

# Availity disputes: A step-by-step guide

## Initiate Dispute via Claims Status

- Navigate to the Availity Essentials menu bar and select Claims & Payments > Claims Status
- Use the Claim Status application to search for the claims
- After locating the claim, select it on the Claim Status Results page, and click the Dispute Claim button
- A confirmation window will be displayed, informing you that a dispute has been initiated for this claim

Home > Select > Search > Results Need Help? [Learn More](#)

### CS Claim Status Give Feedback

Organization:  Payer:

Member Search Service Dates Claim History HIPAA Standard View Saved Searches

Fields marked with an asterisk \* are required.

\* Provider Tax ID  Provider NPI  \* Claim Status

\* Service Dates

Submit Clear Form

Claim Status Version 2.0

Results (Displaying 1 - 4 of 4) [Learn about search results](#) [Export this Page](#) [Print this Page](#)

Transaction ID:


Status	Service Dates	Claim #	Patient Name	Member ID	Patient Account Number	Provider Name	Billed Amount	Paid Amount
<span>PAID</span>								

### CS Claim Status Give Feedback

Customer ID:  Exchange Date:

Transaction ID:

Save this Search [Export this Page](#) [Print this Page](#) [Return to Results](#) [New Search](#) [Edit Search](#)

 **MOLINA**  
HEALTHCARE

Patient Information

Remittance Viewer [Correct this Claim](#) [Dispute Claim](#)

## Use the Appeals application

- Navigate to the Availity Essentials menu bar and select Claims & Payments > Appeals
- On the Appeals application's home page, the Appeals card's summary view will be displayed
- To review more information about the appeal, click the action menu and select View Details and Attachments. Alternatively, select Complete Dispute Request to submit

Home > Appeals Need Help? [Watch a demo for Appeals](#)

**Appeals** Give Feedback

Appeals Worklist View & Import Payer Direct Appeals

Organization: Molina Healthcare Inc. Search By: Select... Search Filter Statistics Show

Results showing 30 appeals  
Transaction Id:   
Sort By: Last Update Date: Newest to Oldest

Initiated Created: Updated

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed
Method of Receipt	Payment Date	Patient Account Number	Service End Date	Payment Amount

Complete Dispute Request  
View Details  
Delete Initiated Appeal

## Complete Dispute Request

- Enter all required information on the Complete Dispute Request window and select Submit
- Select a Request Reason

### Molina Healthcare accepts the following Request Reasons:

- **Claim Payment Inquiries/Reconsiderations:** Previously referred to as a reconsideration, it involves reviewing a claim you believe was paid or denied incorrectly due to minor errors that can be easily remediated. Examples include retro-eligibility issues, coordination of benefit updates, claims denied erroneously as duplicates and claims denied for no authorization when authorization was not required or an approved authorization is on file. Supporting documentation cannot be submitted with a claim payment inquiry. This inquiry may result in a claims adjustment or direct you to submit a Corrected Claim or initiate the Claim Payment Dispute/Appeal process.

- **Claim Payment Dispute/Appeal:** Involves reviewing a claim that you believe was paid or denied incorrectly. Generally, supporting documentation must be submitted to substantiate your dispute or appeal. Examples include denials for code edits, untimely filing, non-covered benefits and absent or denied authorizations.

**Complete Dispute Request**

This Molina Healthcare request was initiated on

Fields marked with \* are required.

\* Request Reason

Select Reason

Claims Payment Inquiry/Reconsideration

Claims Payment Dispute/Appeal

0/2000

- **Note:** Corrected claims should not be submitted via this application
- **To submit corrected claims:** Navigate to the Availity Essentials menu bar and select Claims & Payments > Claims Status > Select claim to be corrected from search results > click “Correct this Claim” button