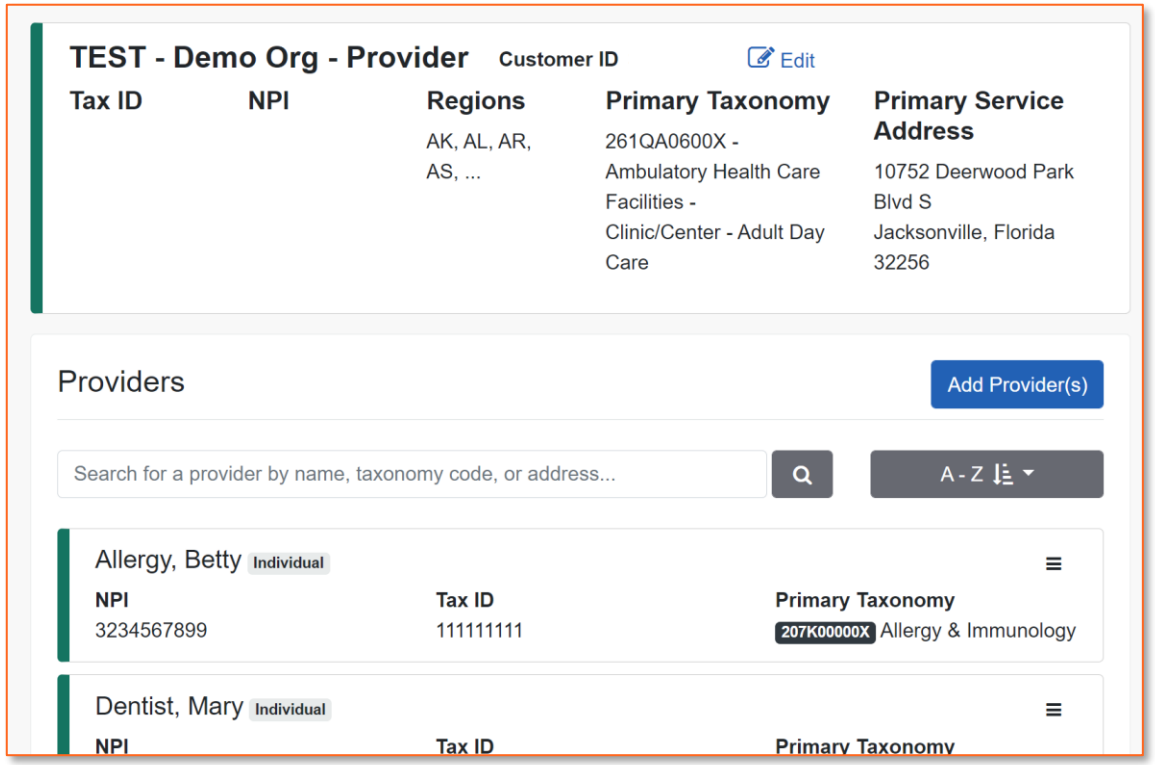
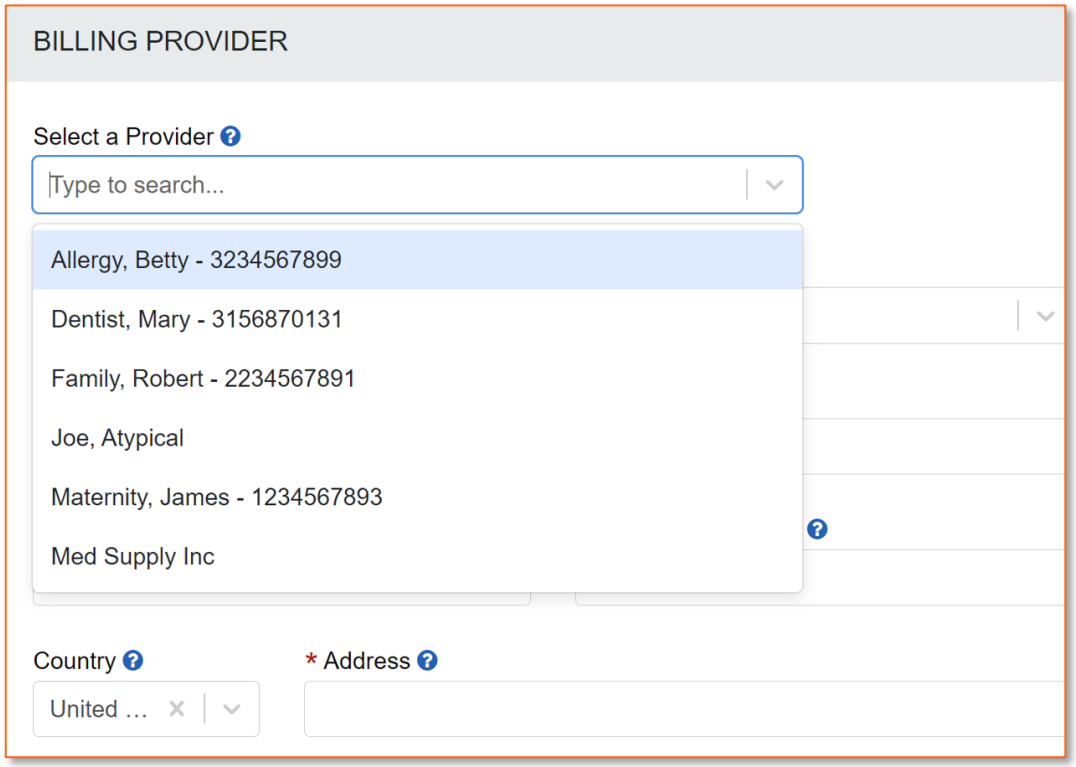
What happens next?

Add providers here…



…so they display here



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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.

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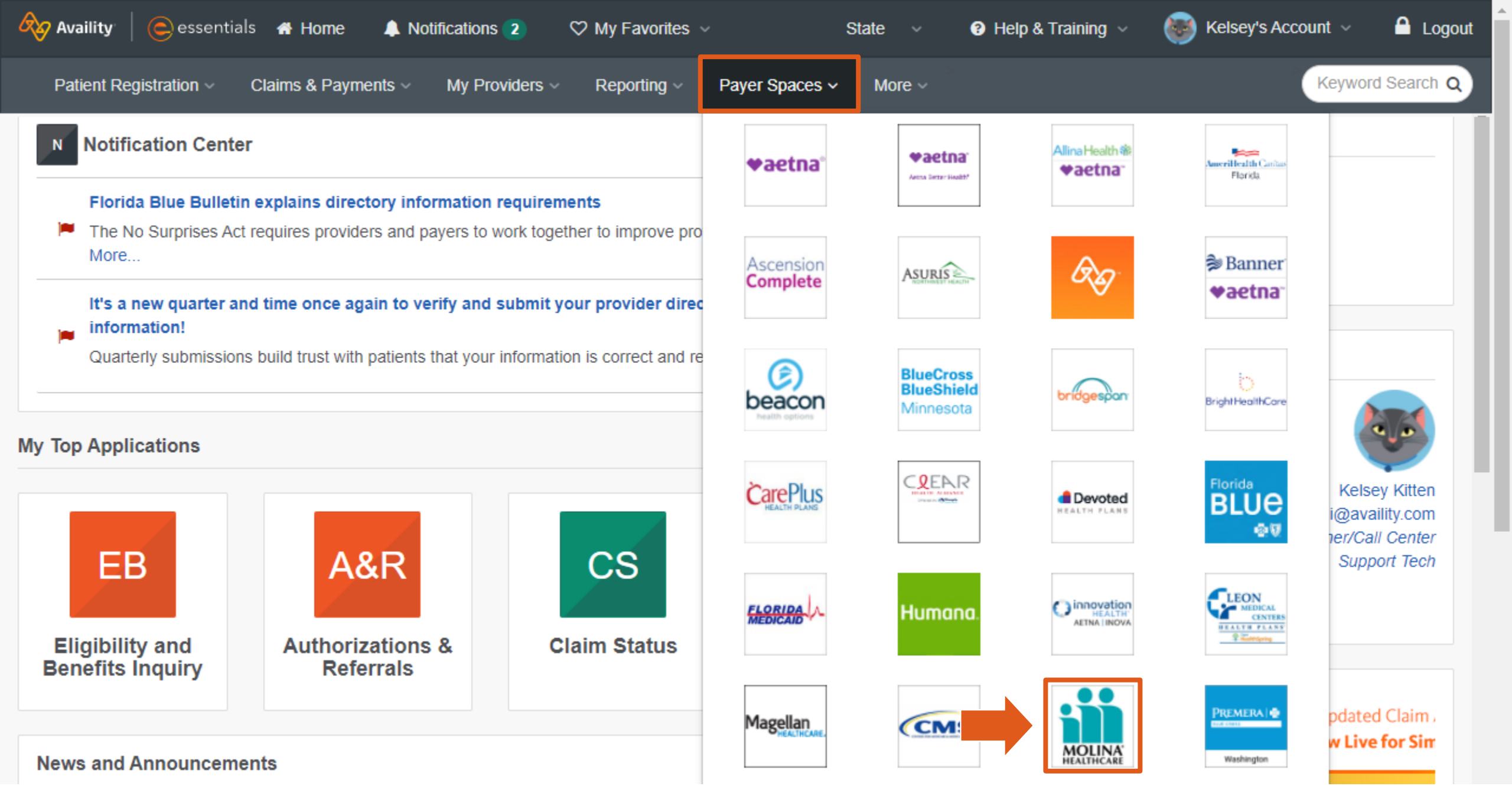

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Availity | essentials Home Notifications 2 My Favorites State Help & Training Kelsey's Account Logout

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

MOLINA HEALTHCARE

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

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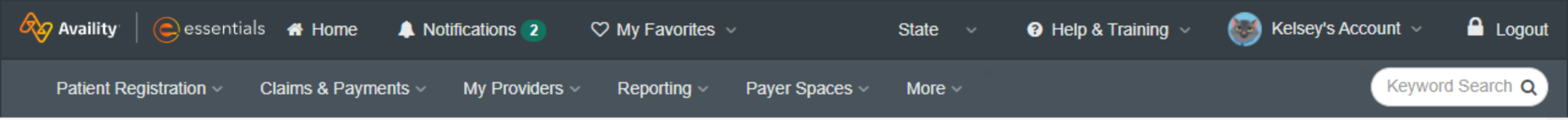

Applications | Resources | News and Announcements 1

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

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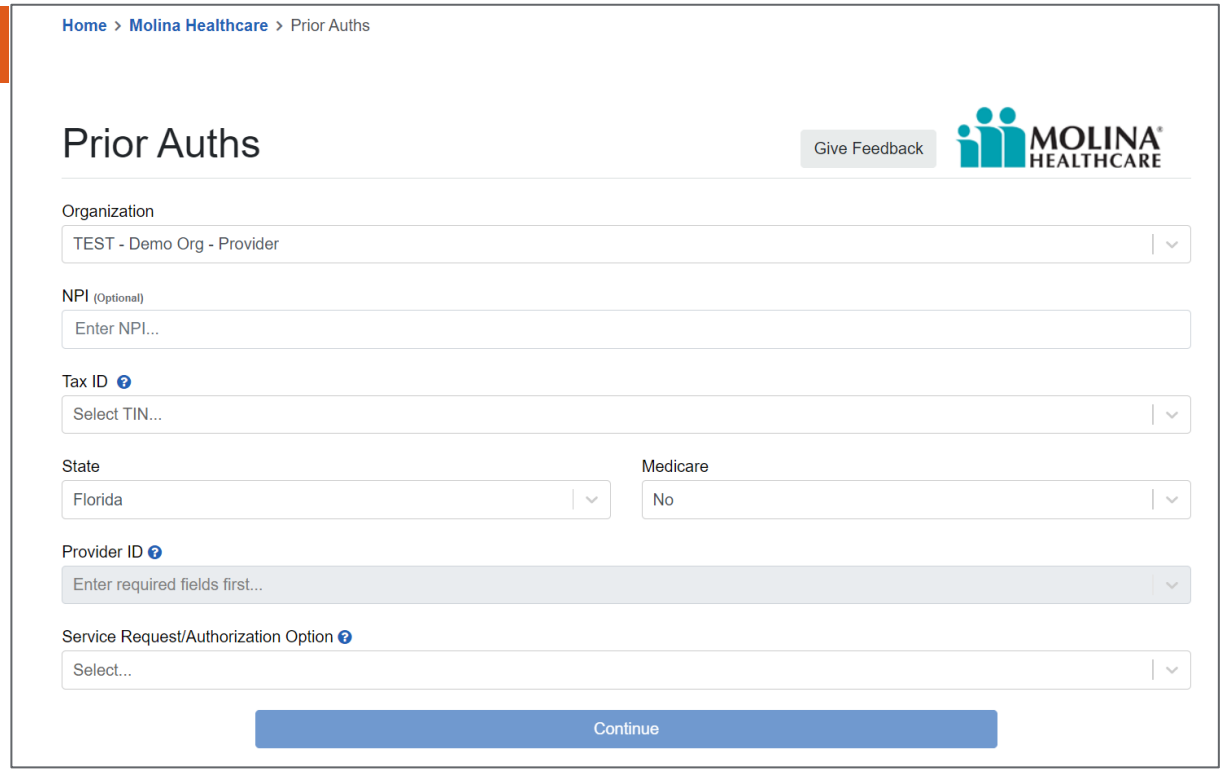
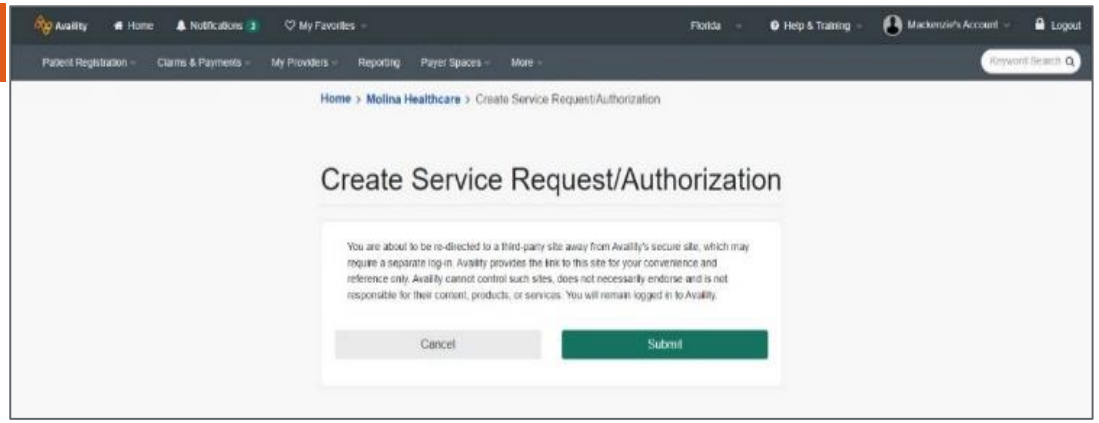
Payer Spaces

Linking out to health plan third-party apps

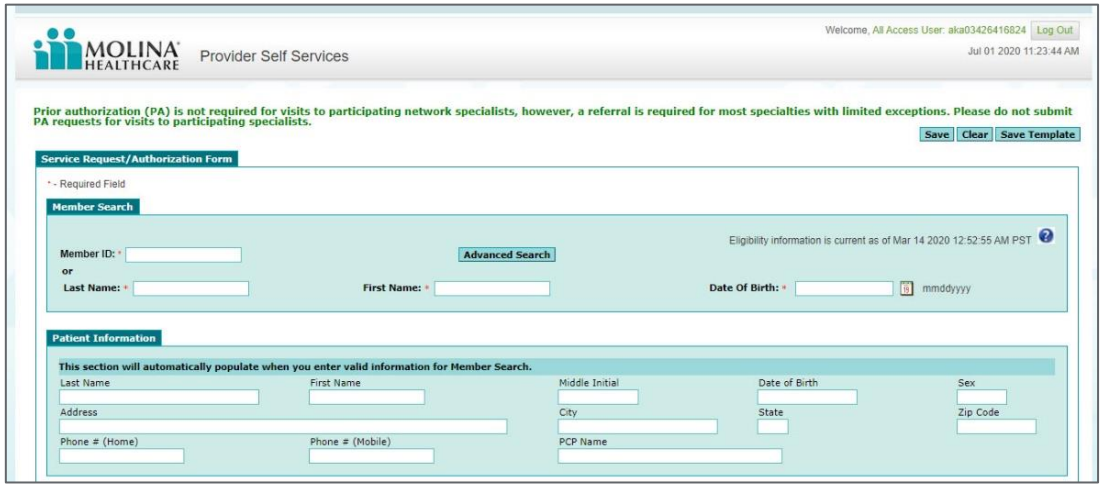
1



2



3



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.

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Eligibility and Benefits Inquiry (E&B)

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

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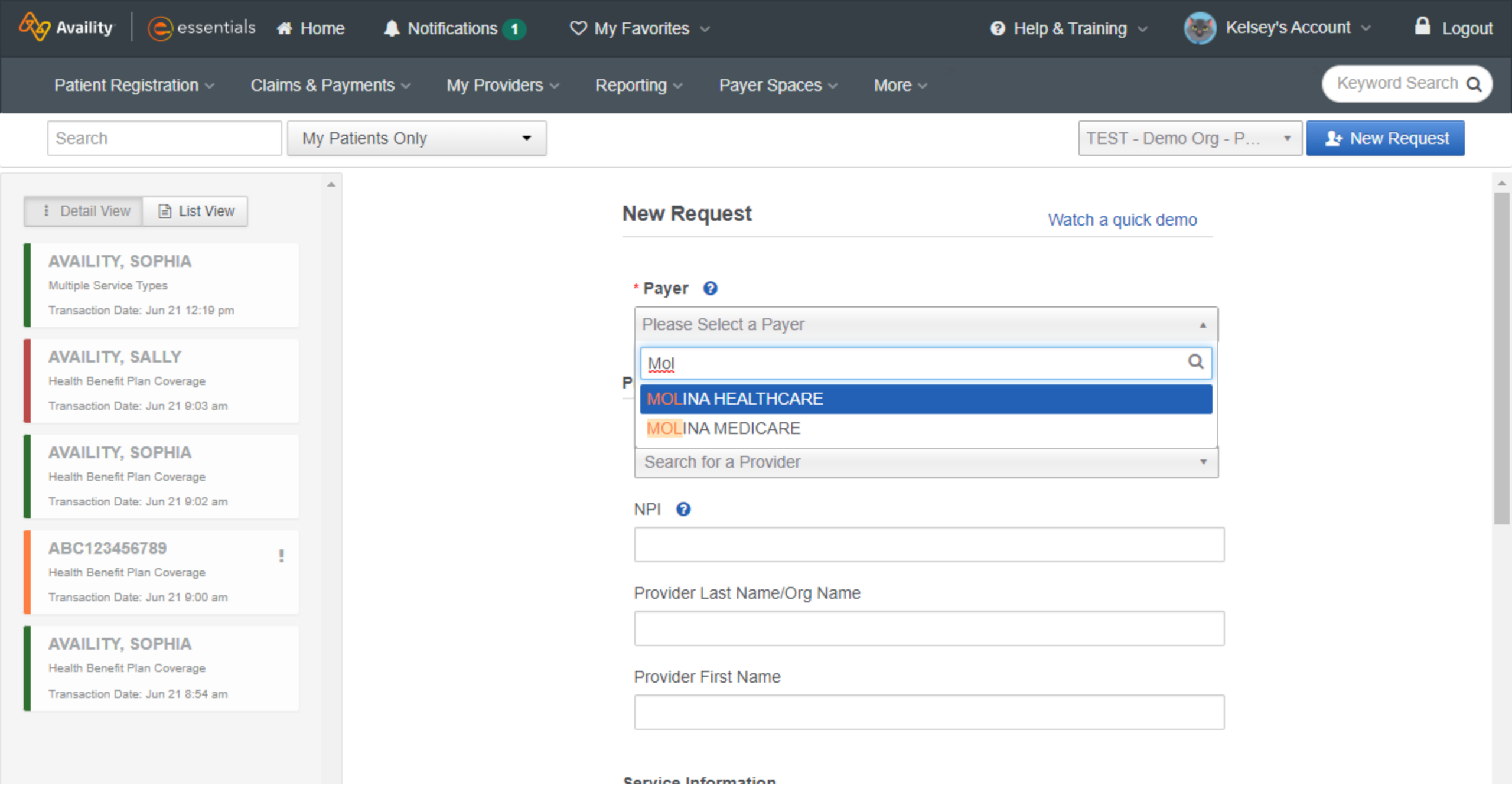

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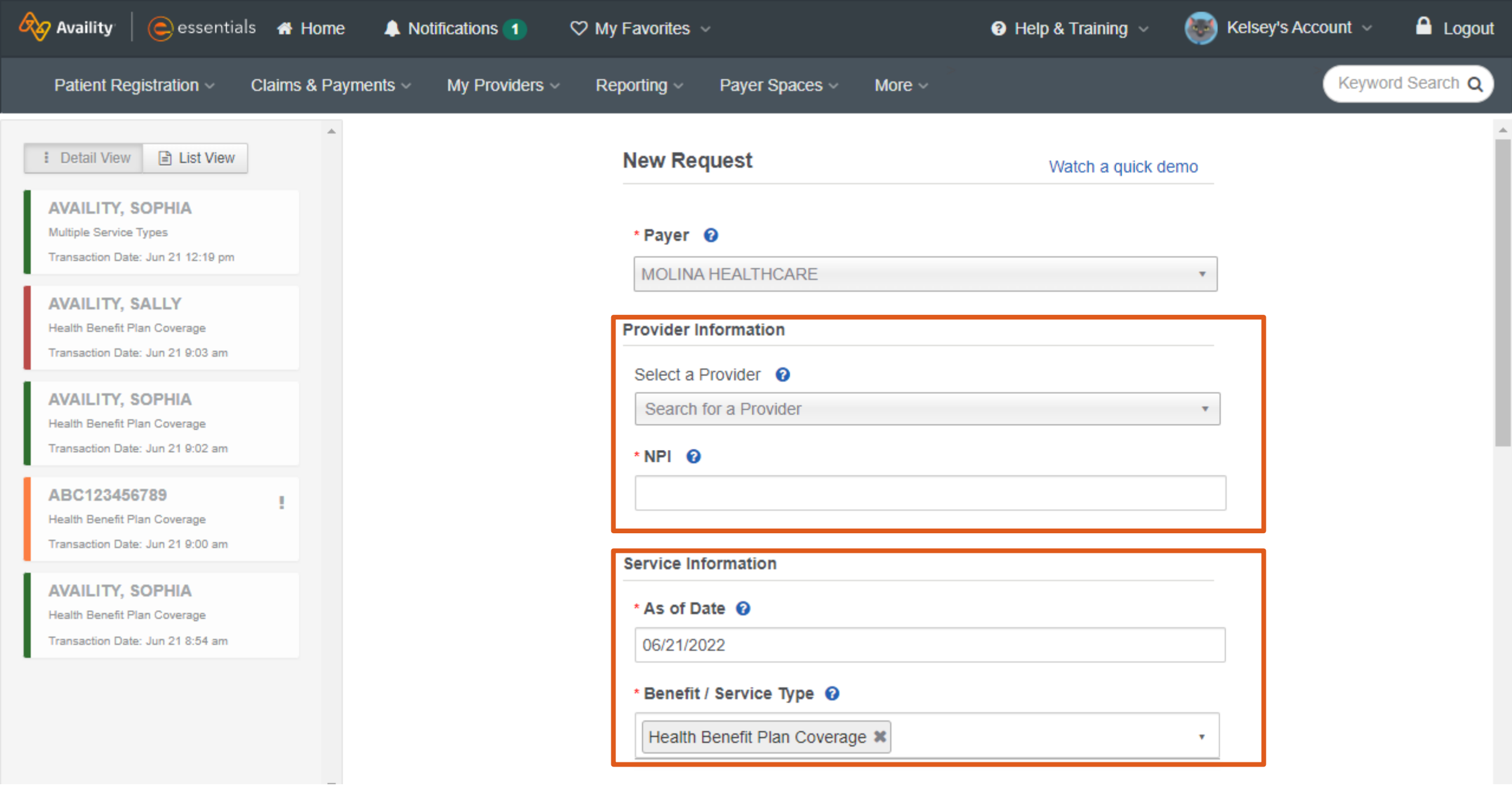

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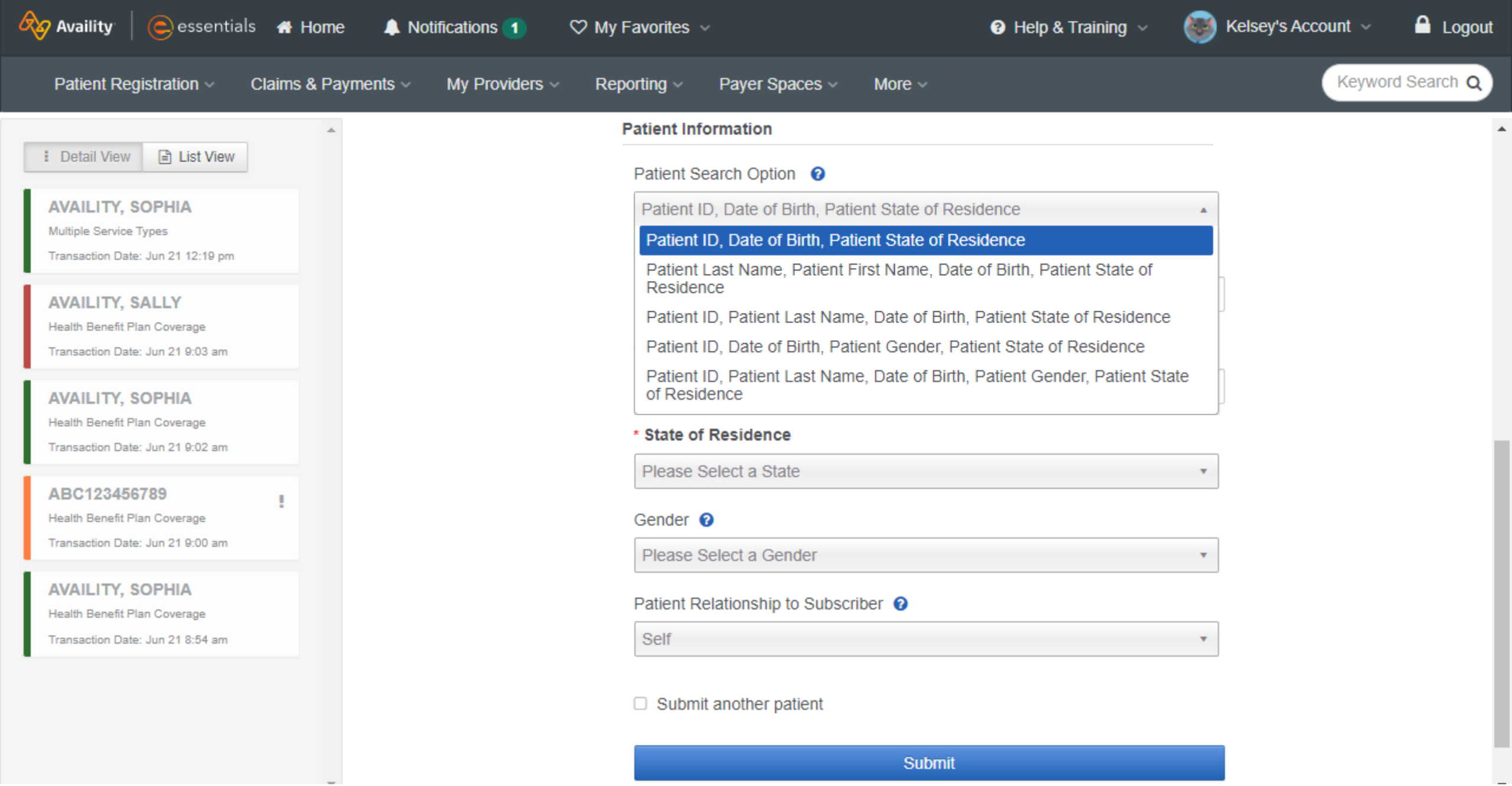

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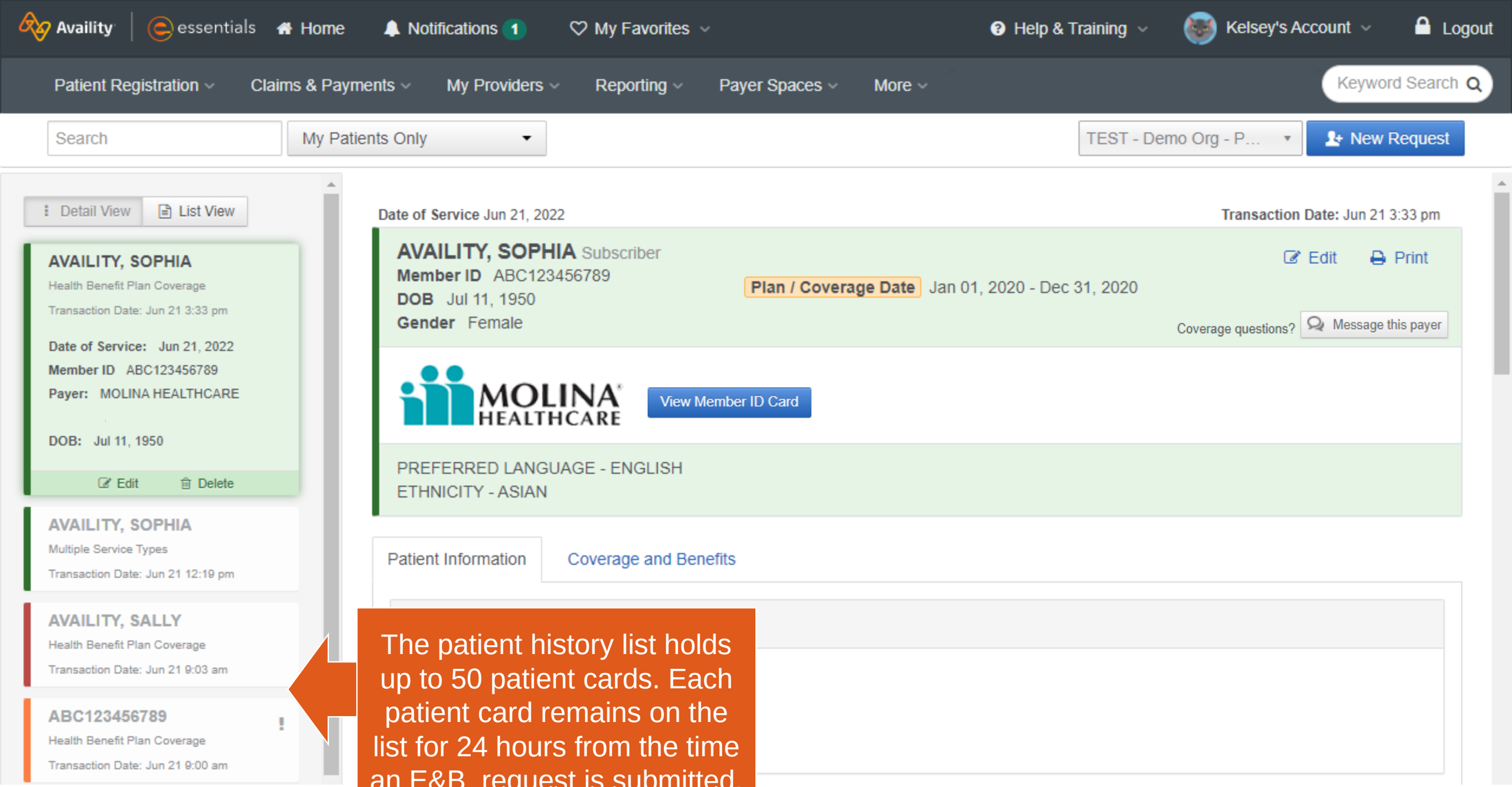

The patient history list holds up to 50 patient cards. Each patient card remains on the list for 24 hours from the time an E&B request is submitted.

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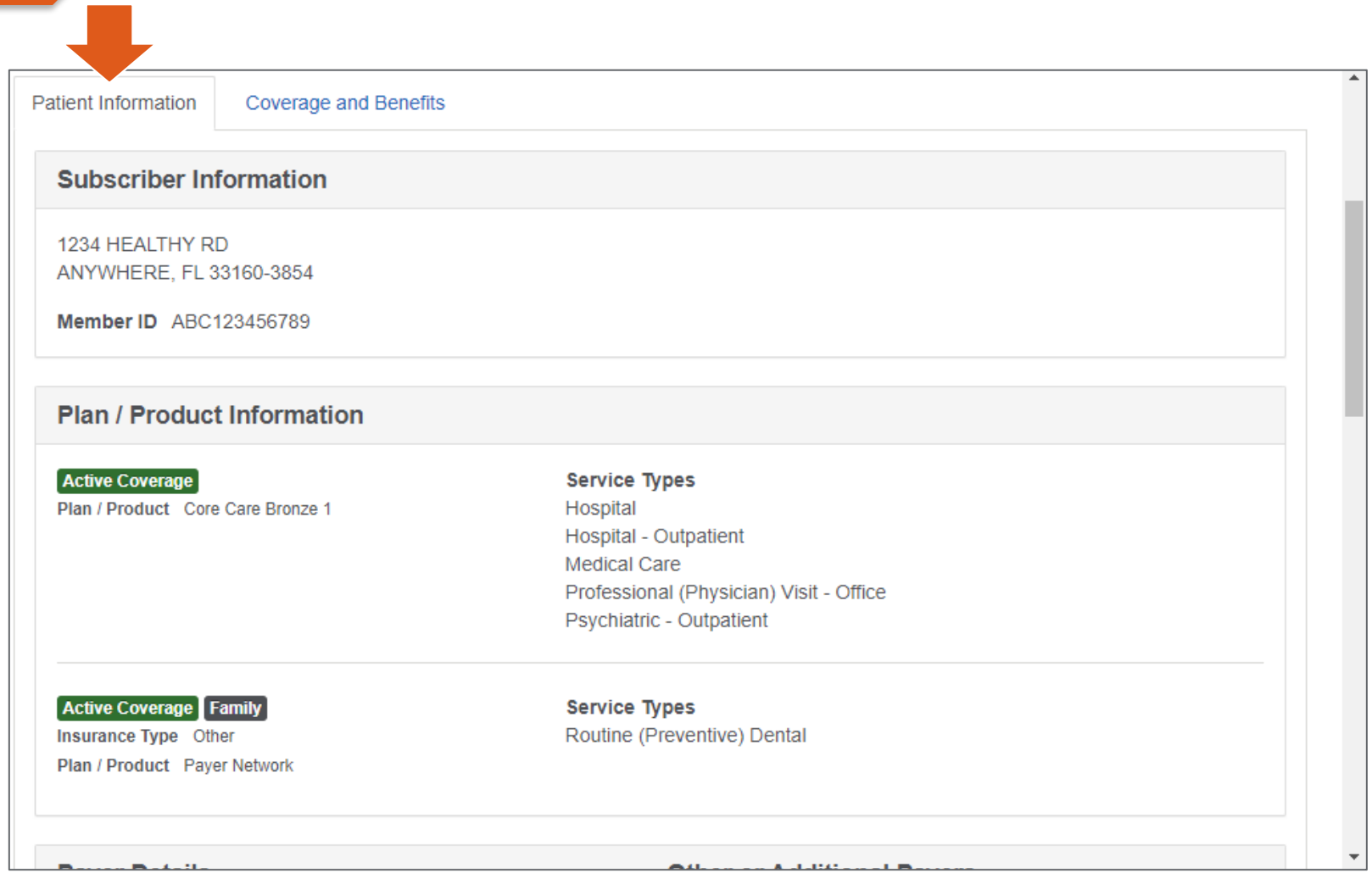
E&B results

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.



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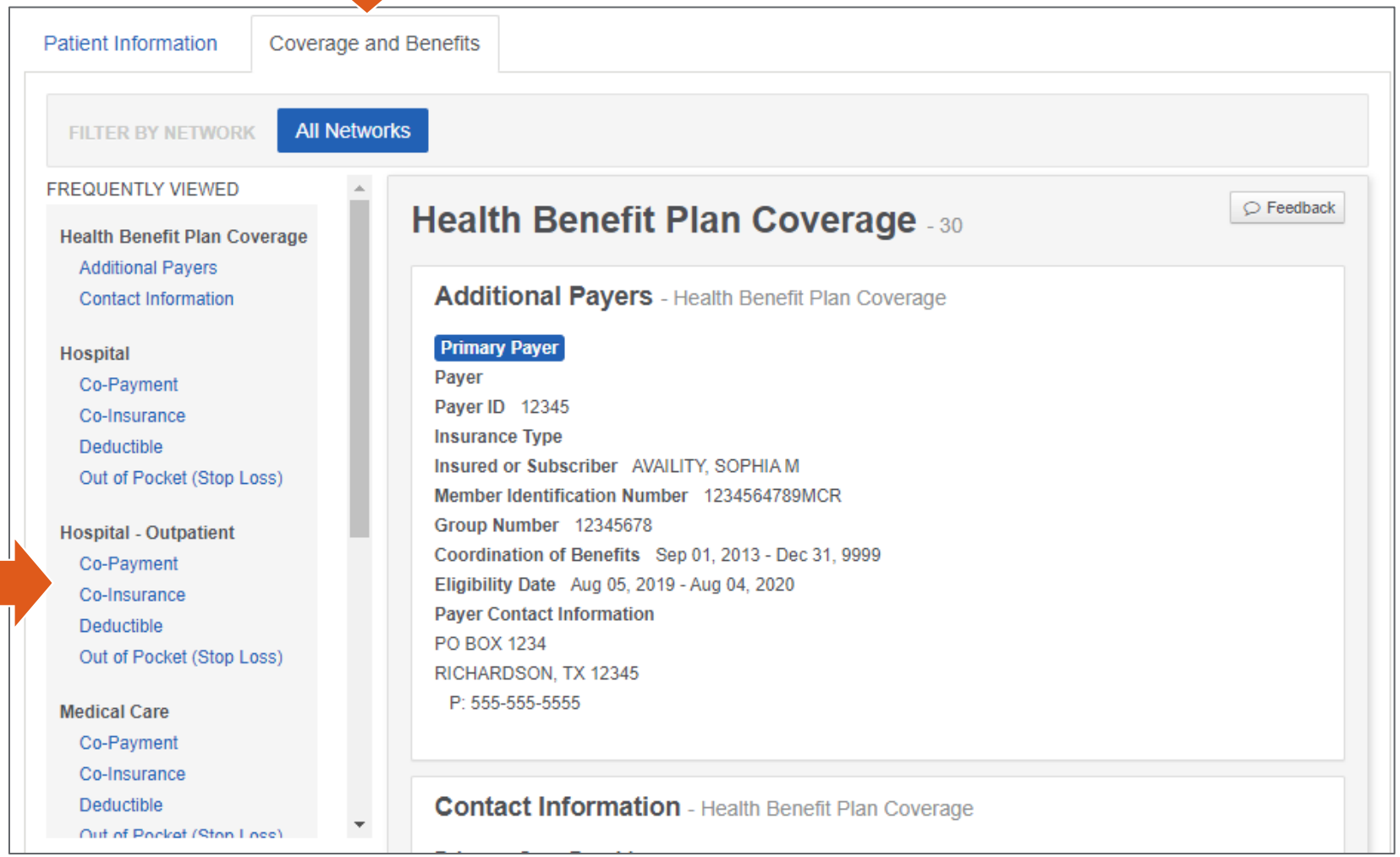
E&B results

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.



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Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.

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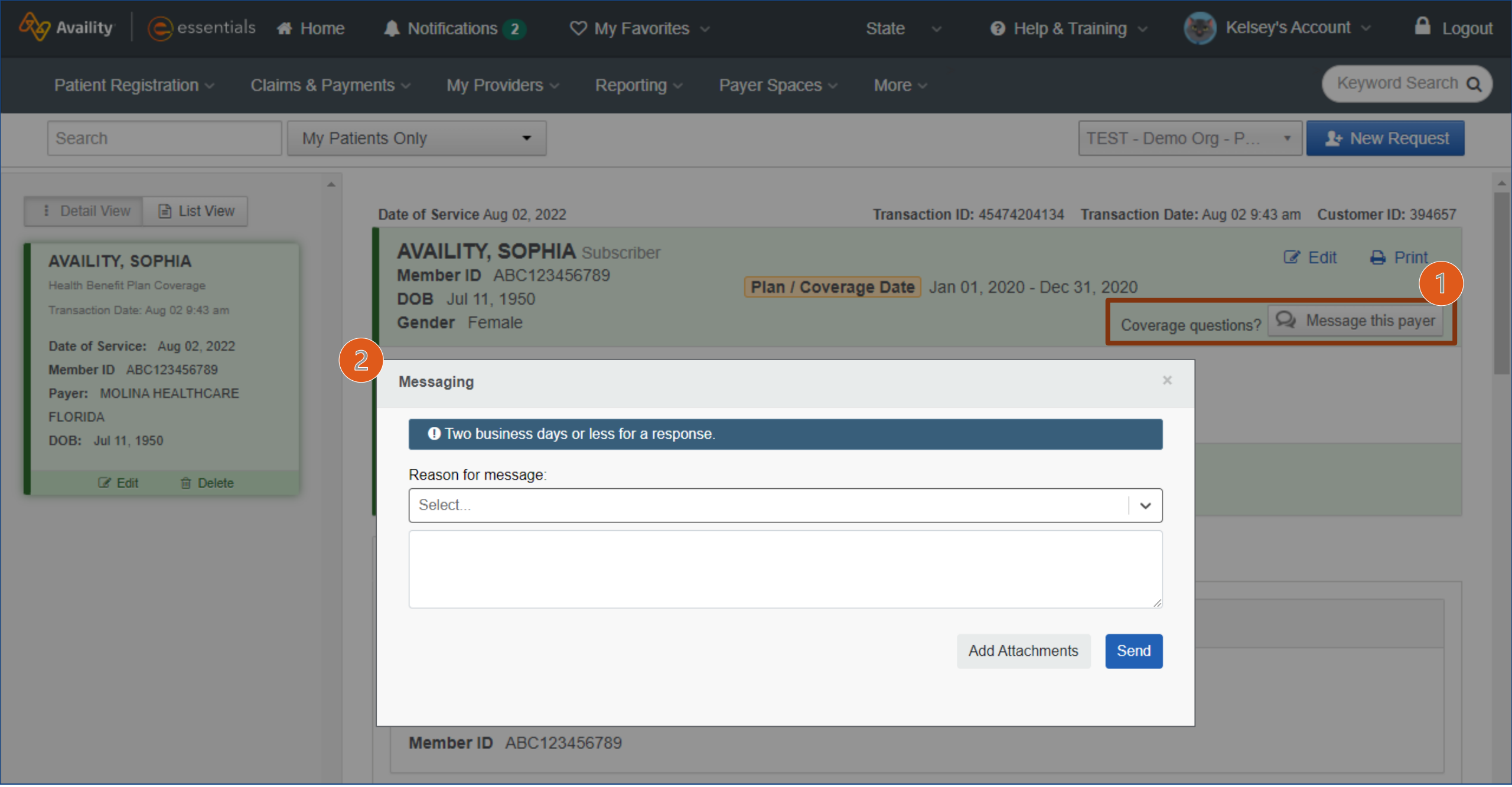
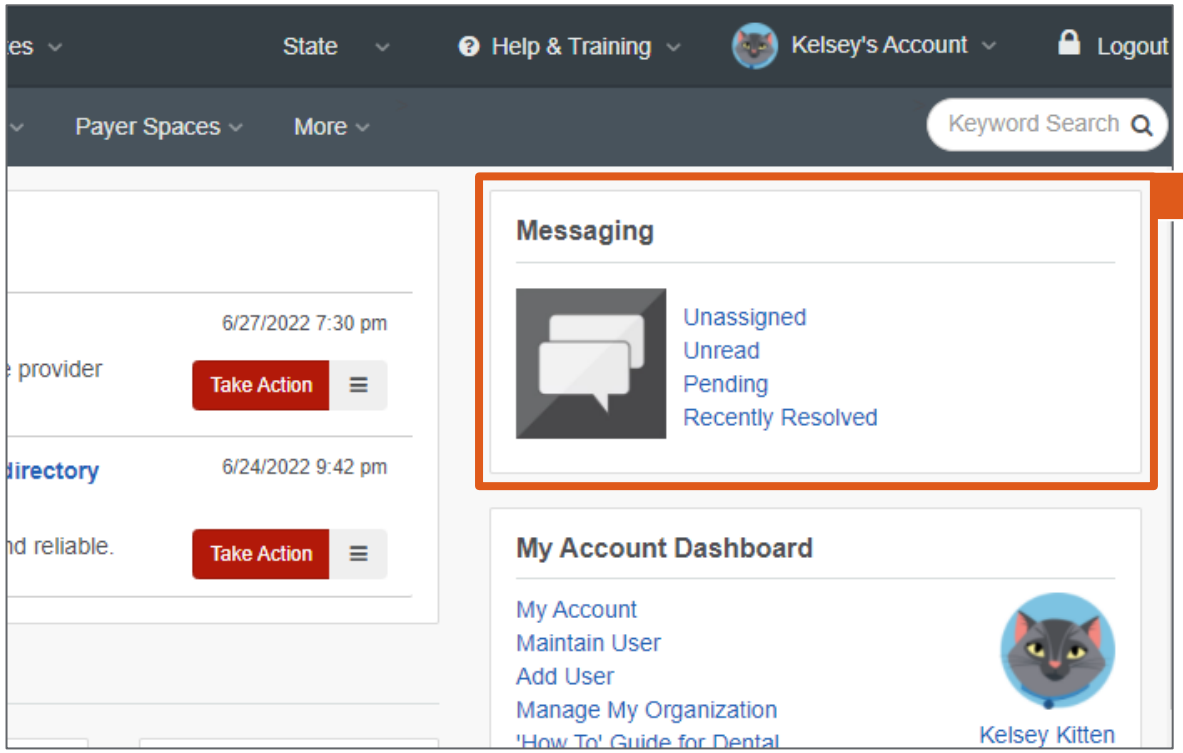
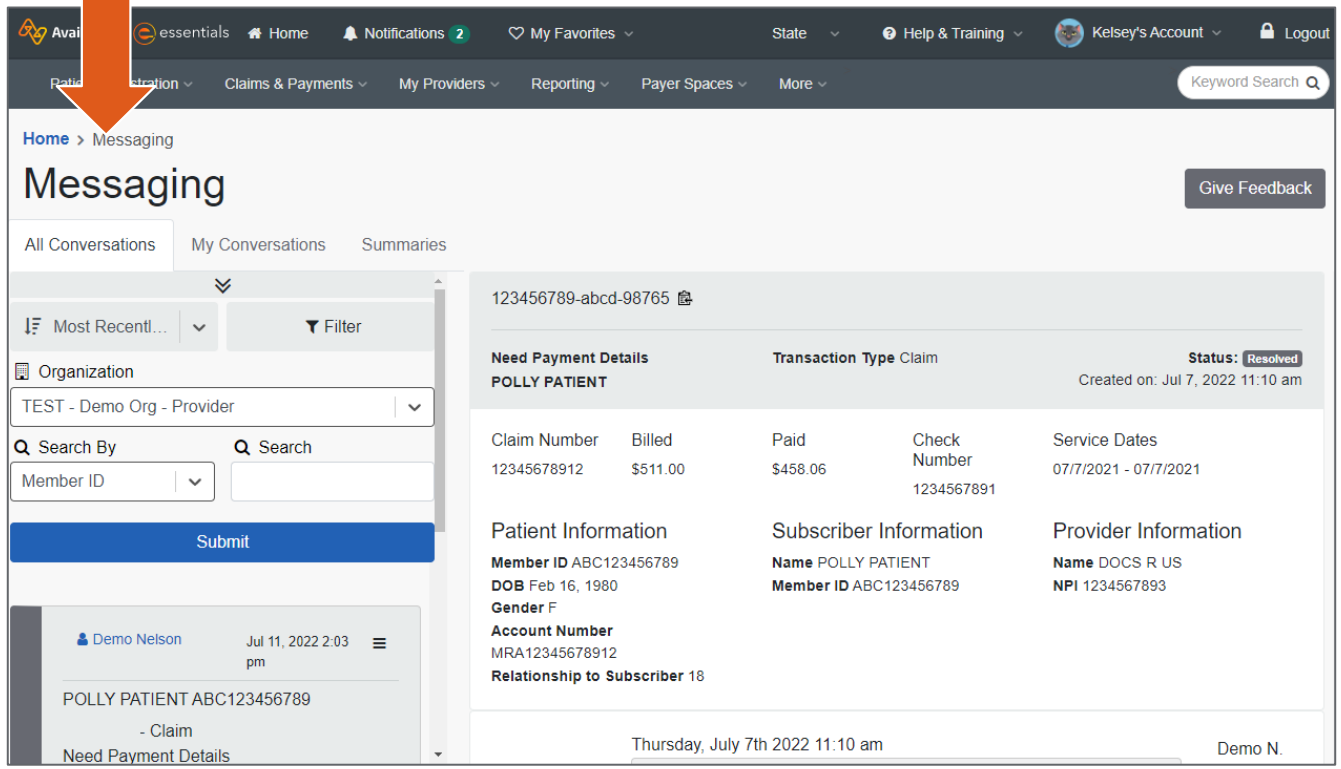

Availity
essentials
Home
Notifications 2
My Favorites
State
Help & Training
Kelsey's Account
Logout
Patient Registration
Claims & Payments
My Providers
Reporting
Payer Spaces
More
Keyword Search
Search
My Patients Only
TEST - Demo Org - P...
New Request
Detail View
List View
AVAILITY, SOPHIA
Health Benefit 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
Edit
Print
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





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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.

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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

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		

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		

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		

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

MOLINA HEALTHCARE

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
$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

MOLINA HEALTHCARE

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

MOLINA HEALTHCARE

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.
otion 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

MOLINA HEALTHCARE

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

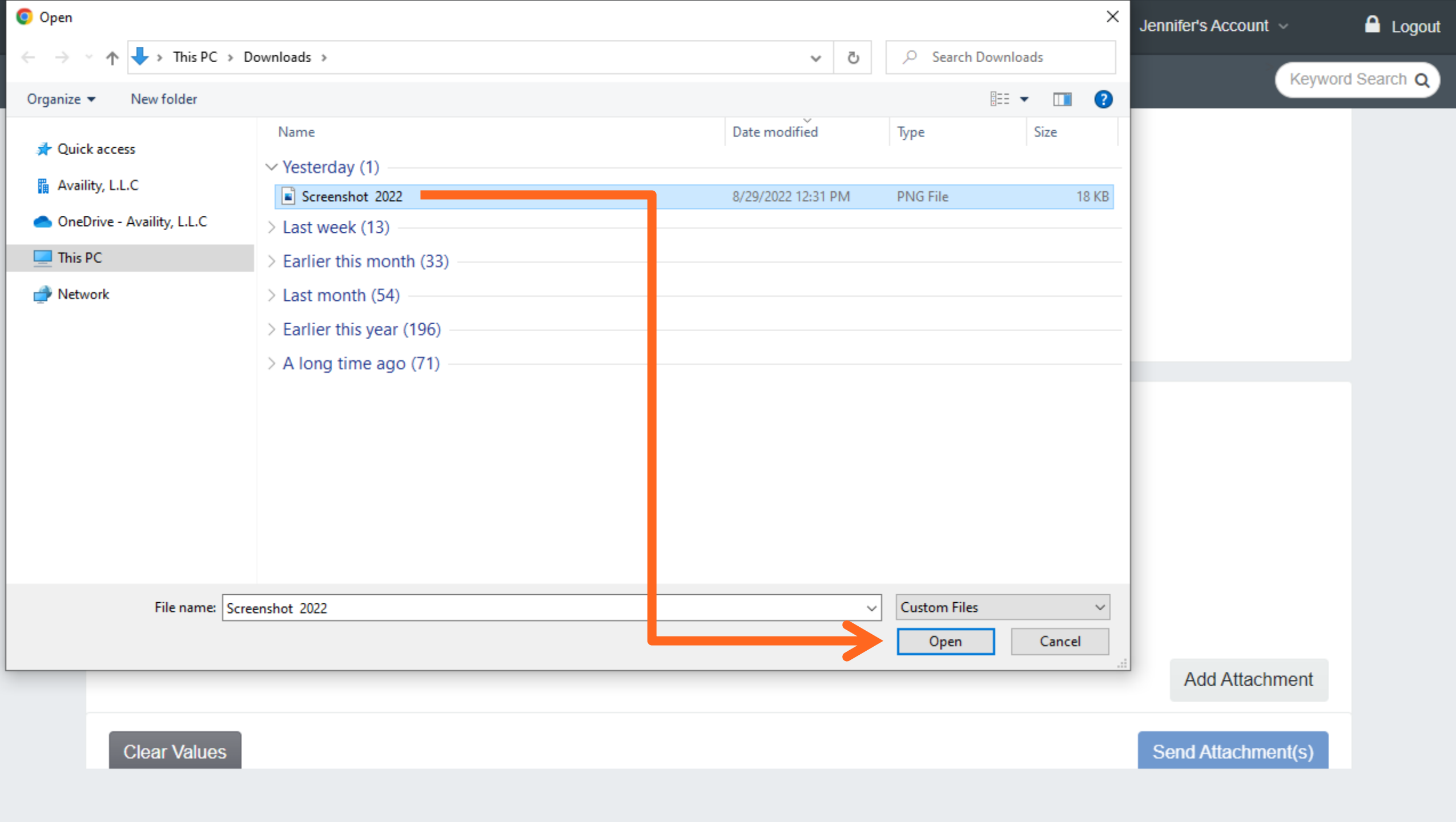
11503-0 - Medical Records

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
Jennifer's Account
Logout
Keyword Search
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

MOLINA HEALTHCARE

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

Add Attachment

Clear Values

Send Attachment(s)

Medical Attachments

Your response has been successfully submitted.

Organization

TEST - Demo Org - Provider

Payer

Choose one ...

Need Help? Watch a demo about Attachments

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

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		

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

Customer ID 1194 **Exchange Date** August 29, 2022 2:57 PM
Transaction ID 000adf86-e516-5c84-0004-73955fb74048

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)

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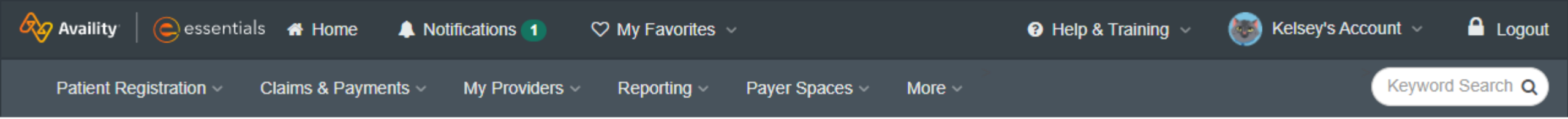

Home > Professional Claim

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

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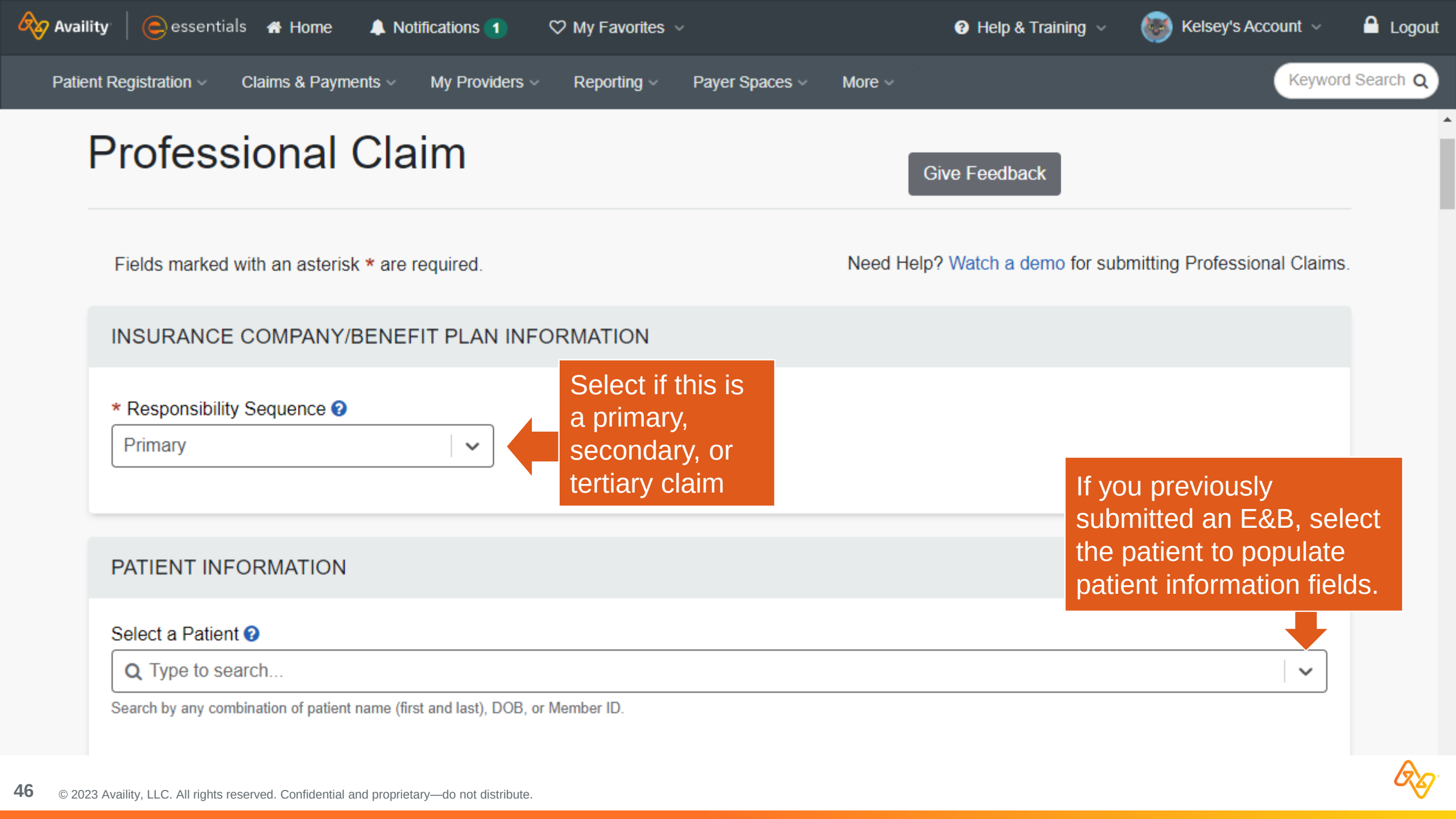

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ATTACHMENTS

* 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

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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

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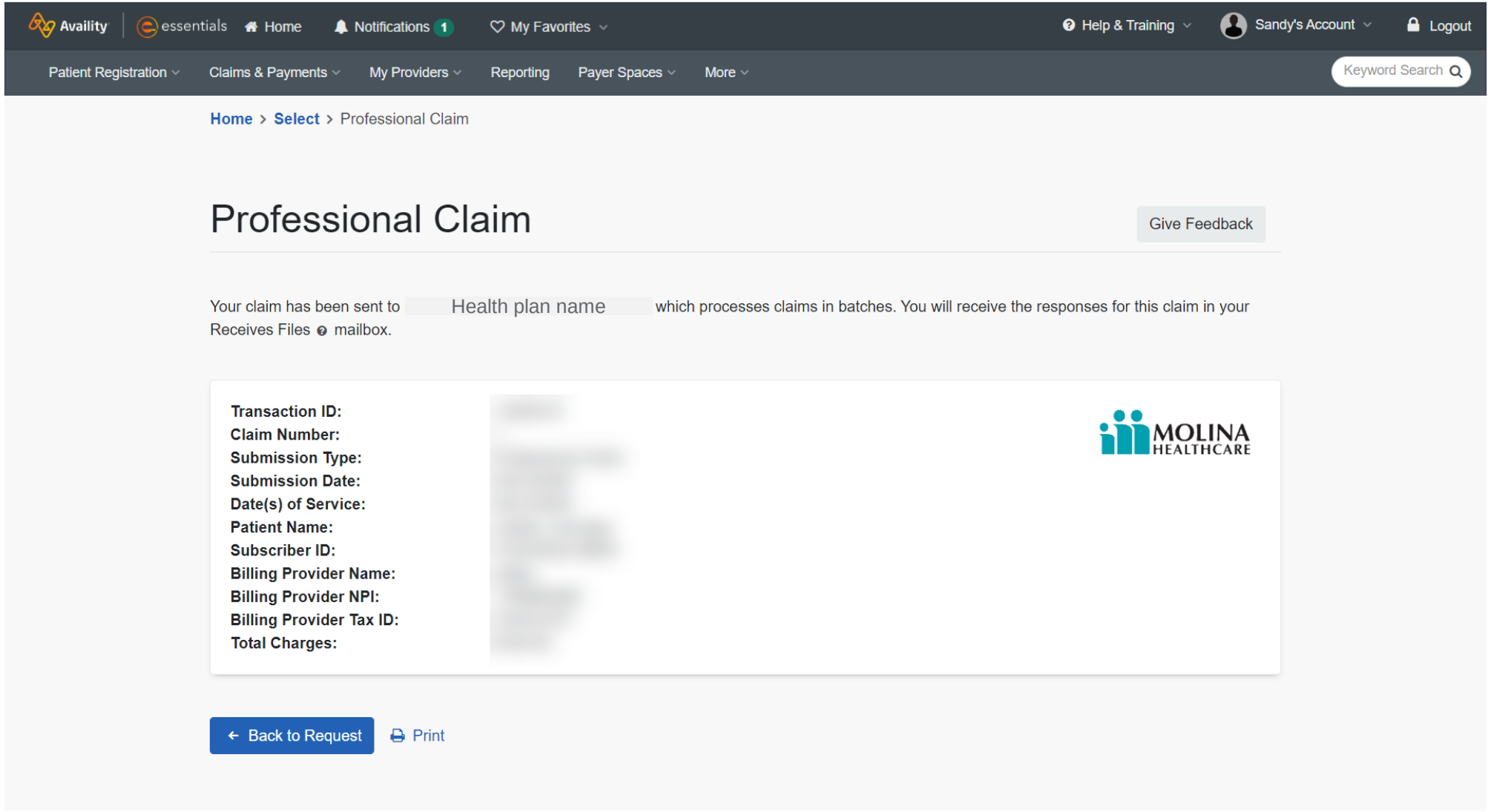
DE claims

Claim response page



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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.

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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.

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Remittance viewer

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

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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

$

Date Received by Availity

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	

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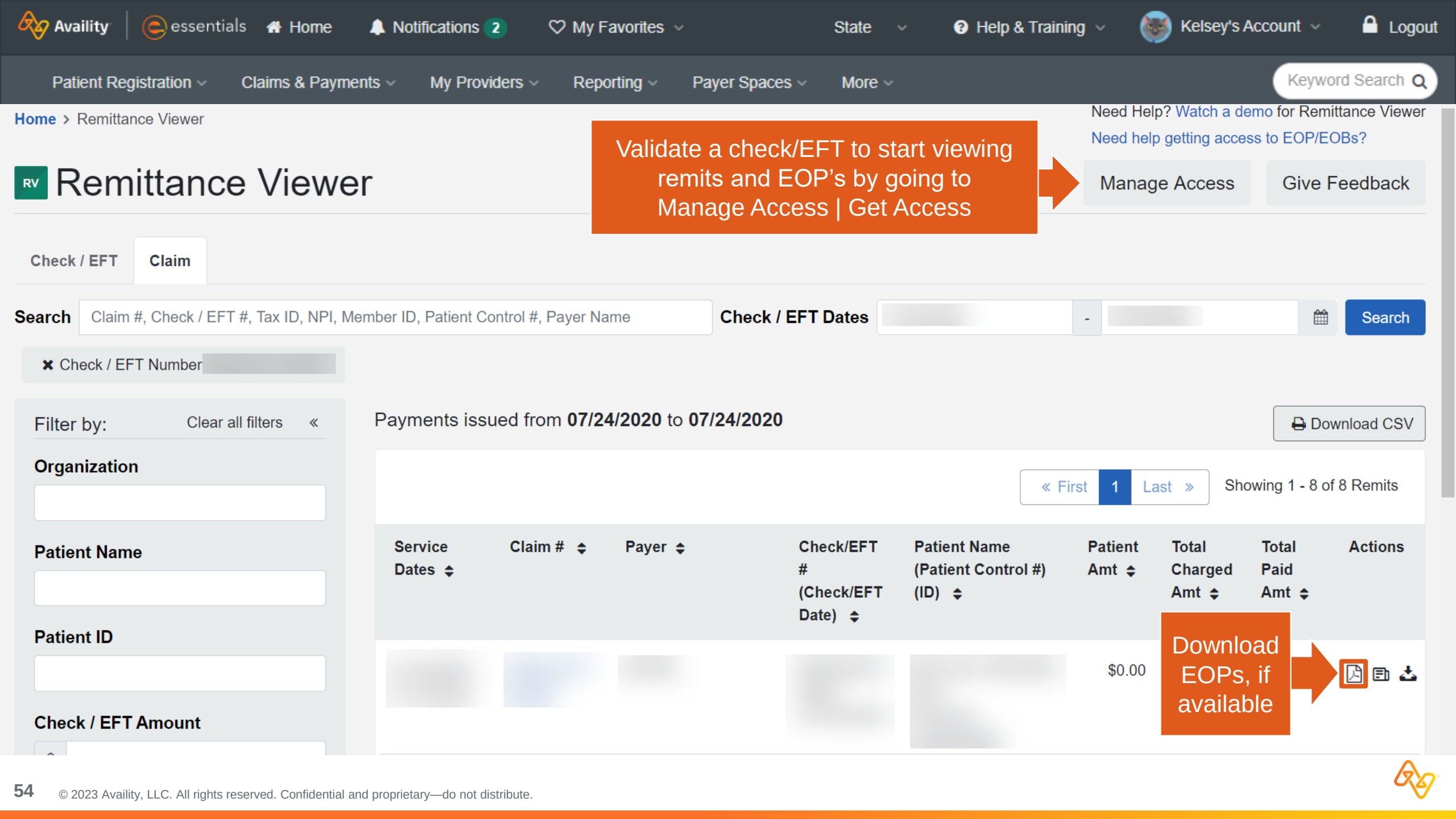

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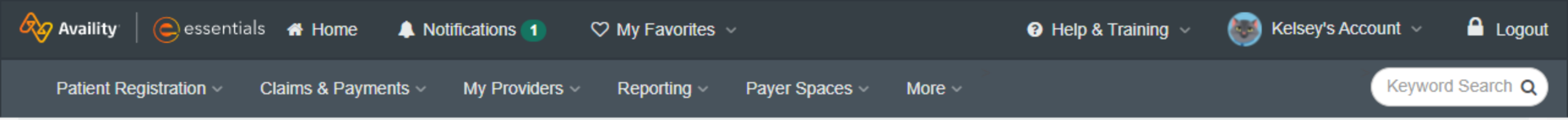

Get Access

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...

Payee Tax ID

Check/EFT Trace Number

Check/EFT Amount $

Check/EFT Date mm/dd/yyyy

Get Access Cancel

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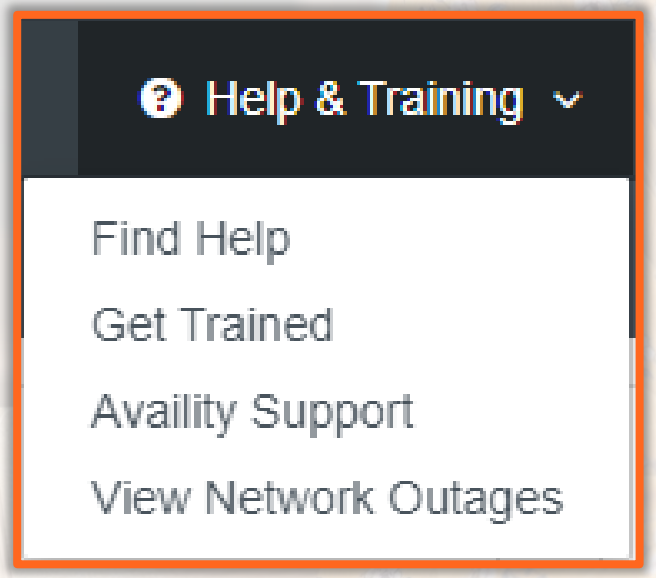
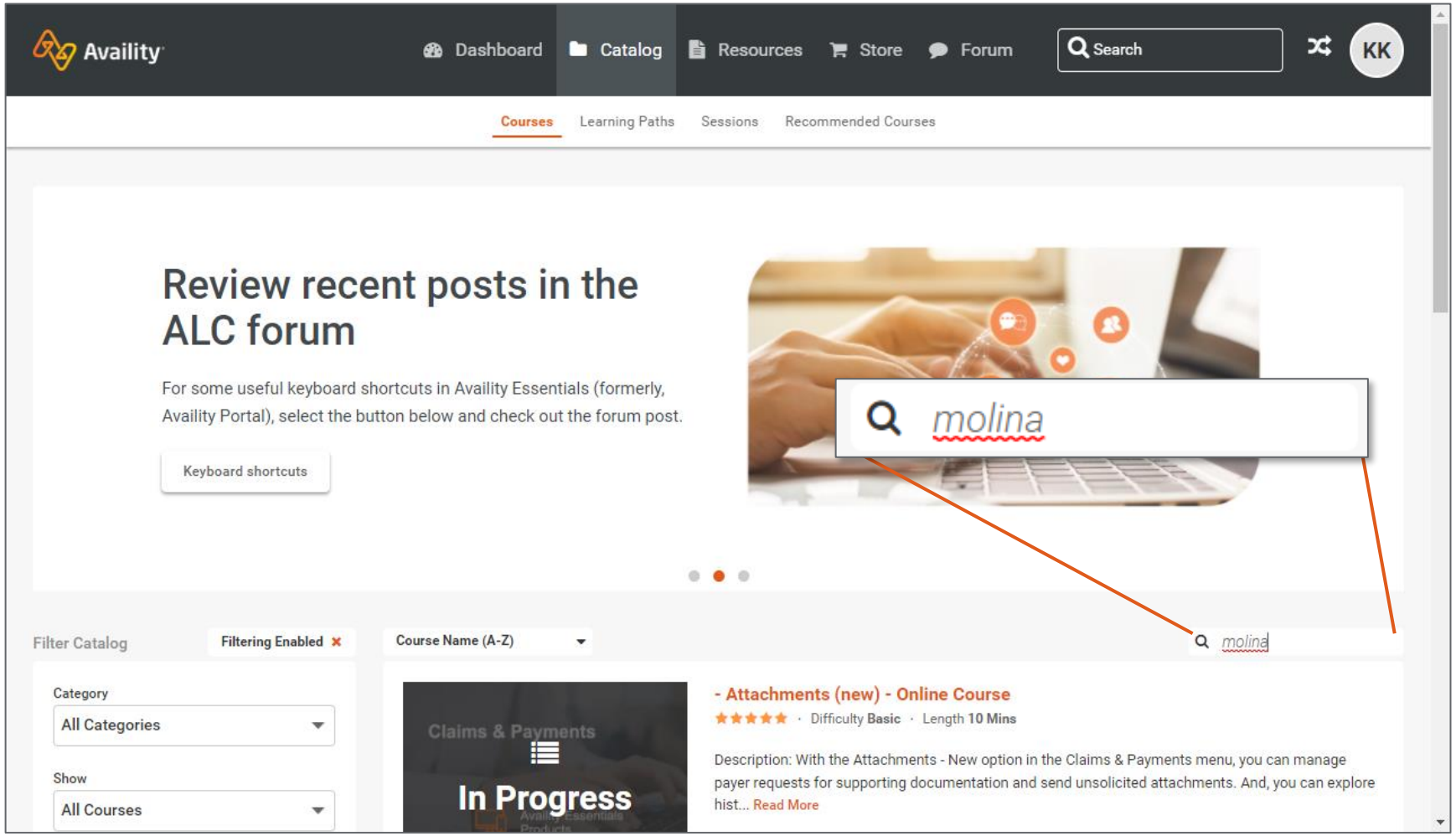


- Use **Find Help** to launch the Provider Help Center and access training documentation plus payer-specifics.
- Use **Get Trained** to launch the Availity Learning Center (ALC) to enroll in on-demand and live training options.
- Use **Availity Support** to submit a support ticket online to Availity 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.



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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

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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

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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.

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