Availity

MOLINA HEALTHCARE

Claim Status

Molina Healthcare Providers

Where healthcare **connects**.

September 2022

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 user permissions, and so on.

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, deidentified information. Information might also be redacted or blurred.

It is a violation of HIPAA regulations to share credentials to a system that contains PII or PHI. Do not share an Availity user ID with others. Your organization's Availity administrator sets up user ID's and assigns roles.

You should know …

Availity supports Google Chrome, Mozilla Firefox®, and Microsoft Edge v79.

Be sure to allow pop-ups from:

- Availity Essentials: apps.availity.com
- Availity website: www.availity.com
- Availity Learning Center (ALC): https://availitylearning.learnupon.com
- Or any third-party websites accessed from Availity Essentials, such as a payer's website

What we'll cover

Overview

Helpful Tips

Claim Status

In production now!

Training Resources

Q&A

Looking for more training?

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

- Claim Status - Training Demo
- Navigating the Messaging Queue - Training Demo

Why use Availity's Claim Status tool?

- Research claims your organization has filed and Molina Healthcare has adjudicated.
- Search for claims using various search criteria.
- Use the Claim Status tool regardless of how the claims were submitted.
- Review the most current information from Molina Healthcare.
- It's free for you to use!

What’s new for you?

For Molina Healthcare Providers

Claim Status Benefits:

- Flexibility - four search options
  1. Member
  2. Service Dates
  3. Claim History
  4. HIPAA Standard

- Simplified Layout
  - Search results display below the search fields and provide high-level claim information with access to claim details

- Remark Codes
  - Remark Codes, along with their descriptions, will display at both the claim and line level

- Attachments
  - Send claim attachments directly from the Claim Status page and track the status of the attachments

Helpful Tips

Tip # 1 - Claim Status Role Required

Roles for Jennifer

Training Test Demo Org

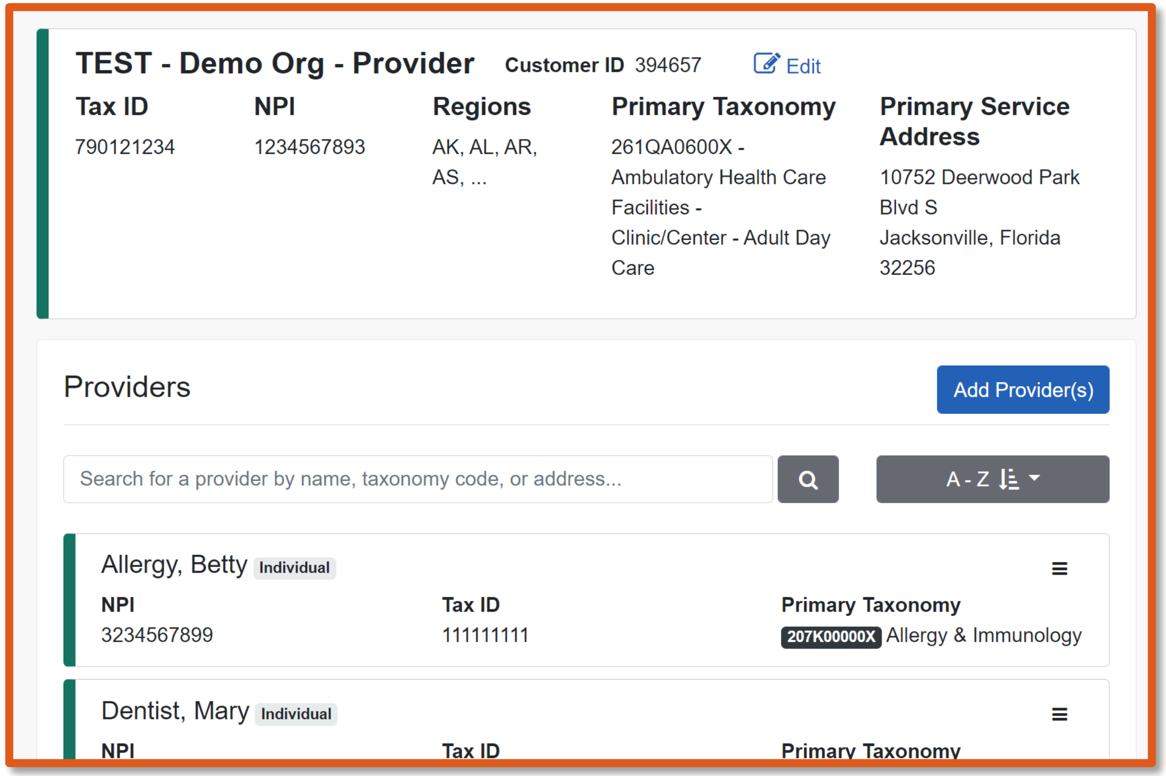
Choose the best option:

- (●) This user needs a new set of roles.
- ( ) This user needs the same set of roles as an existing user.

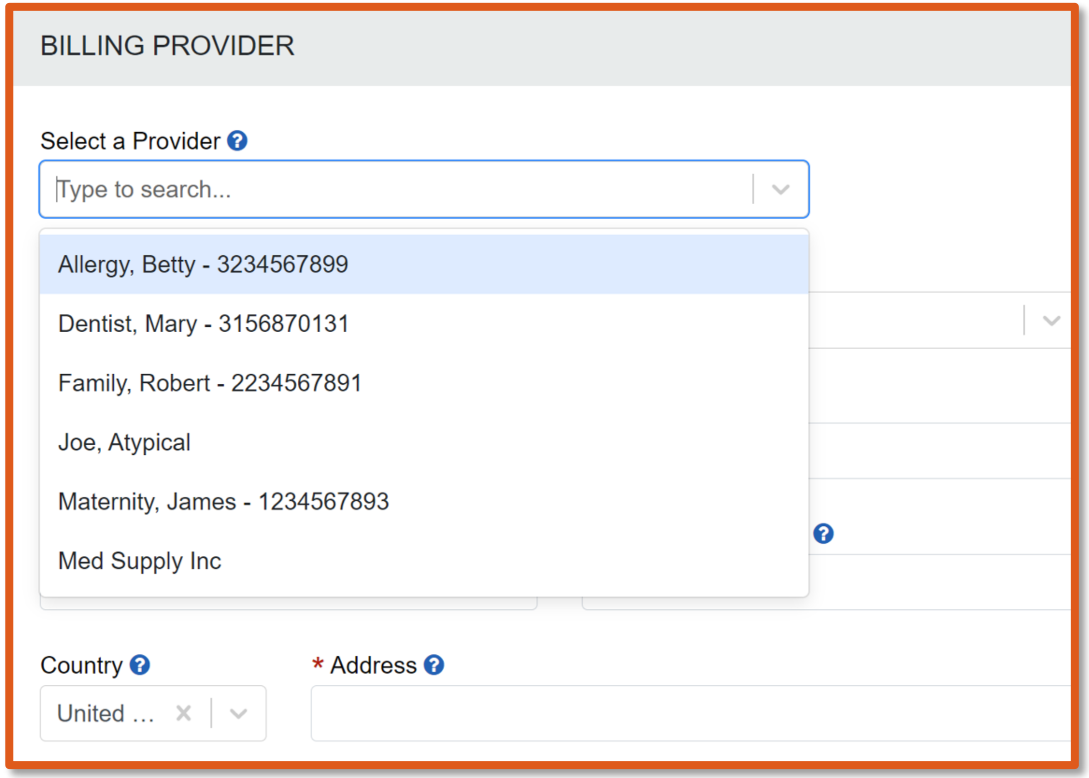
	☐	Role(s)	Permissions What is this?
User Roles			
	☑	Base Role	More Info
	☑	Claim Status	More Info

Tip # 2 – Enter Provider Data on the Manage My Organization Page

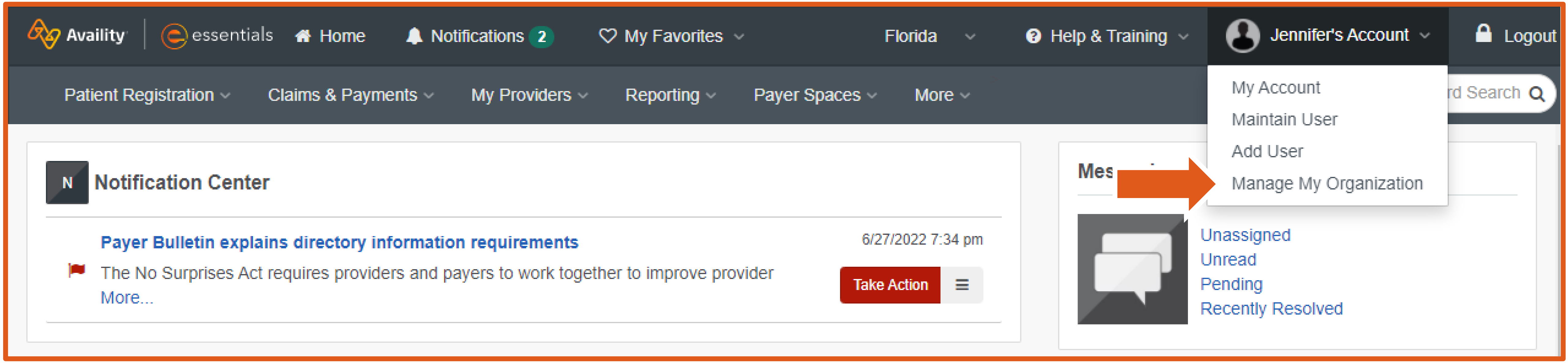
Add providers here…



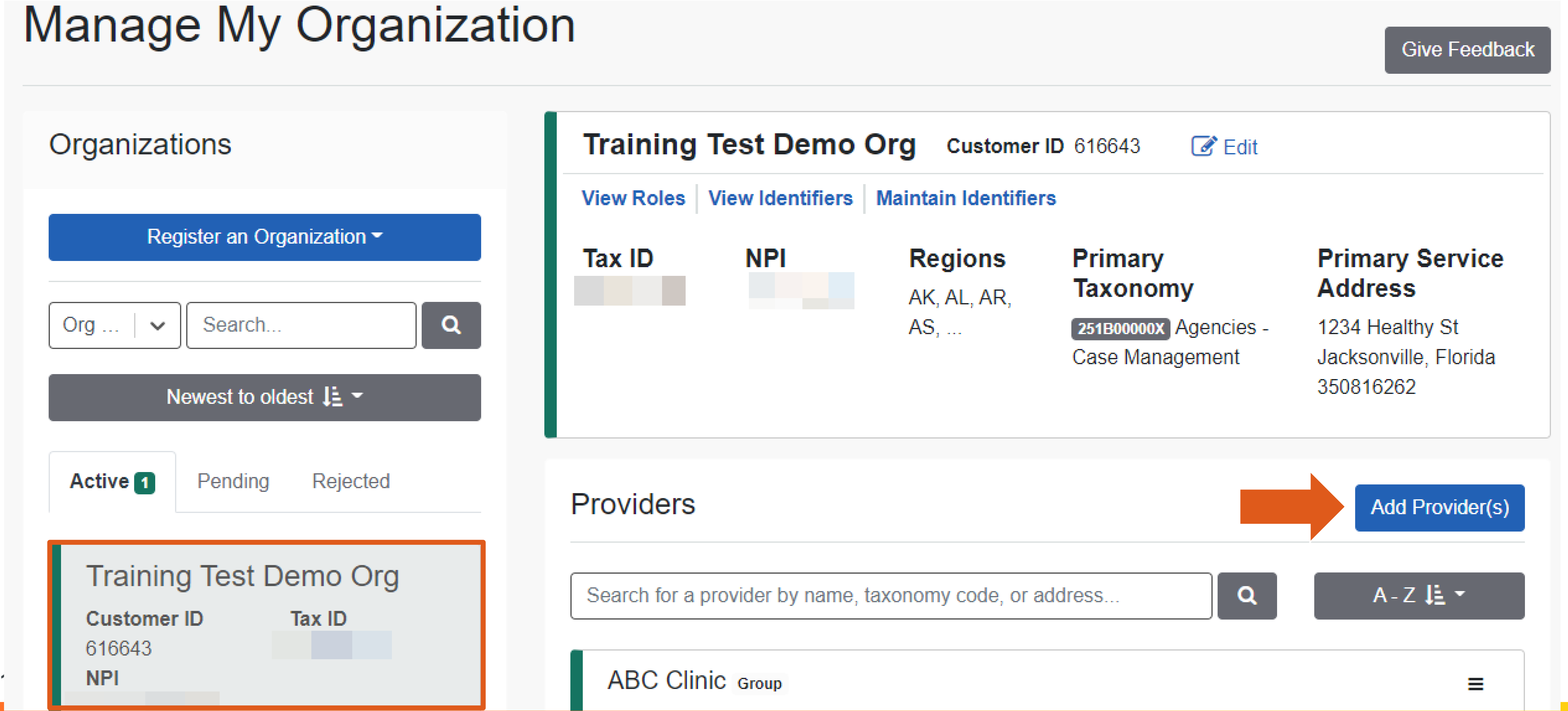
…so they display here



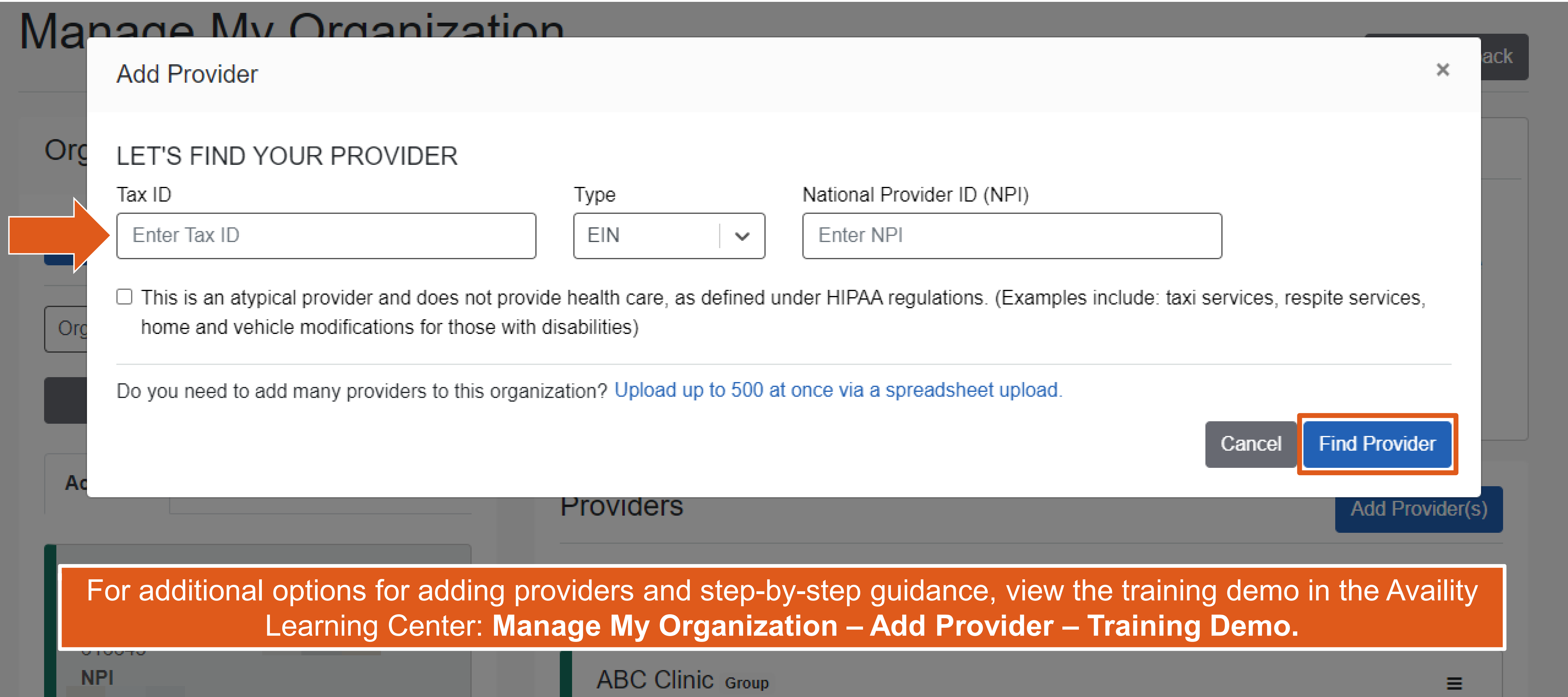
Step 1: Select Manage My Organization



Step 2: Select the Active Organization and then select Add Provider(s)

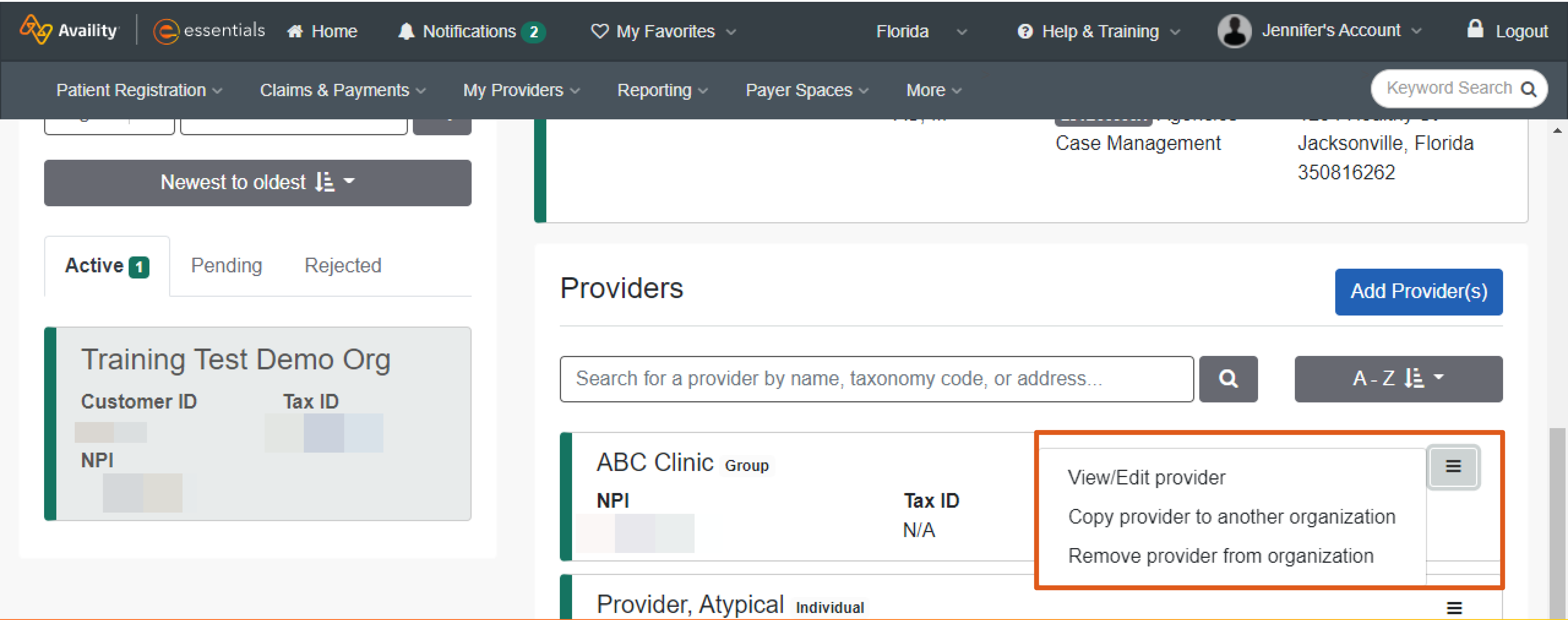


Step 3: Enter Tax ID, NPI and select Find Provider

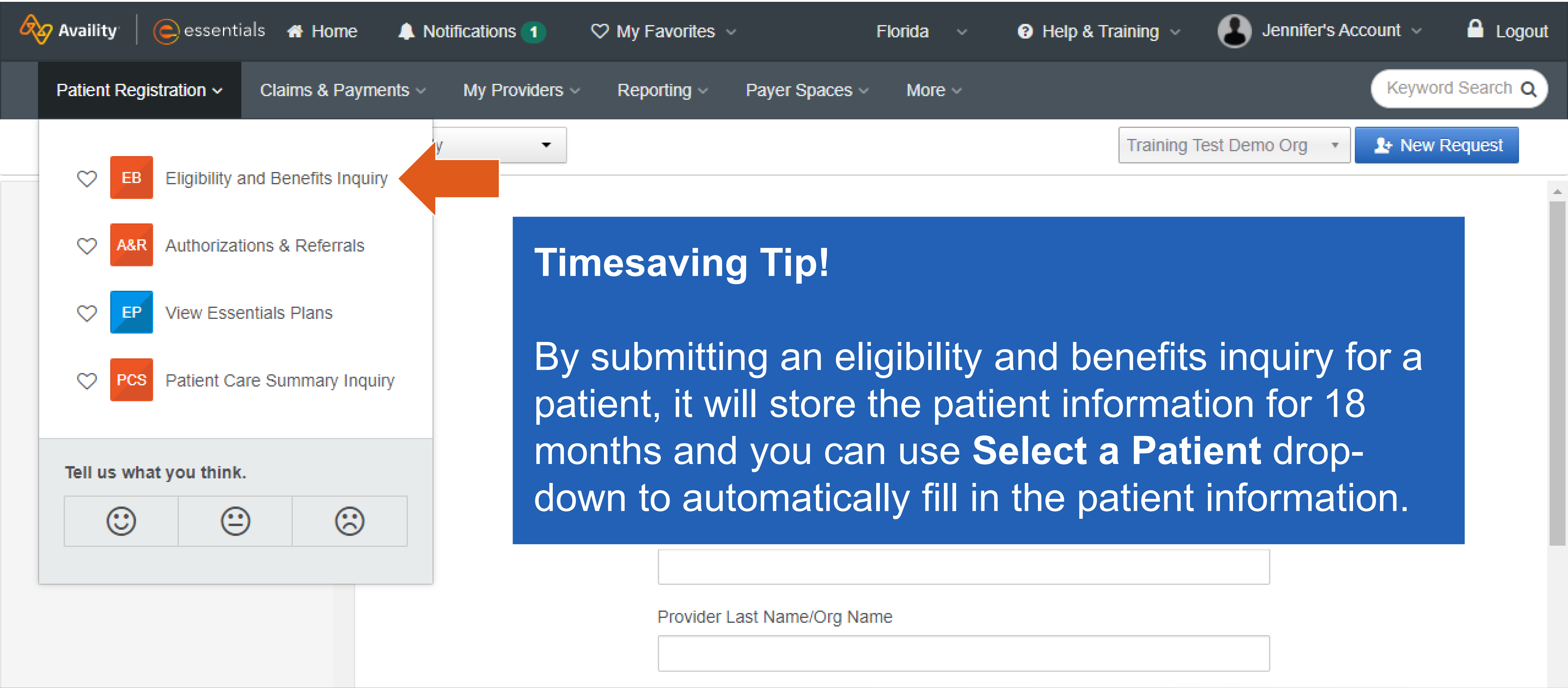


For additional options for adding providers and step-by-step guidance, view the training demo in the Availity Learning Center: **Manage My Organization – Add Provider – Training Demo.**

Edits needed? Select the Action Menu to make changes to the added provider



Tip # 3 – Run an Eligibility and Benefits Request

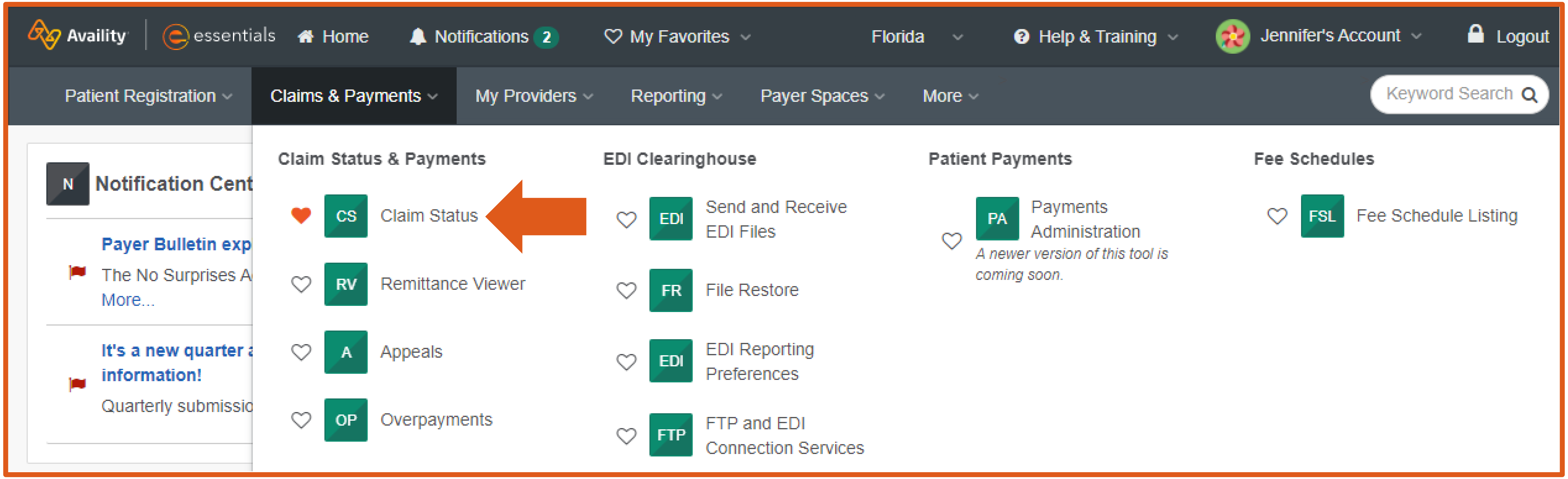


Timesaving Tip!

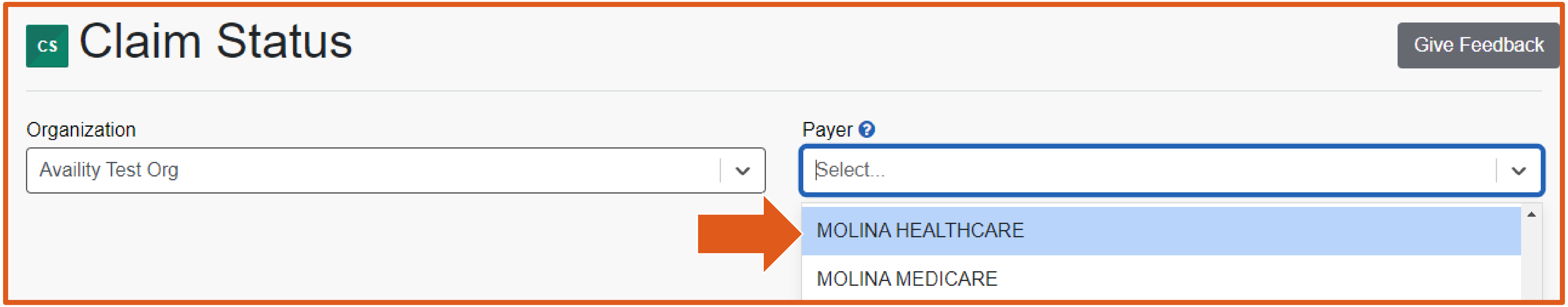
By submitting an eligibility and benefits inquiry for a patient, it will store the patient information for 18 months and you can use **Select a Patient** drop-down to automatically fill in the patient information.

Claim Status Search Steps

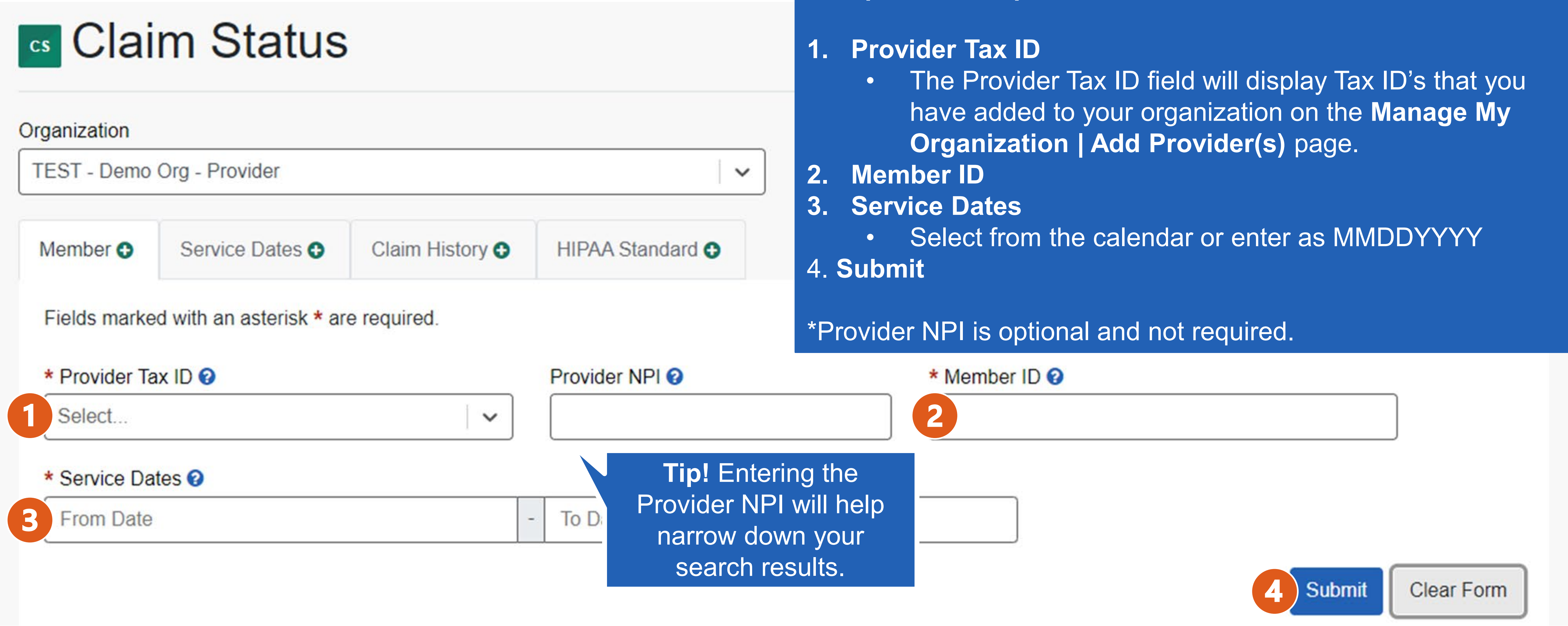
Select Claims & Payments | Claim Status



Select Organization | Select Payer



Member Search



Complete the required fields and select Submit:

1. **Provider Tax ID**
   - The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.
2. **Member ID**
3. **Service Dates**
   - Select from the calendar or enter as MMDDYYYY
4. **Submit**

*Provider NPI is optional and not required.

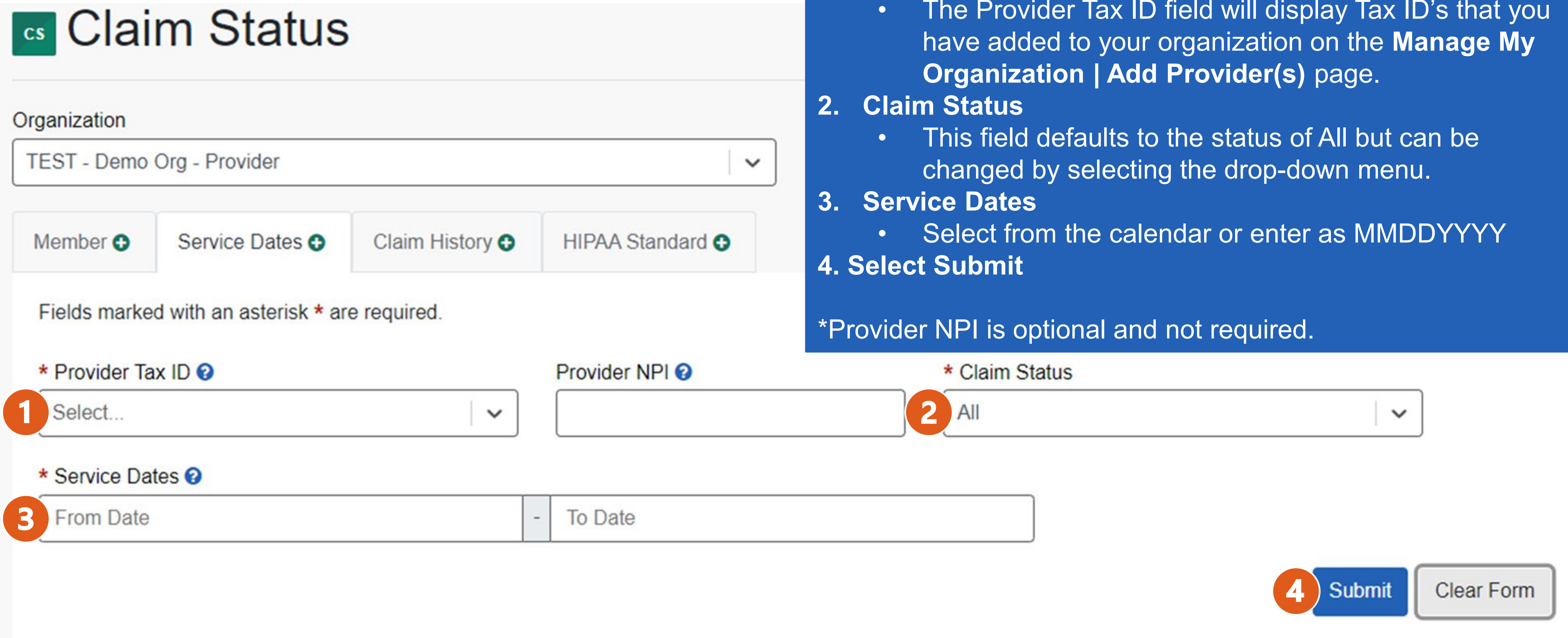
Tip! Entering the Provider NPI will help narrow down your search results.

Service Dates Search

Complete the required fields:

1. **Provider Tax ID**
   - The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.
2. **Claim Status**
   - This field defaults to the status of All but can be changed by selecting the drop-down menu.
3. **Service Dates**
   - Select from the calendar or enter as MMDDYYYY
4. **Select Submit**

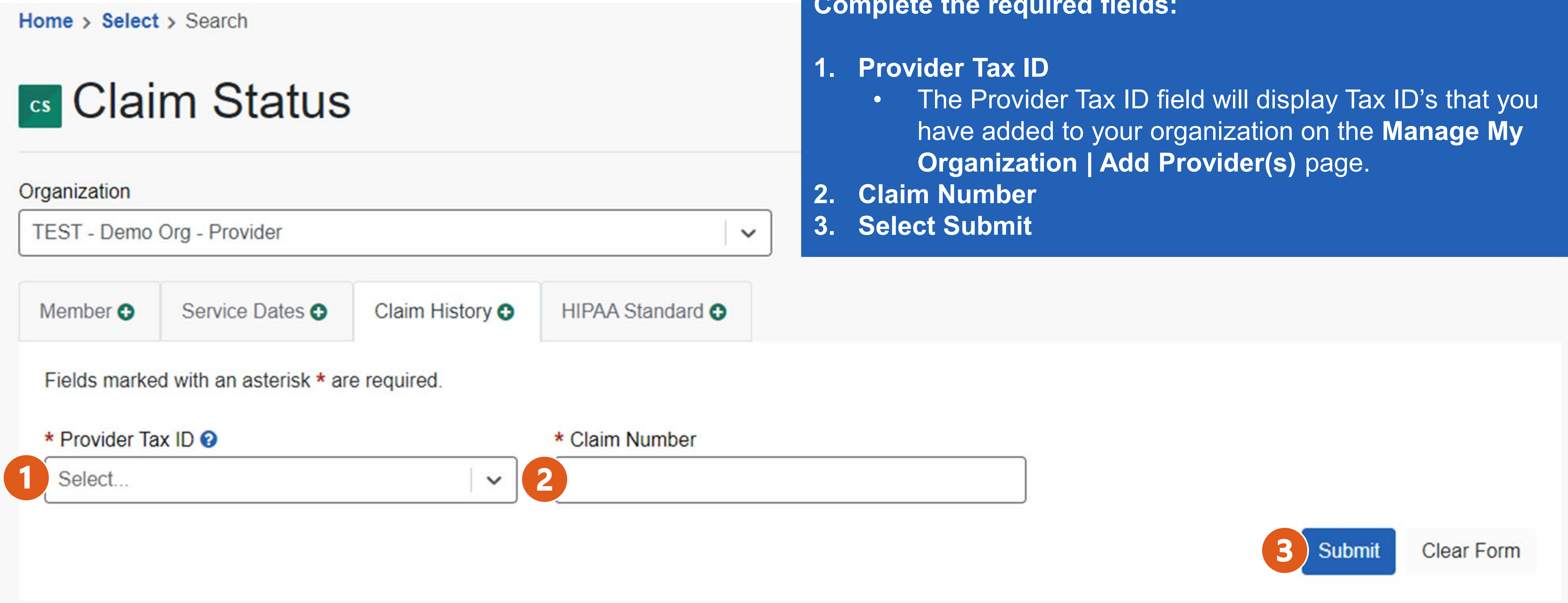
*Provider NPI is optional and not required.



Claim History Search

Complete the required fields:

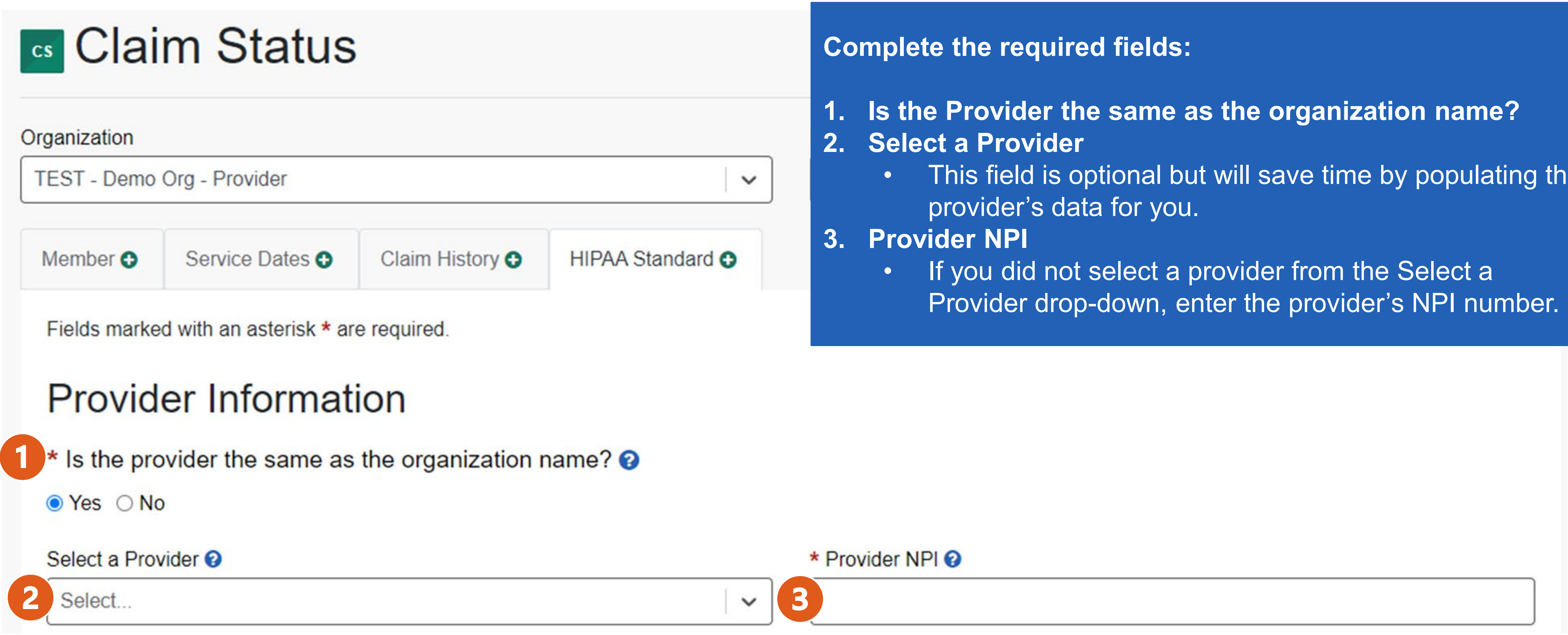
1. **Provider Tax ID**
    - The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.
2. **Claim Number**
3. **Select Submit**



HIPAA Standard Search

Complete the required fields:

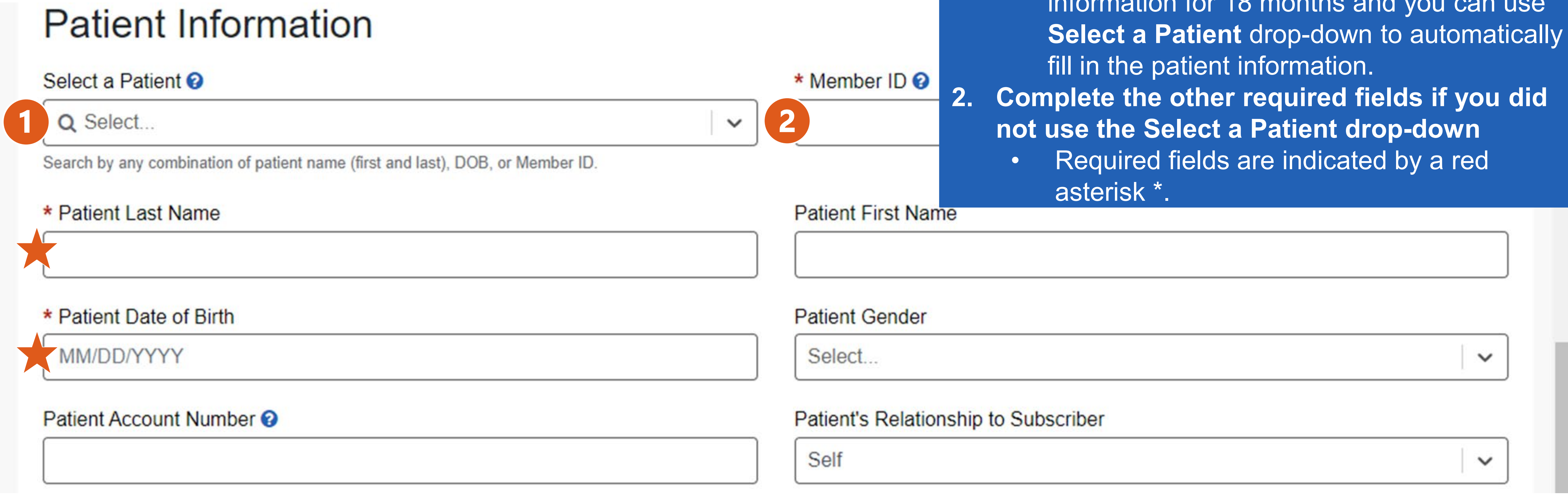
1. **Is the Provider the same as the organization name?**
2. **Select a Provider**
   - This field is optional but will save time by populating the provider's data for you.
3. **Provider NPI**
   - If you did not select a provider from the Select a Provider drop-down, enter the provider's NPI number.



HIPAA Standard Search, cont'd

Complete the required fields:

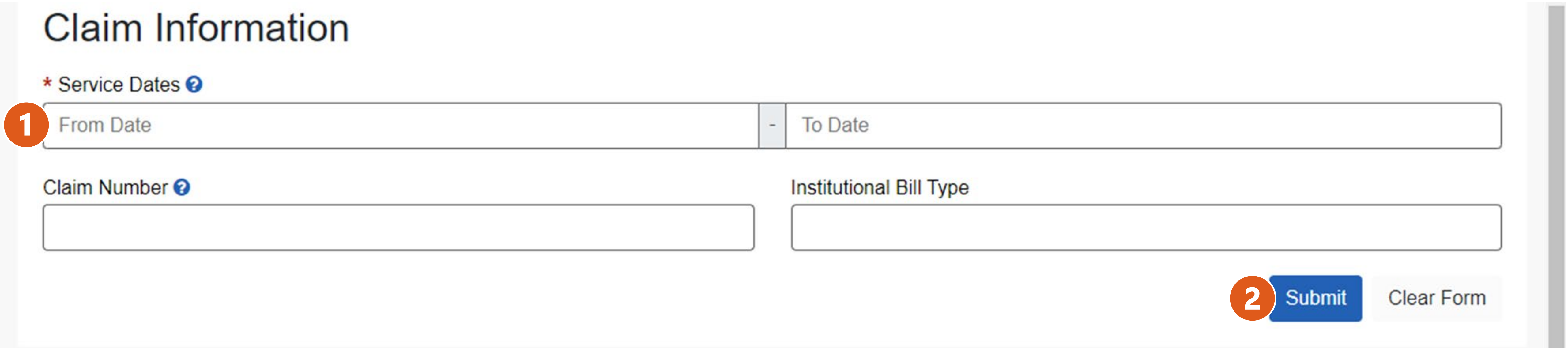
1. **Select a Patient**
   - By submitting an eligibility and benefits inquiry for a patient, it will store the patient information for 18 months and you can use **Select a Patient** drop-down to automatically fill in the patient information.
2. **Complete the other required fields if you did not use the Select a Patient drop-down**
   - Required fields are indicated by a red asterisk *.



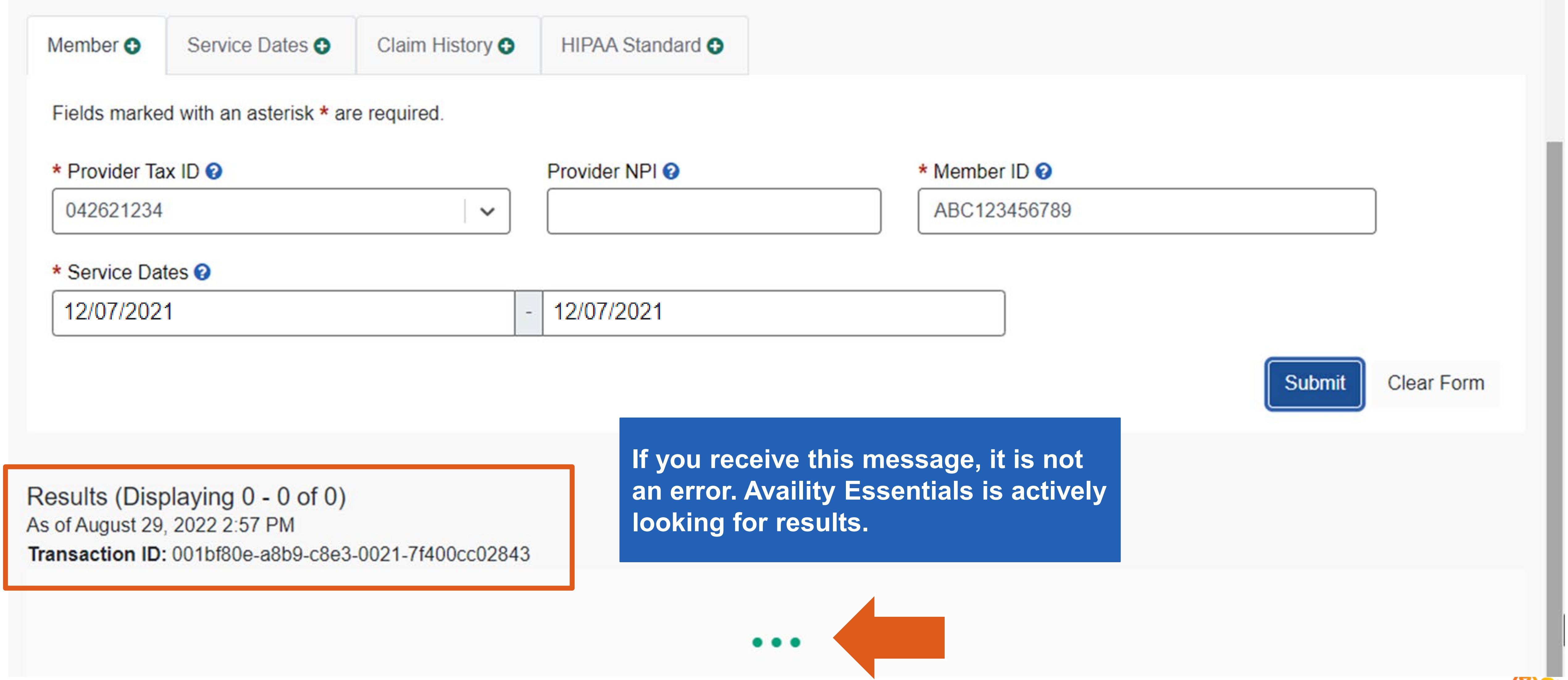
HIPAA Standard Search, cont’d

Complete the required fields and select Submit:

1. **Service Dates**
    - Select from the calendar or enter as MMDDYYYY
2. **Select Submit**



Search in Progress – not an error



If you receive this message, it is not an error. Availity Essentials is actively looking for results.

Member: Results Display at bottom of page

Results (Displaying 1 - 1 of 1)
As of August 22, 2022 4:49 PM
Transaction ID: 000ca05e-6b7b-b0a8-0004-db0f72920da9

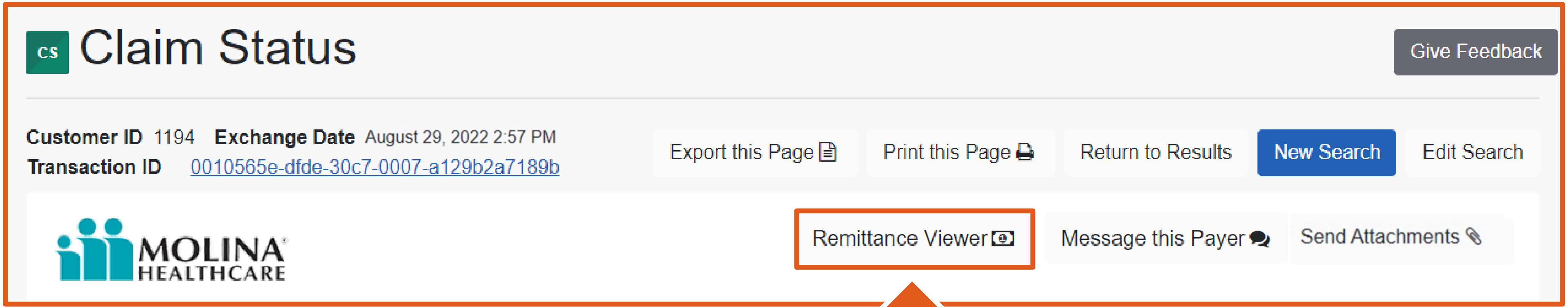
Export this Page | Print this Page

Status	Service Dates	Claim #	Patient Name	Member ID	Patient Account Number	Provider Name	Billed Amount
PAID	12/07/2021 12/07/2021	12345678912	PATIENT, POLLY	9876543219	11	AVAILITY DOCTOR	$375.00

Select anywhere on the claim status line to view additional details.

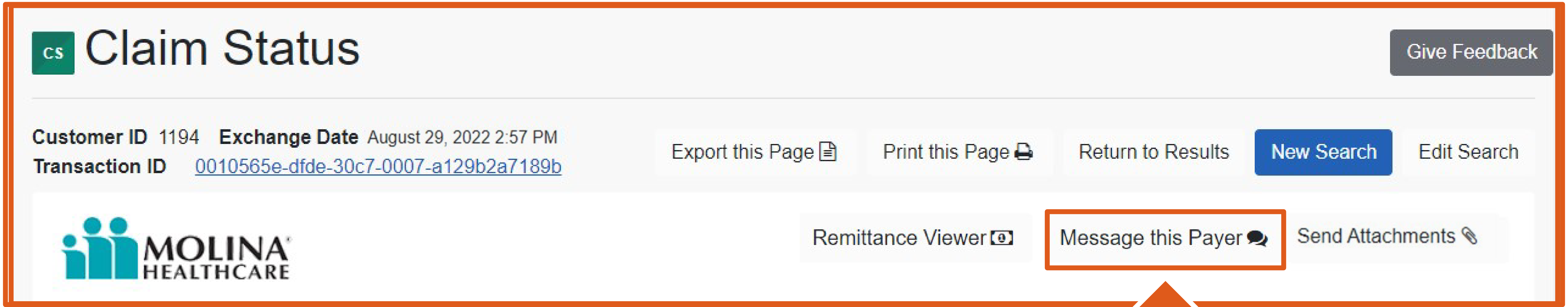
Detailed Claim Status View

Value Add Tools: Remittance Viewer



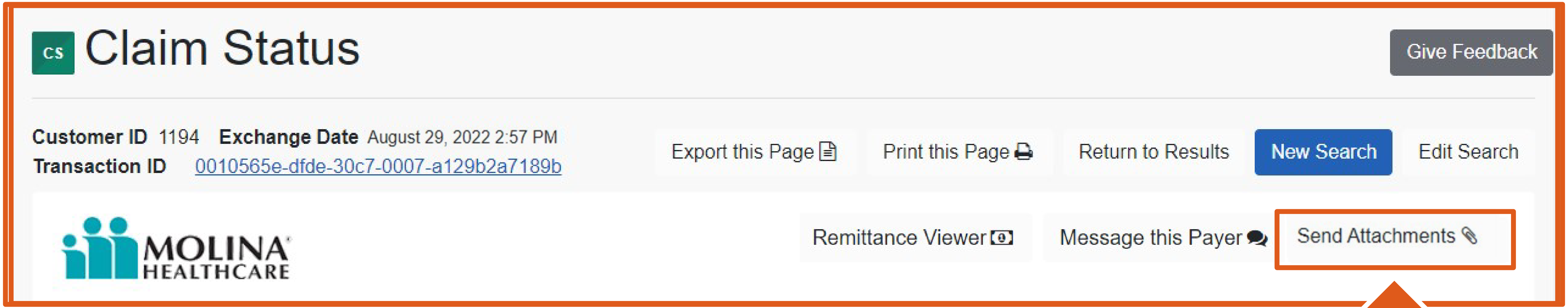
Remittance Viewer provides you with the option to view and download the Explanation of Benefits (EOB), Explanation of Payment (EOP), and view check details.

Value Add Tools: Message this Payer



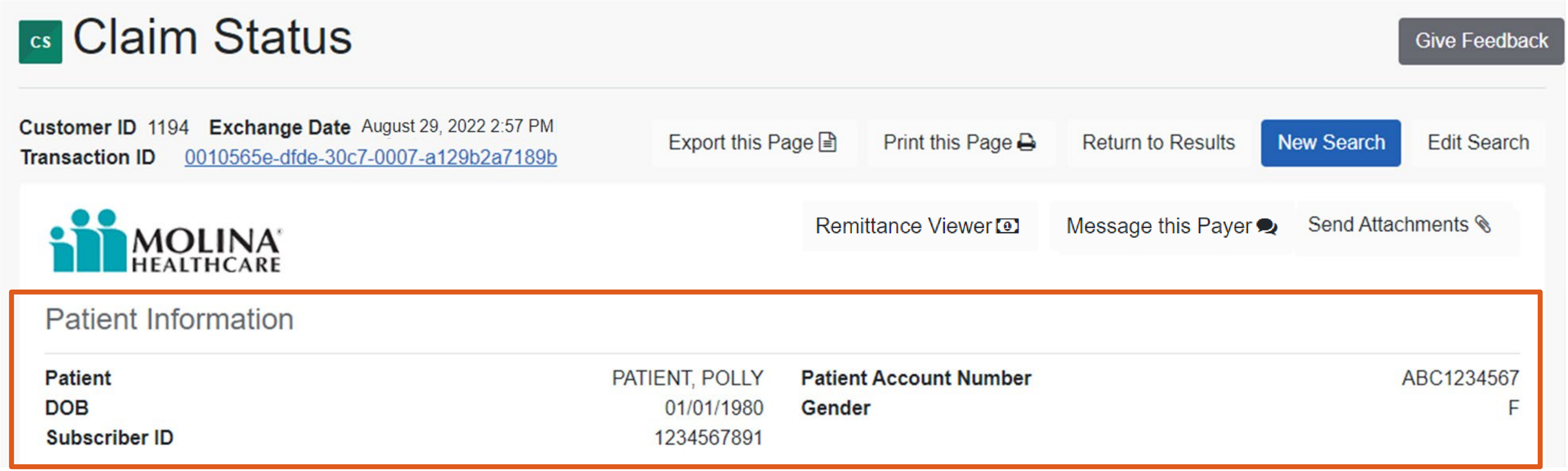
Message this Payer provides you with the option to send a message to Molina Healthcare and receive a response in two business days or less. Messages can be followed-up on the Availity Essentials homepage in the Messaging application.

Value Add Tools: Send Attachments



Send Attachments provides you with the option to send documents to Molina Healthcare and follow-up on the documents using the Attachments Dashboard.

Patient Information Details



Patient Information section displays the patient name, date of birth, subscriber ID, patient account number, and gender.

Claim Information Details

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 been bundled as they are considered components of the same procedure. Separate paym Show more...		

Claim Information section provides details of the status, service dates, received date, claim number, comment, total billed, and total paid.

Payment Information Details

Payment Information

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

Remark codes will display in the Payment Information section.

Line Level Information and Codes

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

Remark code descriptions will display below the Line Level Information section.

Additional Options: Export, Print, New Search, Edit

Codes

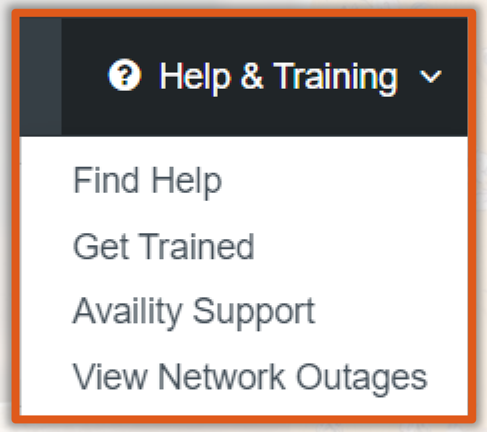
Type	Code	Description
Remark	PCNTR	Allowed amount based on agreement

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

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

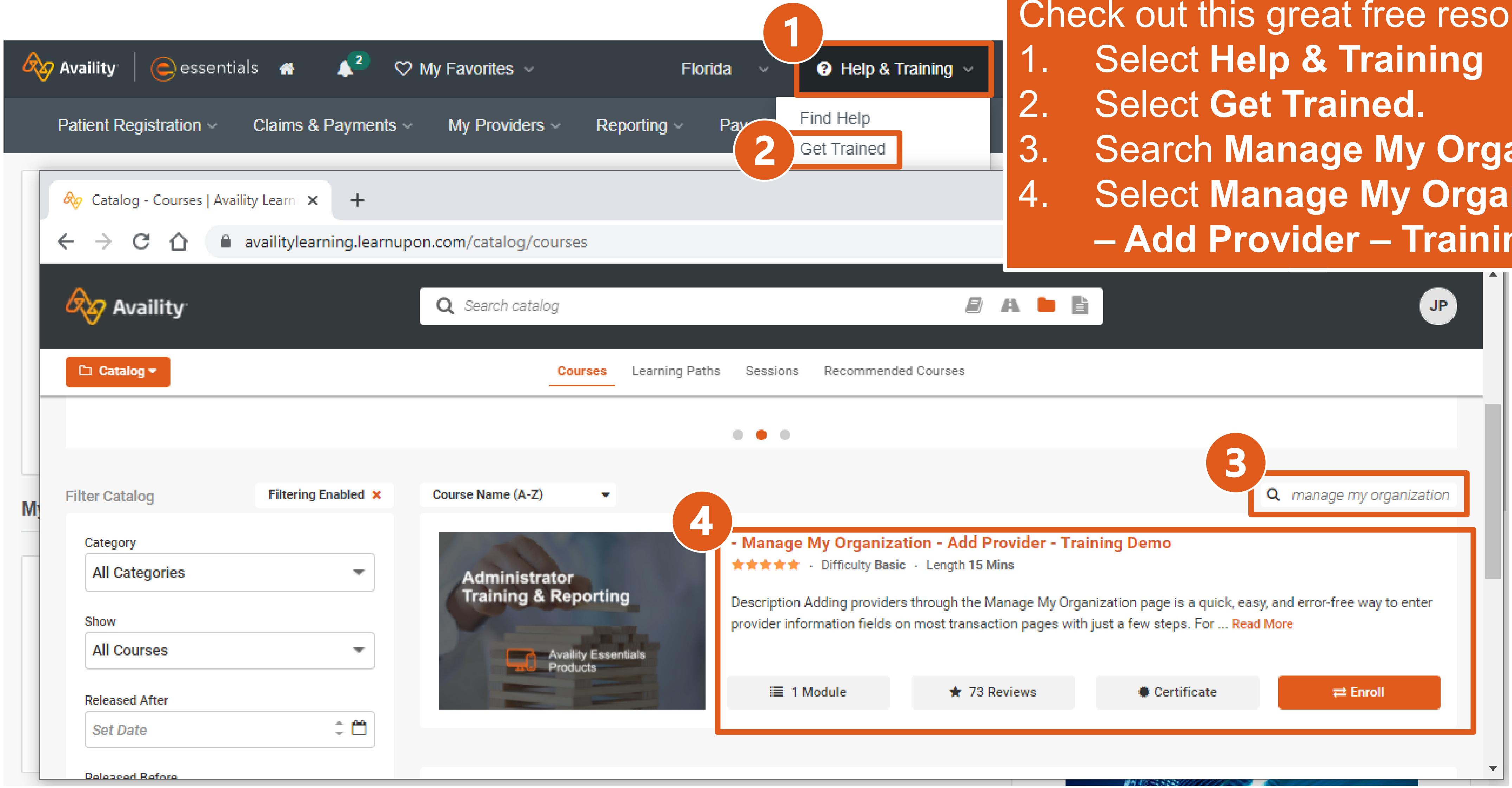
Export this Page provides a comma-separated values (CSV) file and Print this Page provides a printout of the results.

Training Resources



- Use **Find Help** to launch the Provider Help Center and access training documentation plus payer-specifics.
- Use **Get Trained** to launch 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.

Training Demo: Manage My Organization | Add Providers



Check out this great free resource!

1. Select **Help & Training**
2. Select **Get Trained.**
3. Search **Manage My Organization.**
4. Select **Manage My Organization – Add Provider – Training Demo.**

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

Upcoming Webinars

- **How to Submit Smart Claims for Molina Healthcare**
  September 23rd @ 1:00pm ET

- **How to Submit Smart Claims for Molina Healthcare**
  September 29th @ 3:00pm ET

- **Availity Essentials Overview for Molina Providers**
  September 30th @ 11:00am ET

- **Availity Essentials Overview for Molina Providers**
  October 12th @ 10:00am ET

Thank you for attending!

For Availity customer support, 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.

