Availity Essentials Overview

Molina Healthcare Providers

Where healthcare connects.

Q2 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 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.

In today's session, we'll explore…

- Introduction and overview
- Organization and user self-service
- Availity Essentials overview
- Payer Spaces
- Eligibility and Benefits Inquiry
- Send a message
- Claims & Payments tools
- Q&A

More training?

Availity offers free on-demand and live training in the Availity Learning Center (ALC).

Log in to Availity Essentials and select **Help & Training** > **Get Trained** to search the ALC catalog.

Organization and user self-service

What are roles and permissions?

- Role (group of job functions)
- Permissions (job functions, tools)

Example: *Claim Status* role includes permissions for Claim Status, Remittance Viewer, Appeal or Correct Eligible Claims (from Payer Spaces), etc.

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.

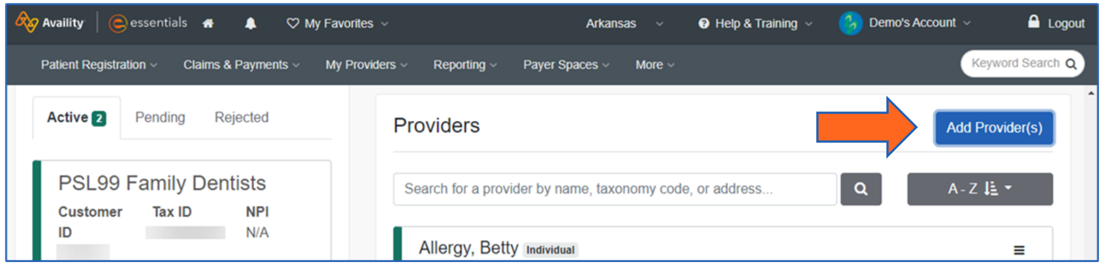
Your organization's Availity User Administrator(s) can assign additional roles to users. ***For example:***

To do this…	You'll need this role…
Check eligibility and benefits	Eligibility and Benefits
Submit a direct-entry claim	Claims
Check claim status	Claims Status
Get remit data in remittance viewer	Claim Status
Use Attachments Dashboard	Medical Attachments
Message with the payer	Messaging (plus the application)

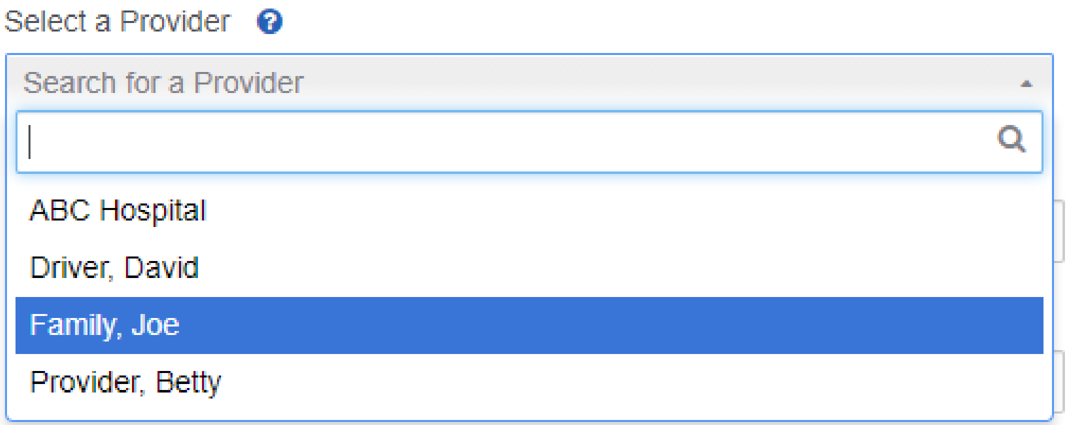
Add New Providers to Your Organization

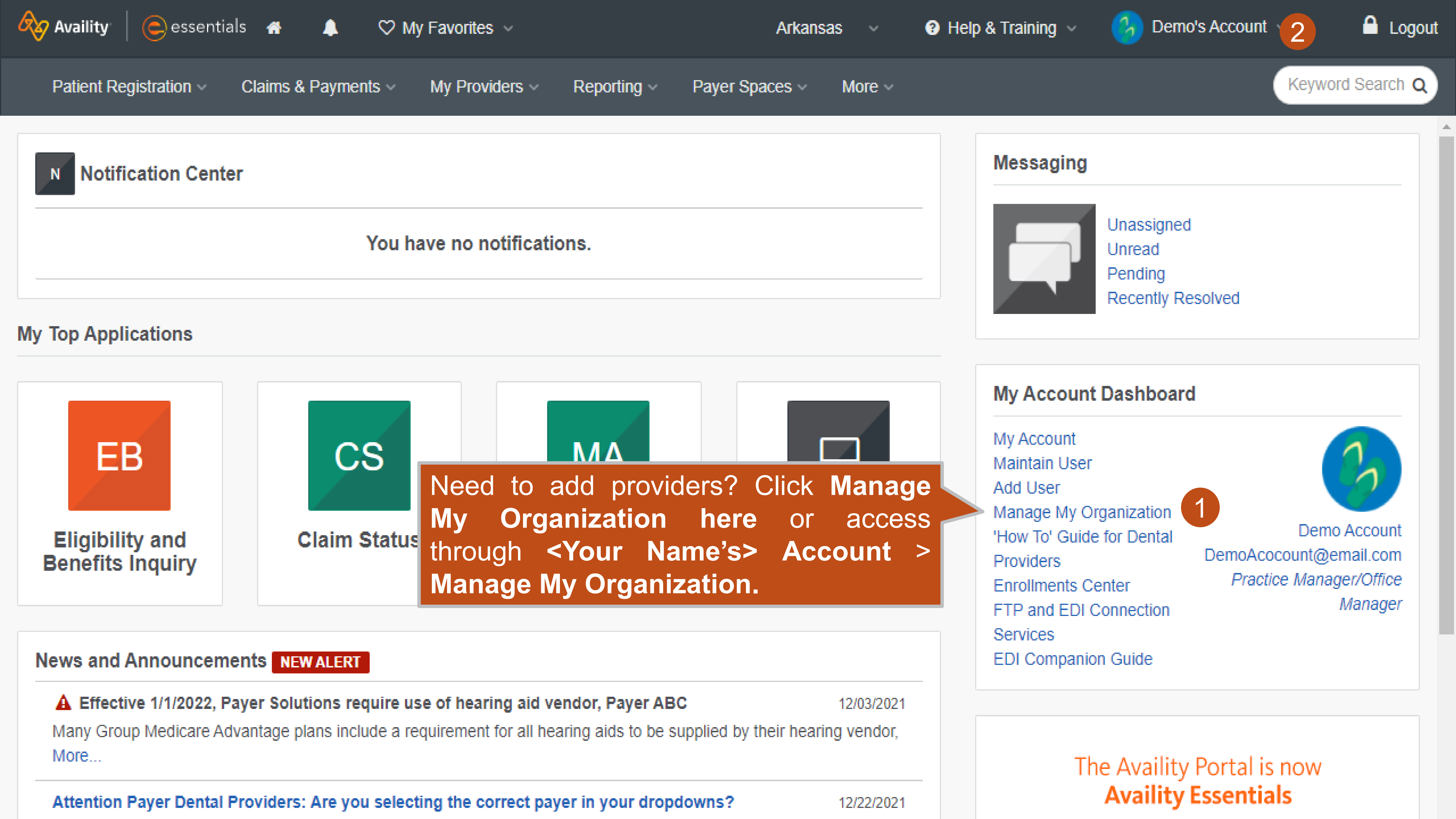
Set yourself up for success…

Add providers here…

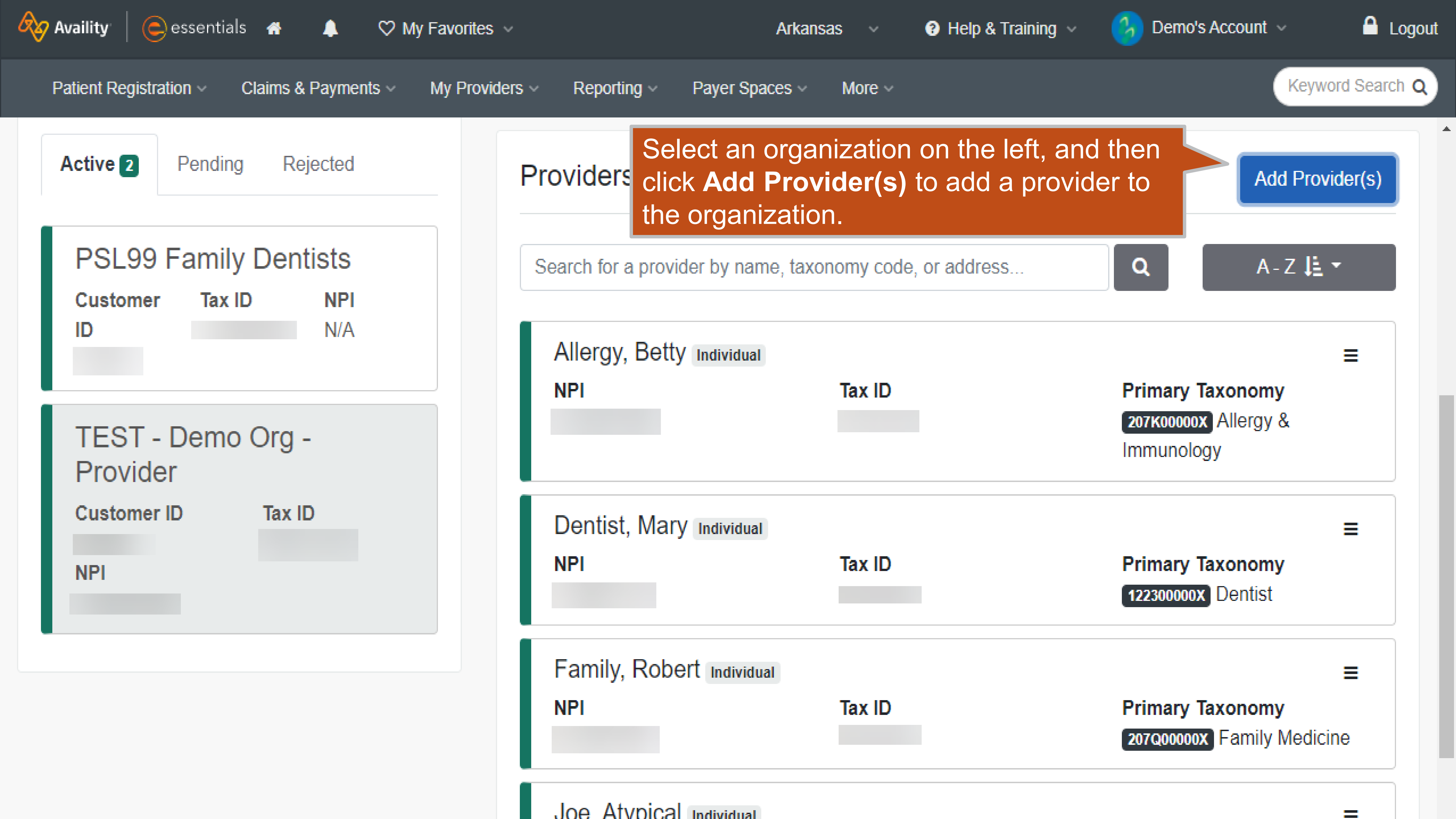


…so they display here





Availity
essentials
My Favorites
Arkansas
Help & Training
Demo's Account
2
Logout
Patient Registration
Claims & Payments
My Providers
Reporting
Payer Spaces
More
Keyword Search
N
Notification Center
You have no notifications.
My Top Applications
EB
Eligibility and Benefits Inquiry
CS
Claim Status
MA
Need to add providers? Click **Manage My Organization here** or access through **<Your Name's> Account > Manage My Organization.**
Messaging
Unassigned
Unread
Pending
Recently Resolved
My Account Dashboard
My Account
Maintain User
Add User
Manage My Organization
1
'How To' Guide for Dental Providers
Enrollments Center
FTP and EDI Connection Services
EDI Companion Guide
Demo Account
DemoAcocount@email.com
Practice Manager/Office Manager
News and Announcements
NEW ALERT
Effective 1/1/2022, Payer Solutions require use of hearing aid vendor, Payer ABC
12/03/2021
Many Group Medicare Advantage plans include a requirement for all hearing aids to be supplied by their hearing vendor,
More...
Attention Payer Dental Providers: Are you selecting the correct payer in your dropdowns?
12/22/2021
The Availity Portal is now
Availity Essentials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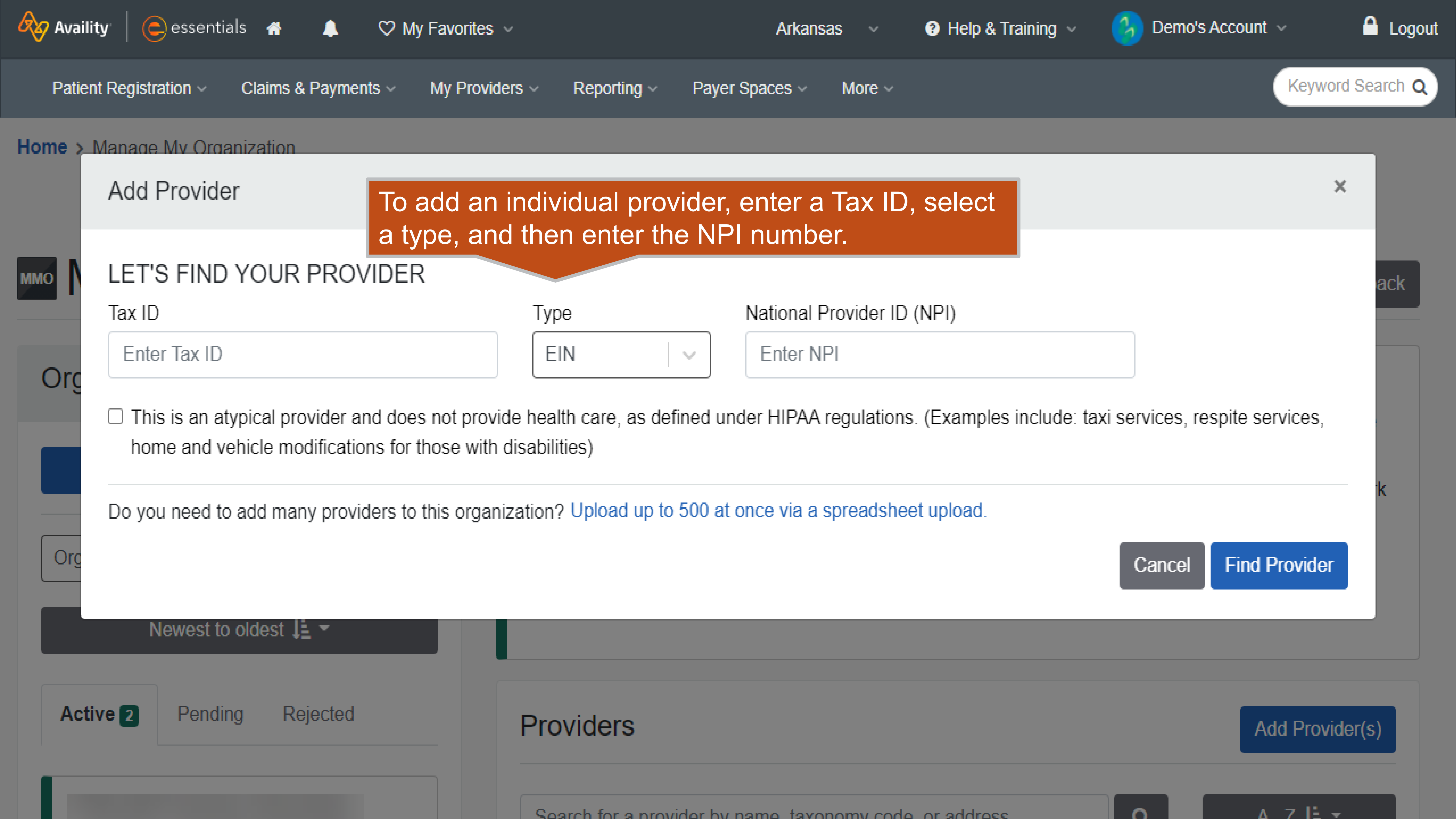
My Providers
Reporting
Payer Spaces
More
Keyword Search
Active 2
Pending
Rejected
PSL99 Family Dentists
Customer ID
Tax ID
NPI
N/A
TEST - Demo Org - Provider
Customer ID
Tax ID
NPI
Providers
Select an organization on the left, and then click **Add Provider(s)** to add a provider to the organization.
Add Provider(s)
Search for a provider by name, taxonomy code, or address...
A - Z
Allergy, Betty Individual
NPI
Tax ID
Primary Taxonomy
207K00000X Allergy & Immunology
Dentist, Mary Individual
NPI
Tax ID
Primary Taxonomy
122300000X Dentist
Family, Robert Individual
NPI
Tax ID
Primary Taxonomy
207Q00000X Family Medicine
Joe, Atypical Individual


Availity
essentials
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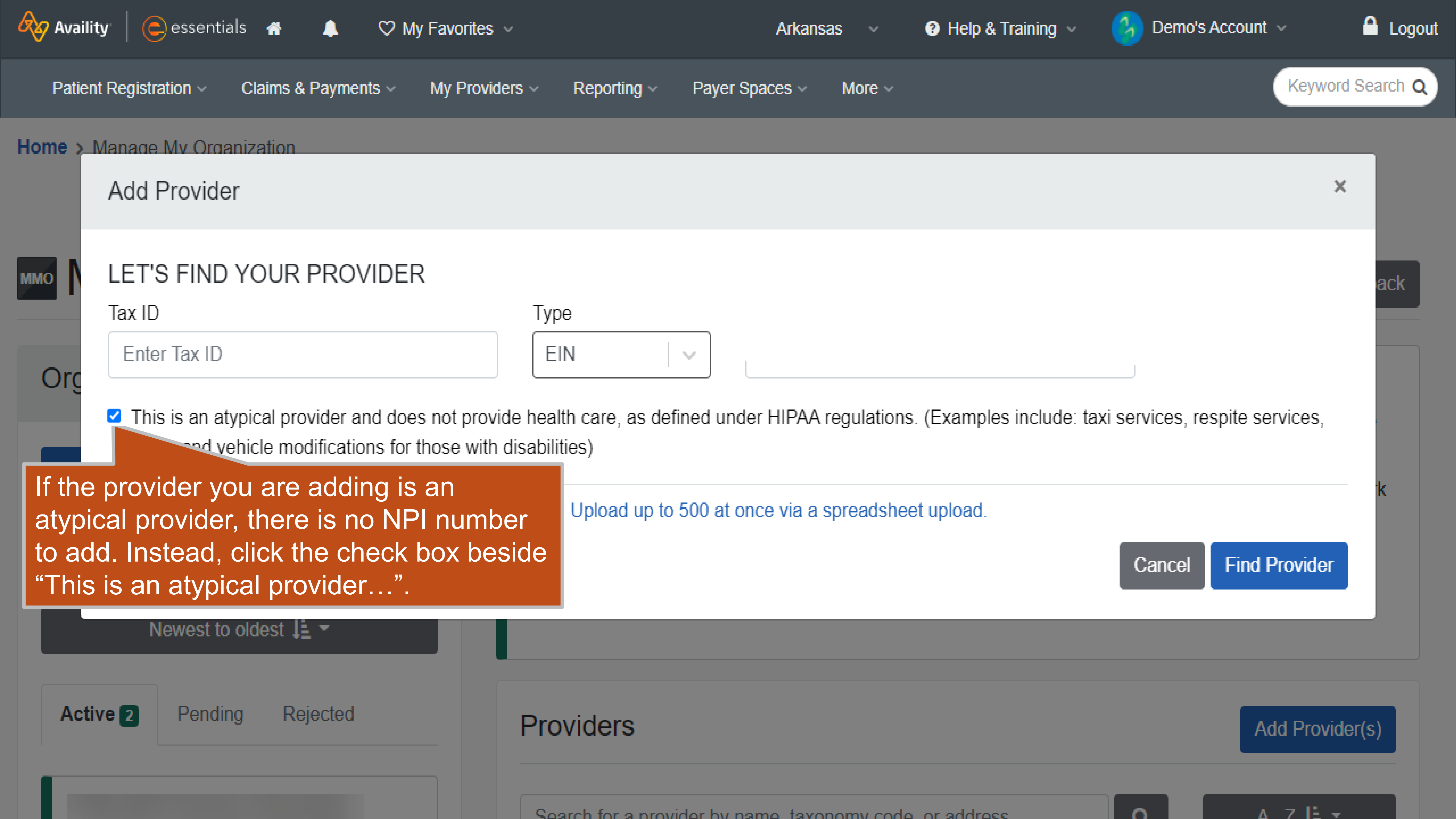
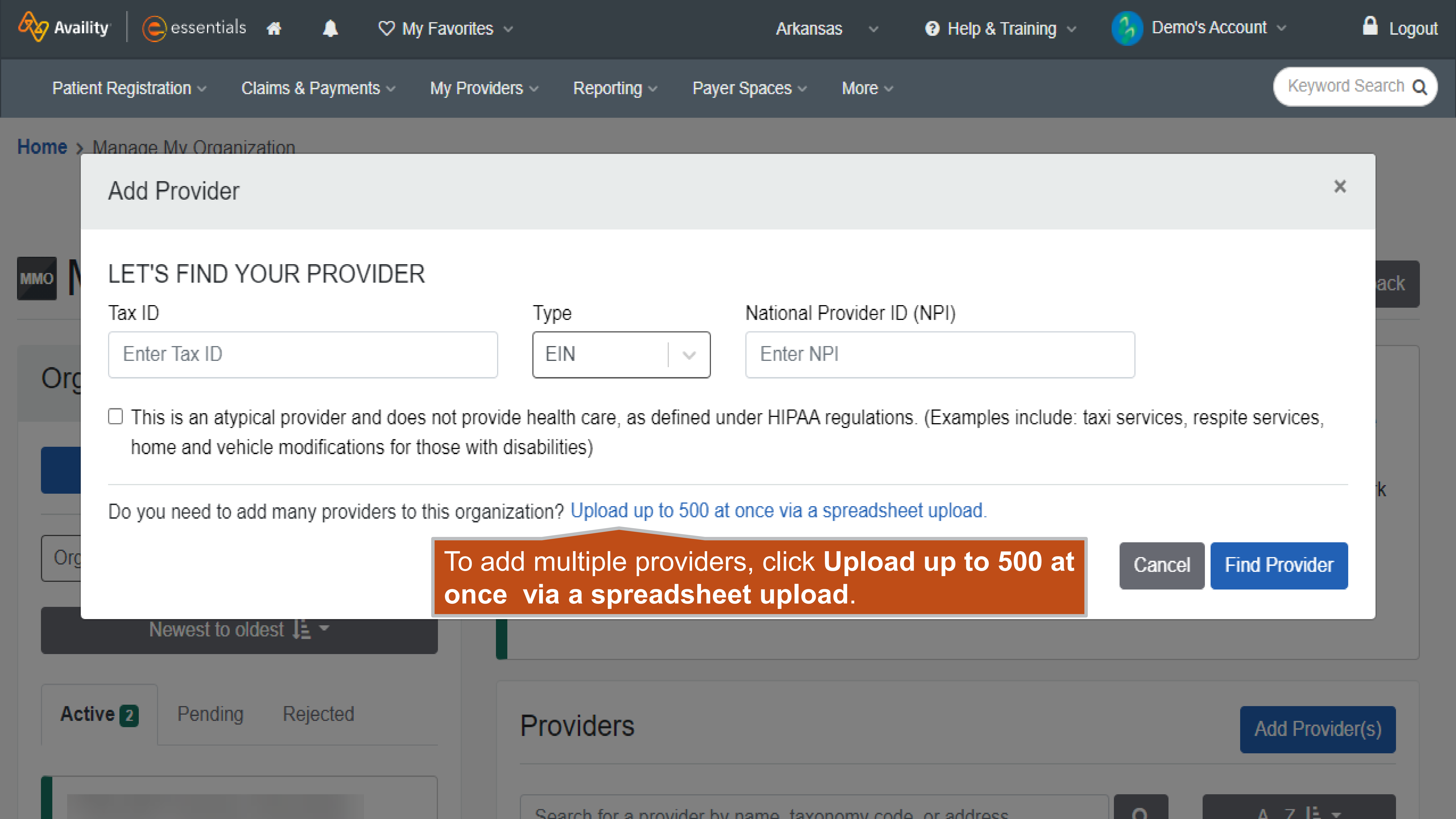
Arkansas
Help & Training
Demo's Account
Logout
Patient Registration
Claims & Payments
My Providers
Reporting
Payer Spaces
More
Keyword Search
Home
Manage My Organization
Add Provider
To add an individual provider, enter a Tax ID, select a type, and then enter the NPI number.
LET'S FIND YOUR PROVIDER
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
Newest to oldest
Active 2
Pending
Rejected
Providers
Add Provider(s)



If the provider you are adding is an atypical provider, there is no NPI number to add. Instead, click the check box beside "This is an atypical provider…".


Availity
essentials
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Payer Spaces
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Keyword Search
Home
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.
To add multiple providers, click **Upload up to 500 at once via a spreadsheet upload.**
Cancel
Find Provider
Newest to oldest
Active 2
Pending
Rejected
Providers
Add Provider(s)
Search for a provider by name, taxonomy code, or 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.

Payer Spaces

Introduction

Role(s)

- Base
- Roles for payer-specific applications

Access

Payer Spaces > the payer’s name

Training

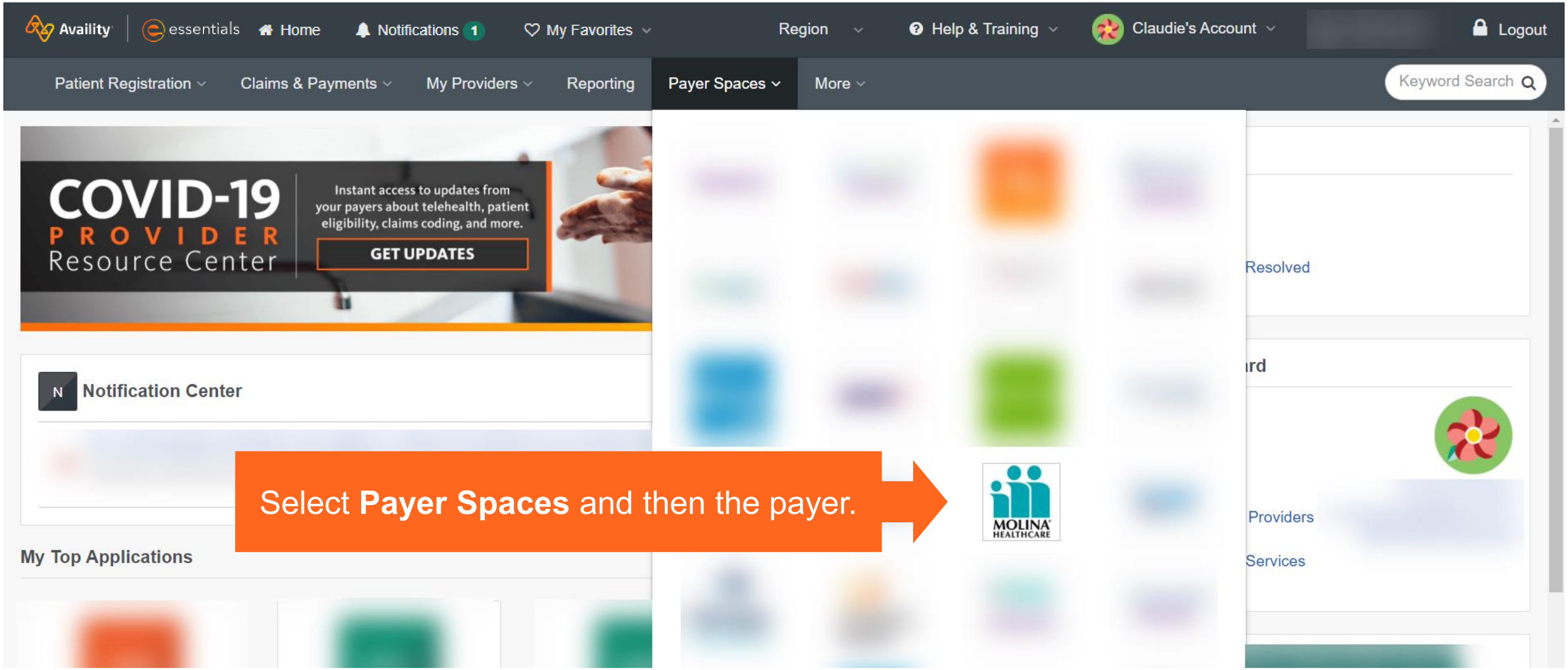
Payer Spaces – Training Demo

Power tips

- You can mark applications and resources as favorites in payer spaces.
- Check **Payer Spaces** often to check for new applications, resources, and news/ announcements.
- **Keyword Search** in the top navigation bar of Availity Essentials searches across all payer spaces.

Payer Spaces

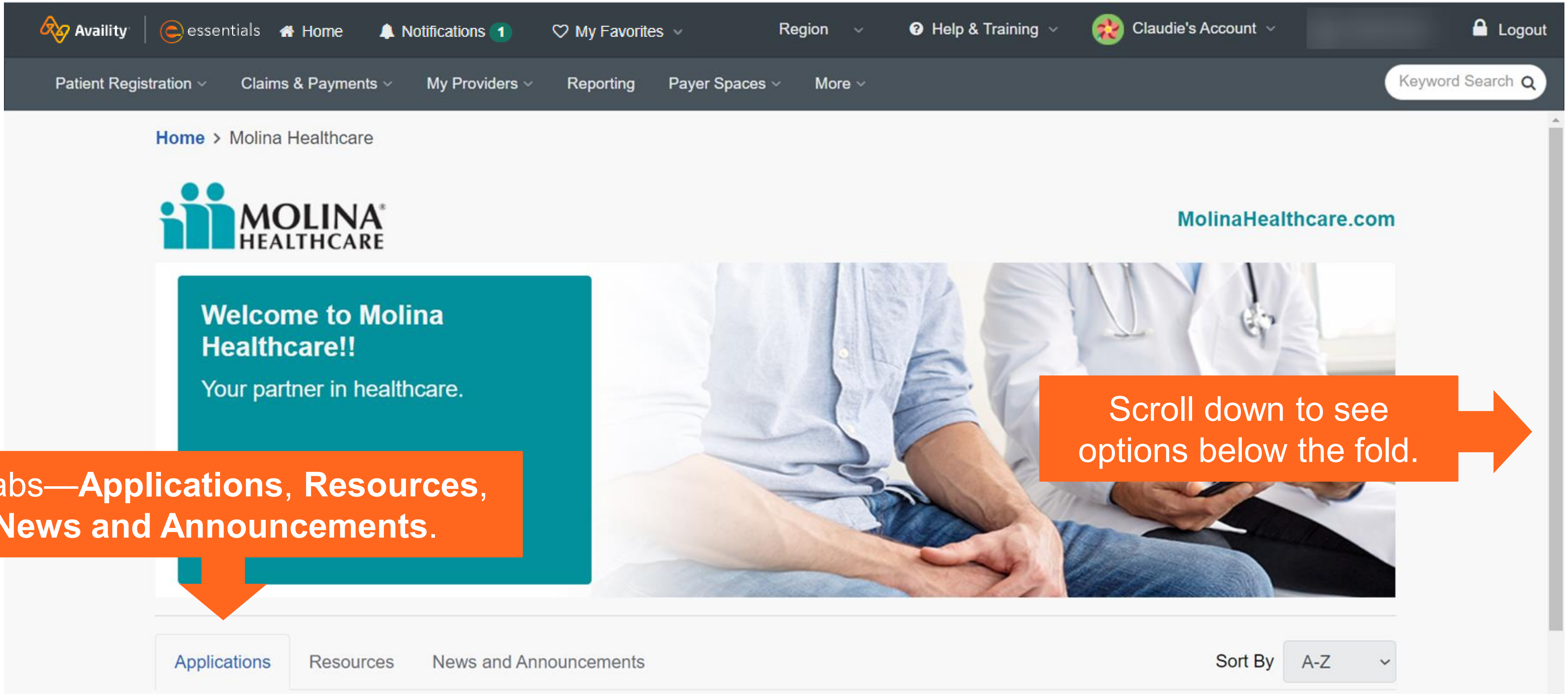
Access



Select **Payer Spaces** and then the payer.

Payer Spaces

Tabs

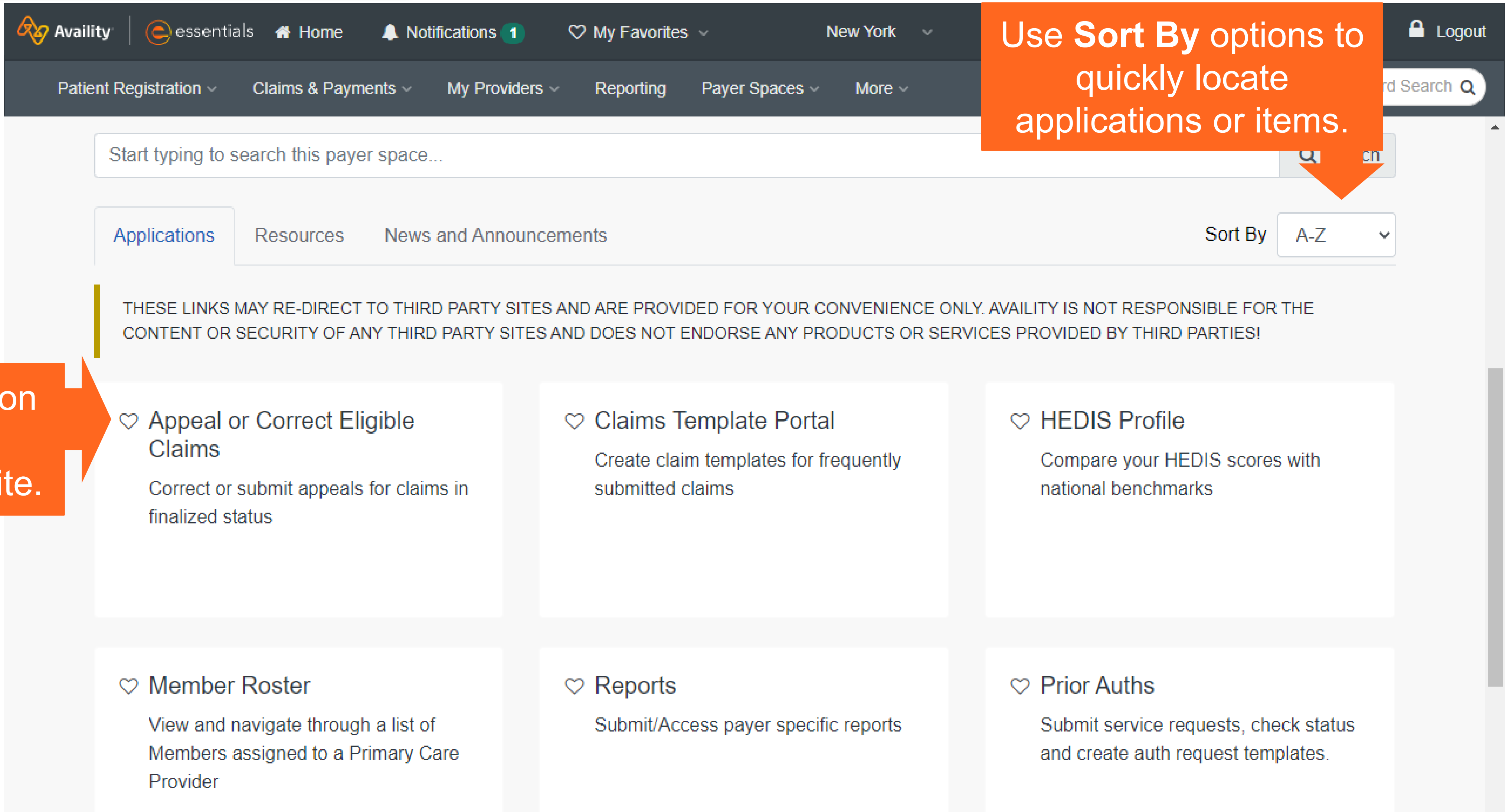


Select tabs—**Applications**, **Resources**, and **News and Announcements**.

Scroll down to see options below the fold.

Payer Spaces

Navigation tips



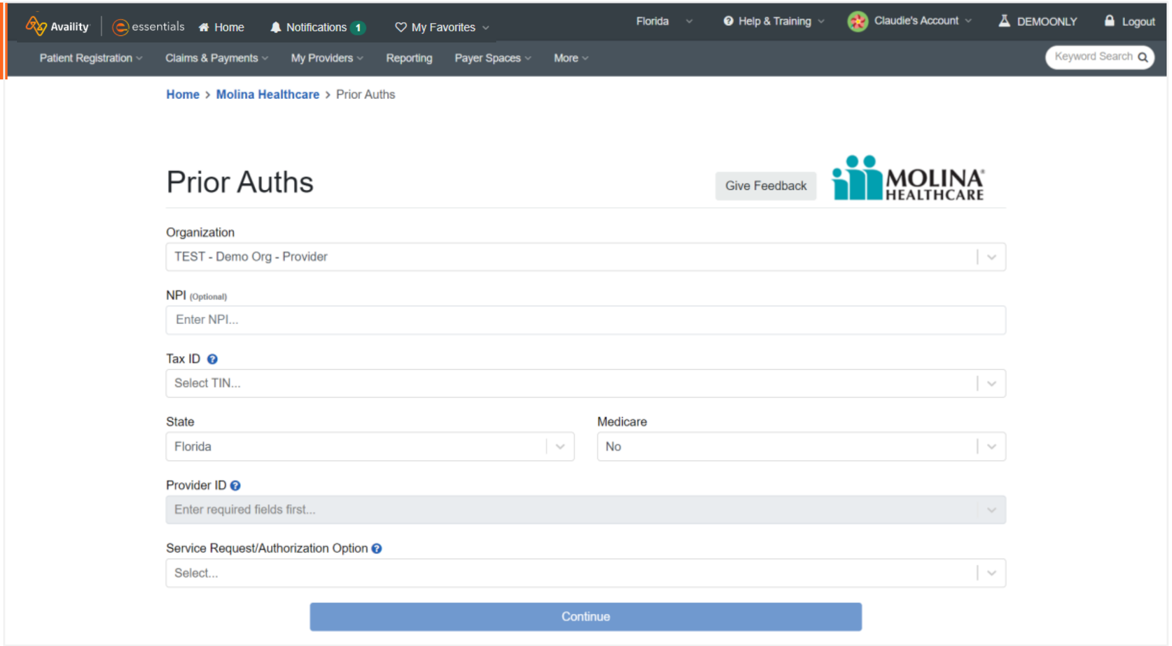
Use **Sort By** options to quickly locate applications or items.

Select the heart icon to make the application a favorite.

Payer Spaces

Linking out to health plan third-party apps

1



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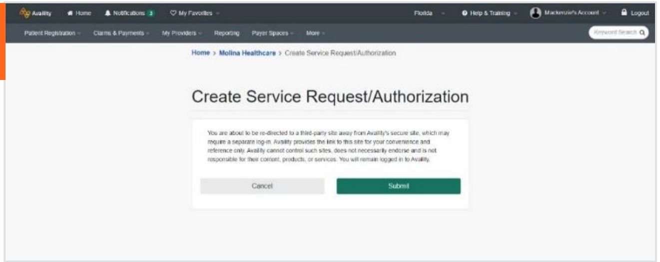

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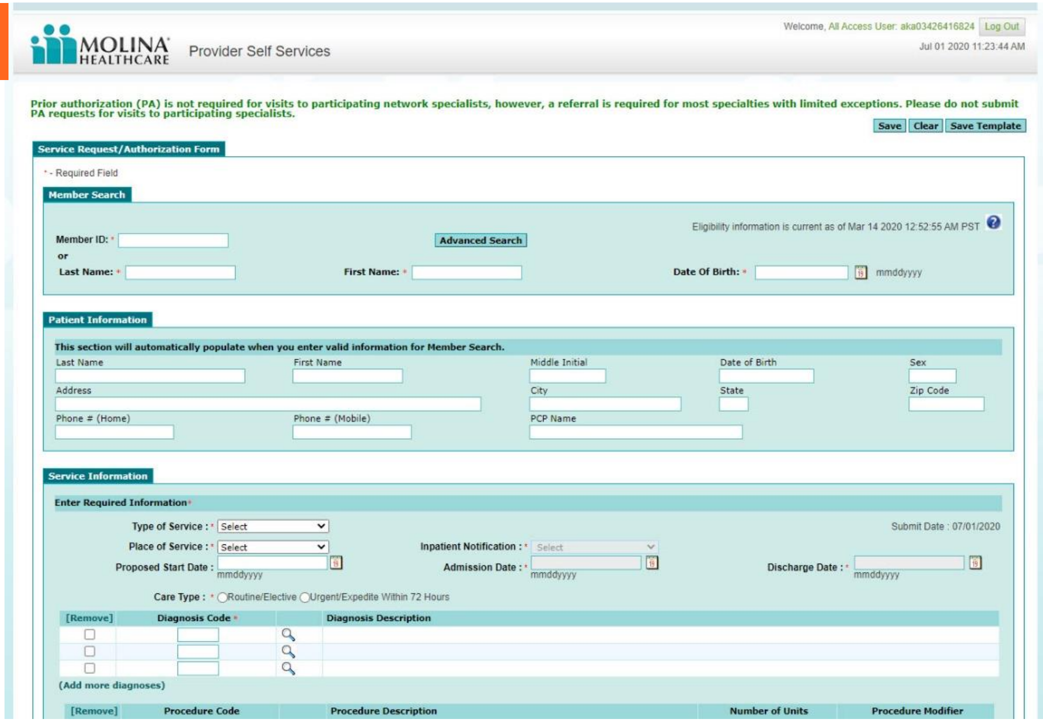


Note: In the **Tax ID** field, select the primary tax ID or secondary tax ID set up for your organization by your Availity Essentials administrator.

Need help? Select question mark icons next to some fields.

Eligibility and Benefits Inquiry (E&B)

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

E&B

Overview

Role

Eligibility and Benefits

Access

Patient Registration > Eligibility & Benefits Inquiry

Training

Eligibility and Benefits – Training Demo

Power tips

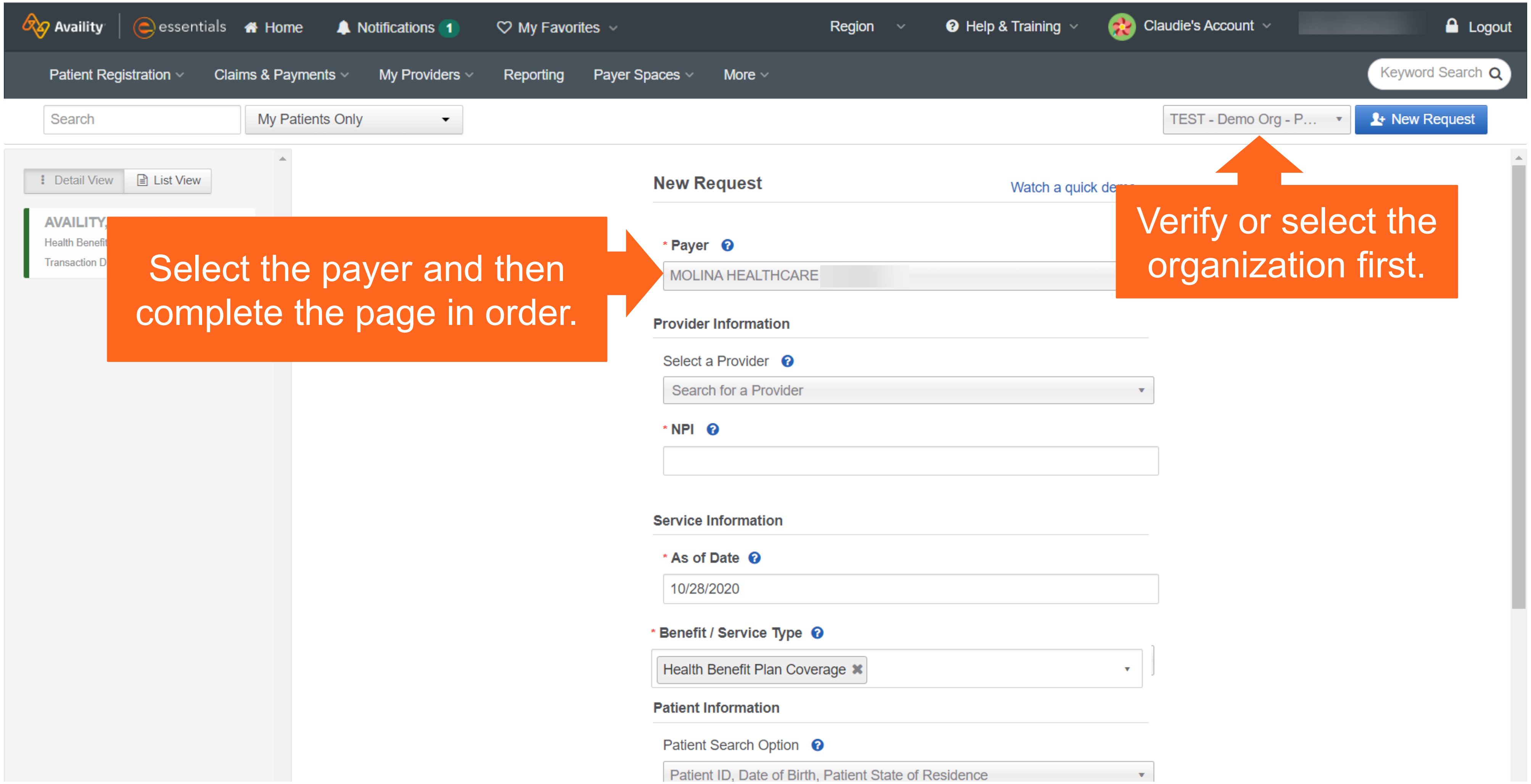
Have access to more than one org? Select the org in the upper-right of the E&B request page.

Need to run another similar E&B? Save time by editing an existing E&B in your patient history list.

Want to save time? If you submitted an E&B inquiry in the past 24 hours, you can select a patient from the **Select a Patient** field in other apps to pre-populate patient data from the E&B results.

E&B request

Top of page

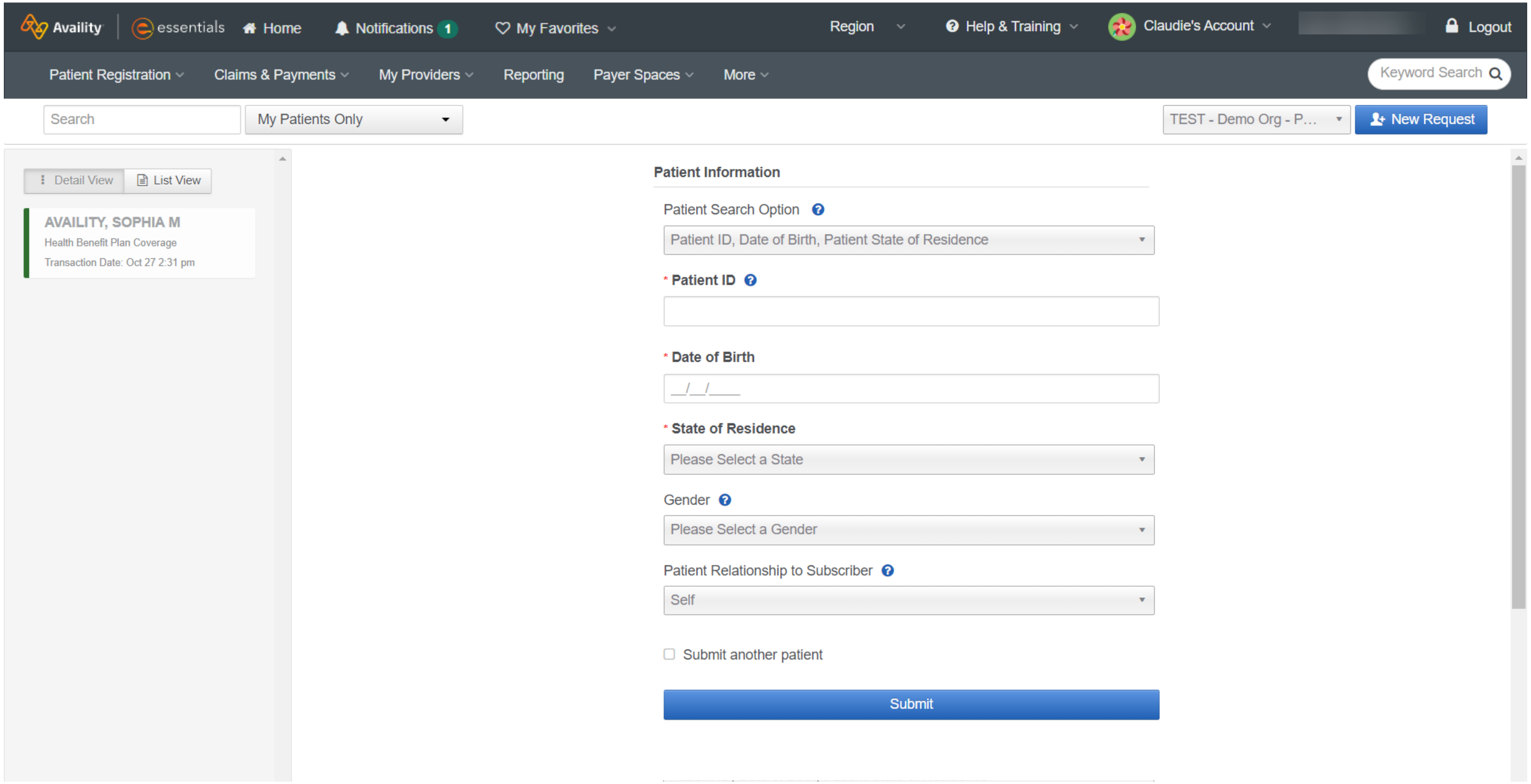


Select the payer and then complete the page in order.

Verify or select the organization first.

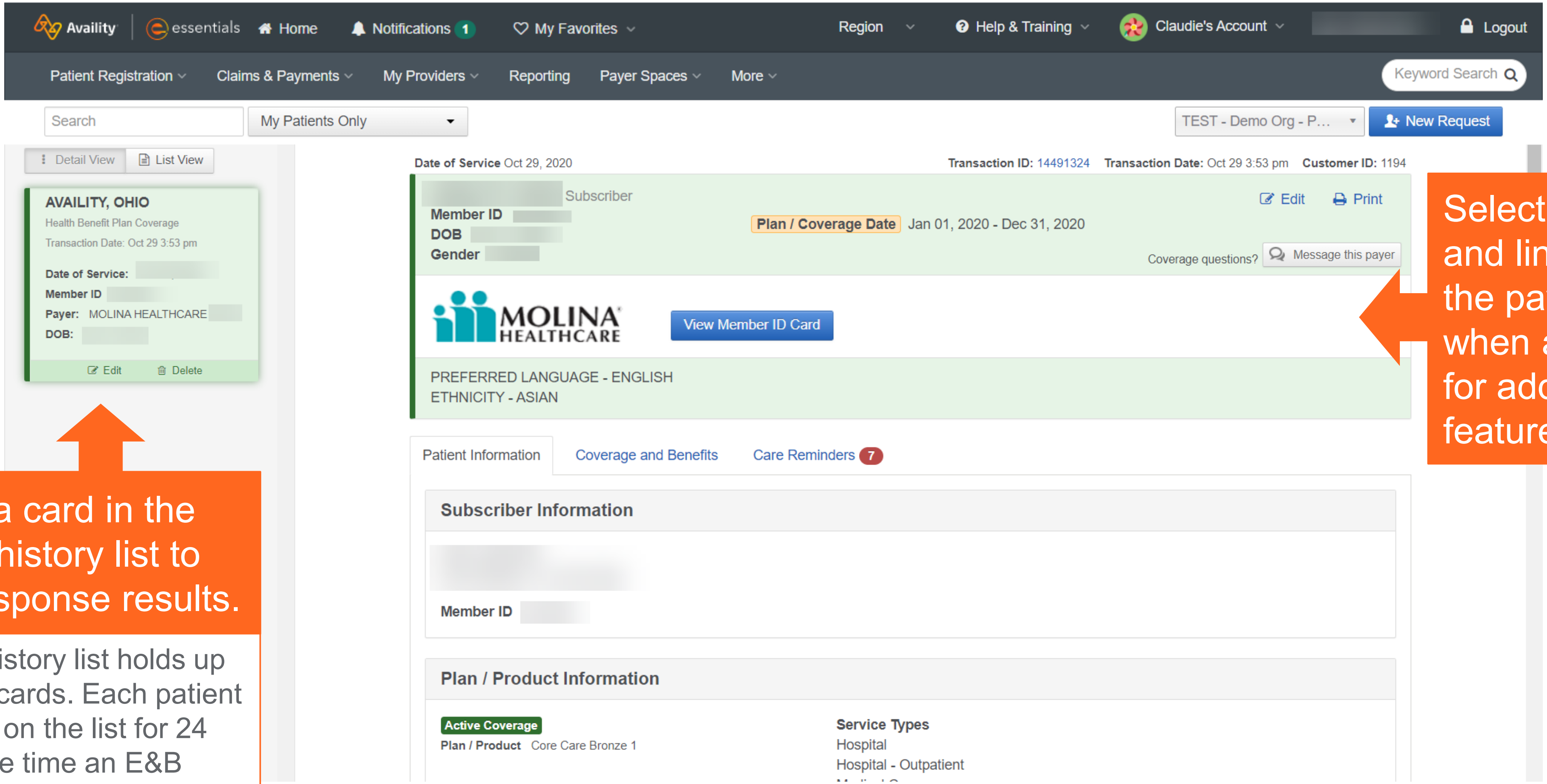
E&B request

Bottom of page and Submit button



E&B results

History list and top section



Select buttons and links next to the payer's logo, when available, for additional features.

Select a card in the patient history list to display response results.

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.

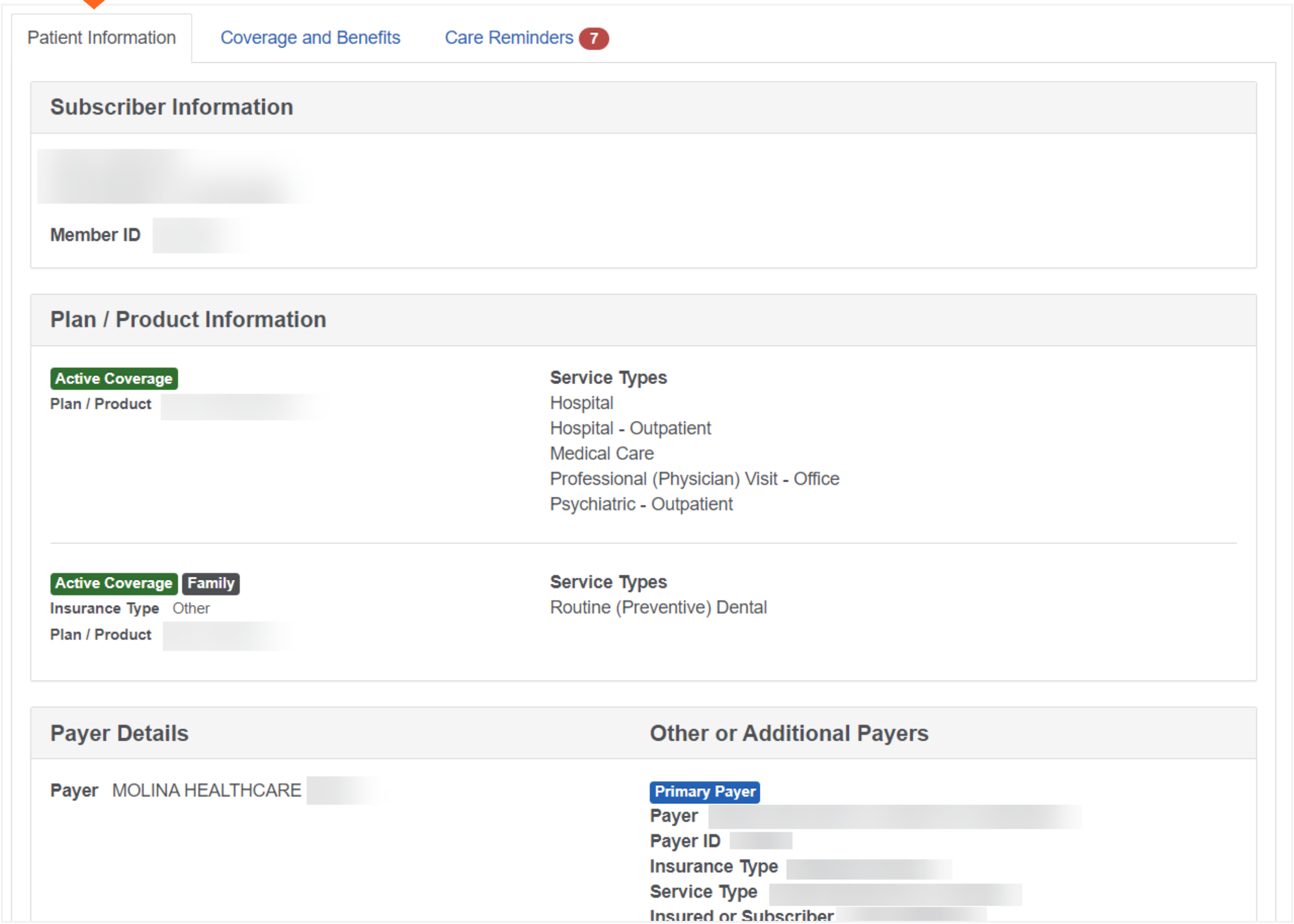
E&B results

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.



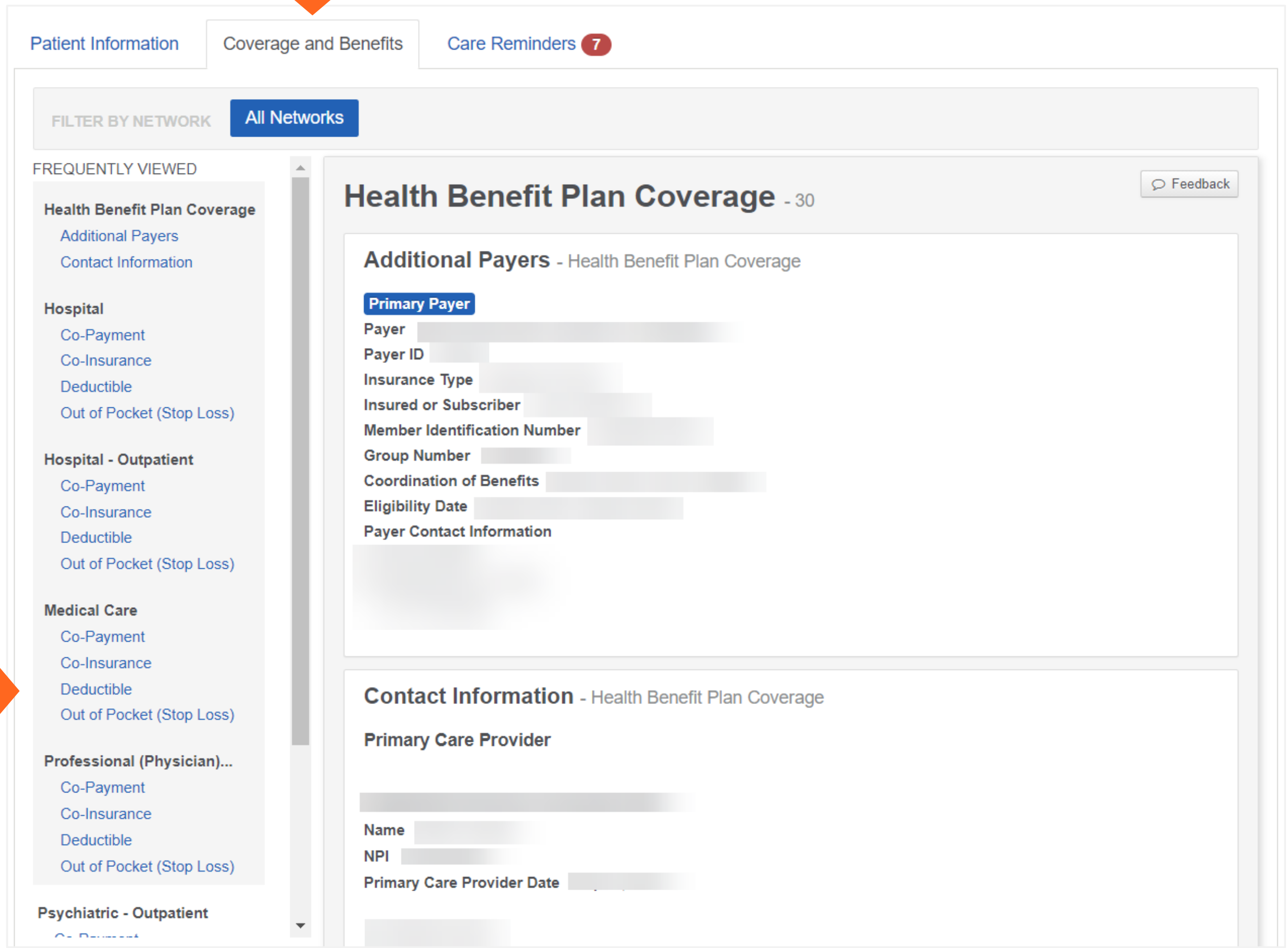
E&B results

Coverage and Benefits tab

The **Coverage and Benefits** tab includes sections of service/benefit information.

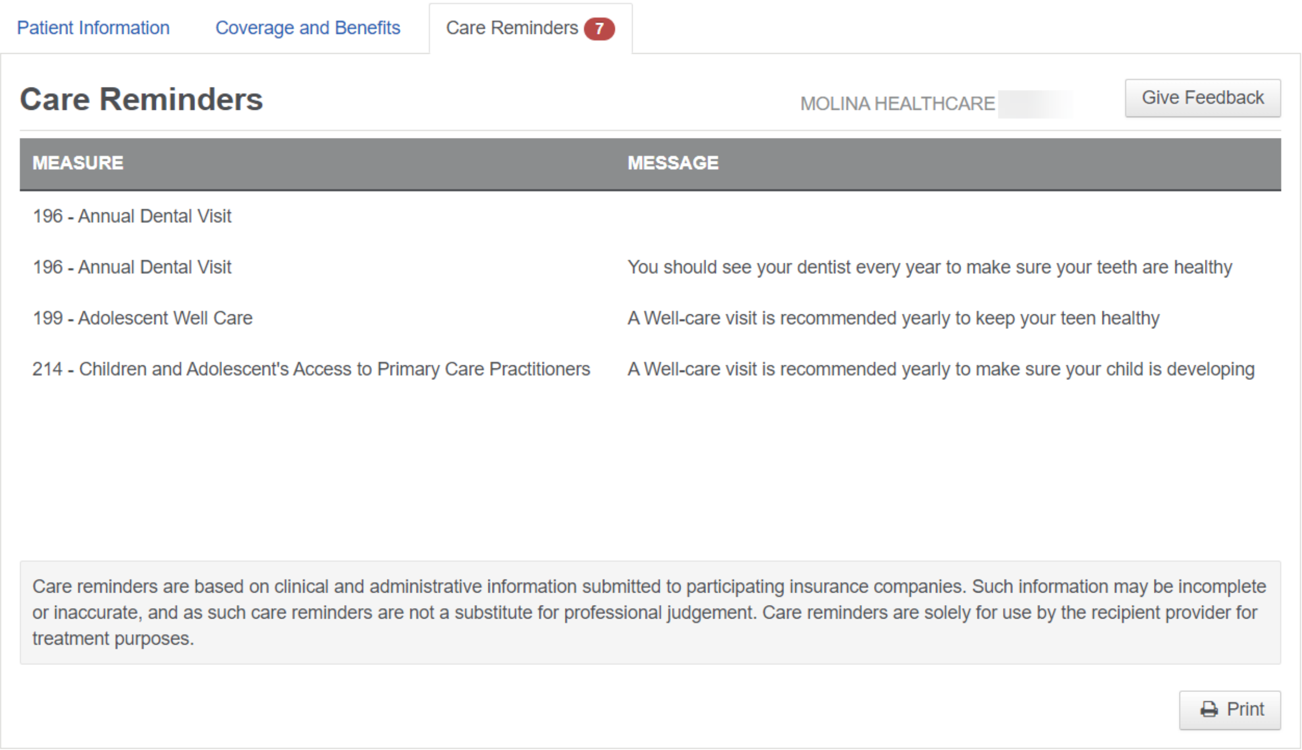
Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Select an option to jump to a section.



E&B results

Care Reminders tab



When available, select the **Care Reminders** tab to review care reminders for the patient.

- Each care reminder includes the measure and a message.
- Select the **Print** button to print just this tab. You can also include care reminders to print when you use the E&B results print option.

Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.

Messaging

Introduction

Role(s)

Messaging App
(or Messaging App – Admin)

Access

- To start a message, select the **Send a message to the payer** button on an eligibility and benefits results page.
- To check and reply to messages, select an option in the **Messaging** section on the Home page.

Training

Messaging a Payer – Training Program

Power tips

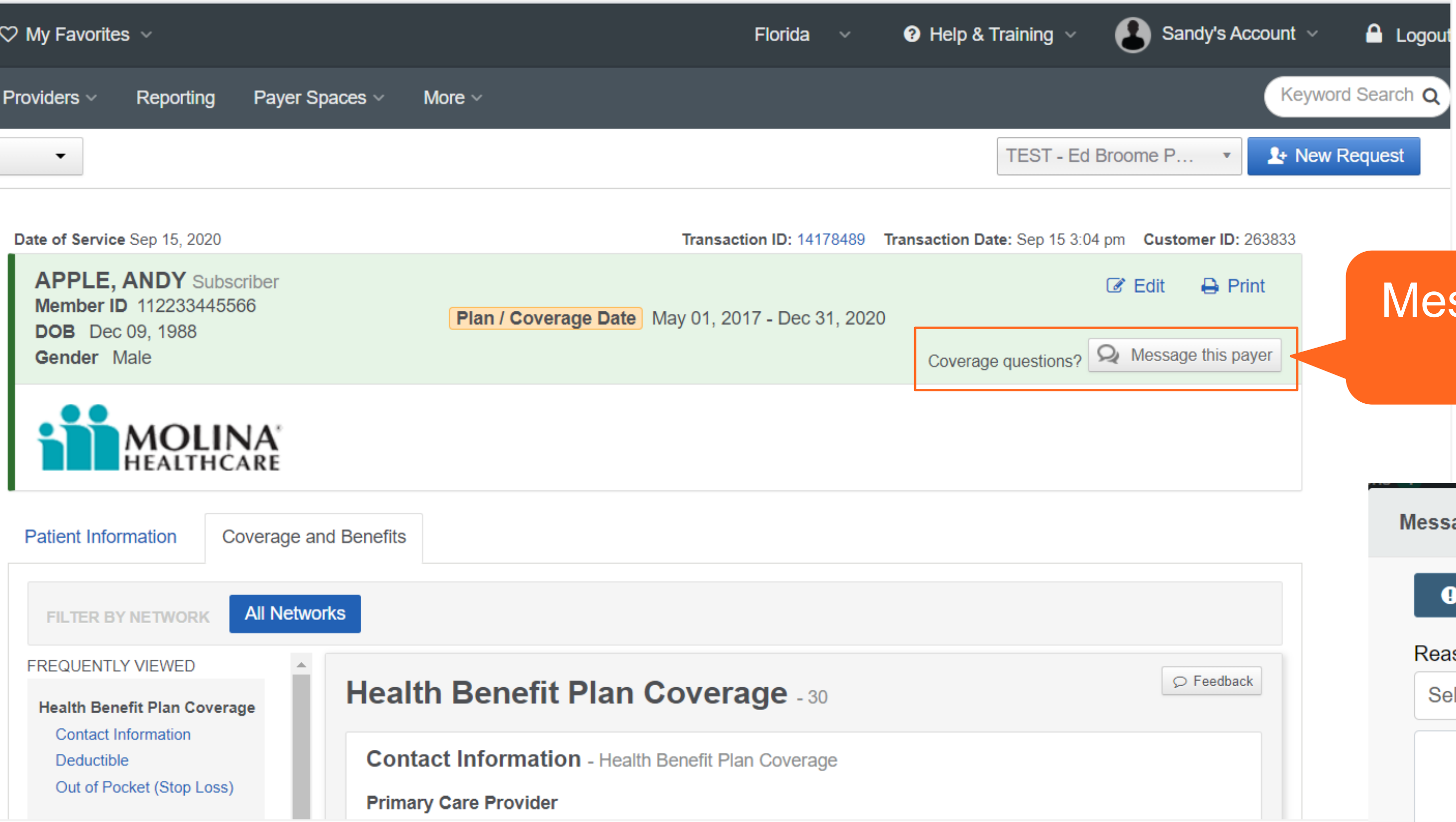
- For some payers, send attachment(s) with a message.
- Search, sort, and filter conversations.

Admins can:

- Assign conversations.
- View summaries of conversations.

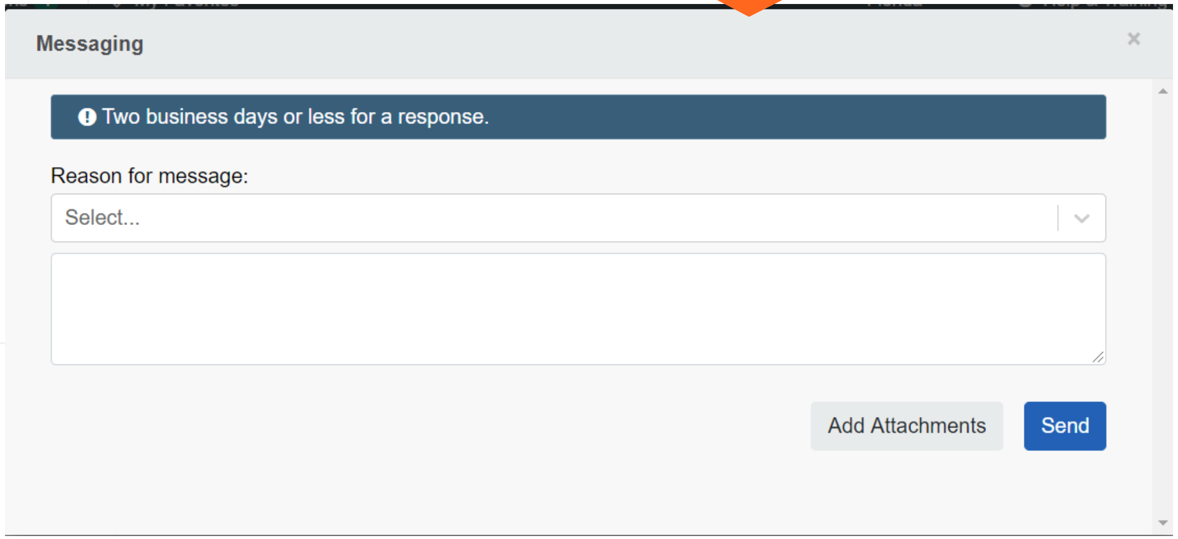
Messaging

E&B result with message button



Message this payer

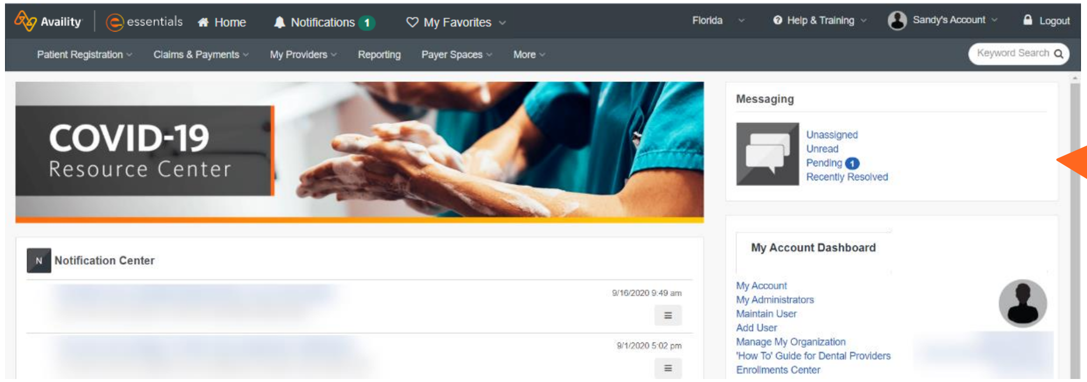
Complete the fields and send.



Messaging

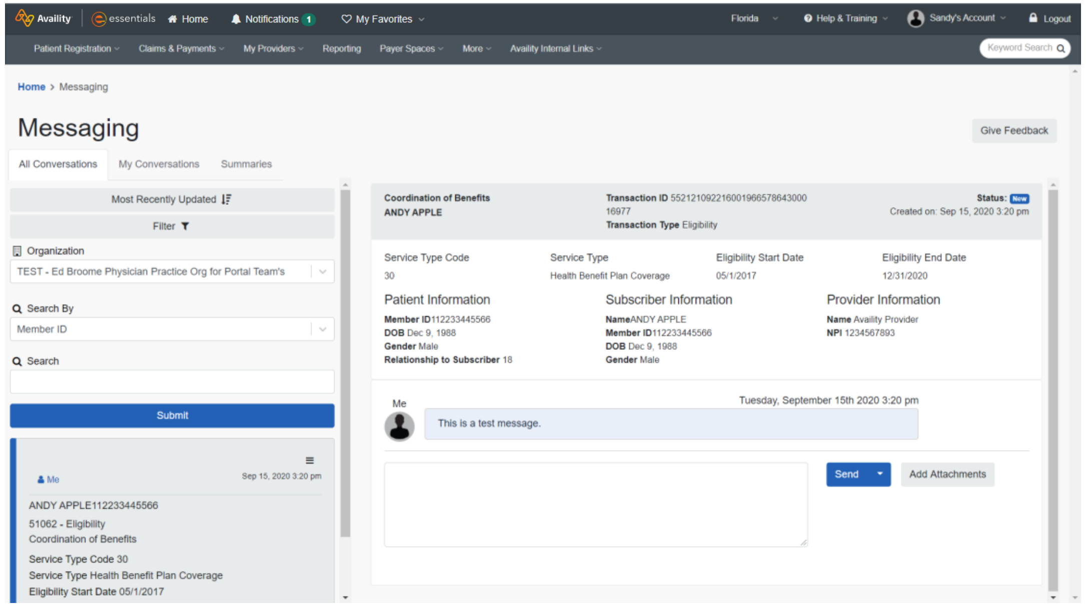
Application on Home page

Example: Home page with Messaging app



Messaging App

Example: Messaging queue with pending message displayed



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.

Claim Status

Introduction

Role(s)

Claim Status

Access

Claims & Payments > Claim Status

Training

Claim Status – Training Demo

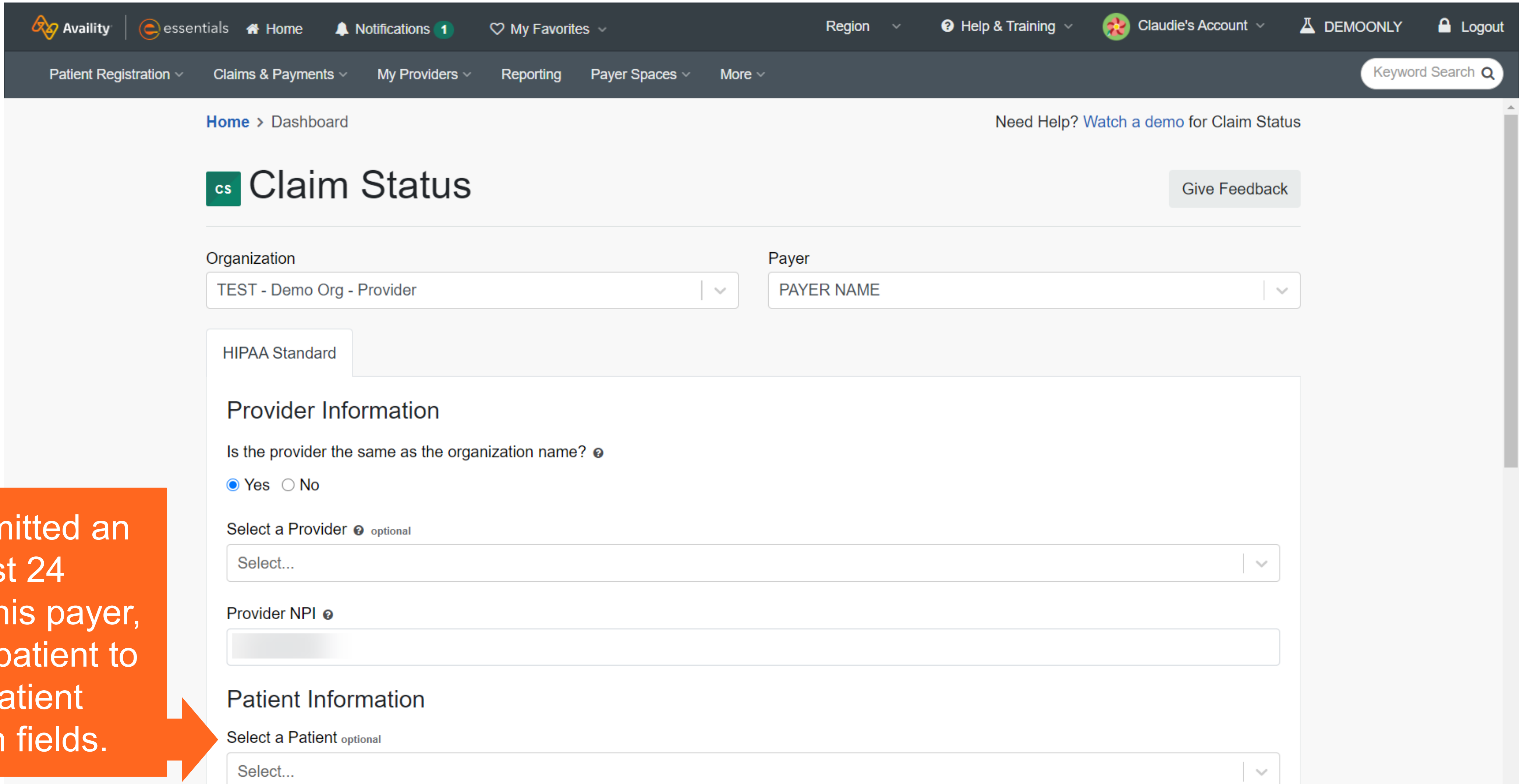
Power tips

Timesaver

Select a patient from the **Select a Patient** field to pre-populate patient data that was entered in previous eligibility and benefit inquiries submitted in the past 24 hours.

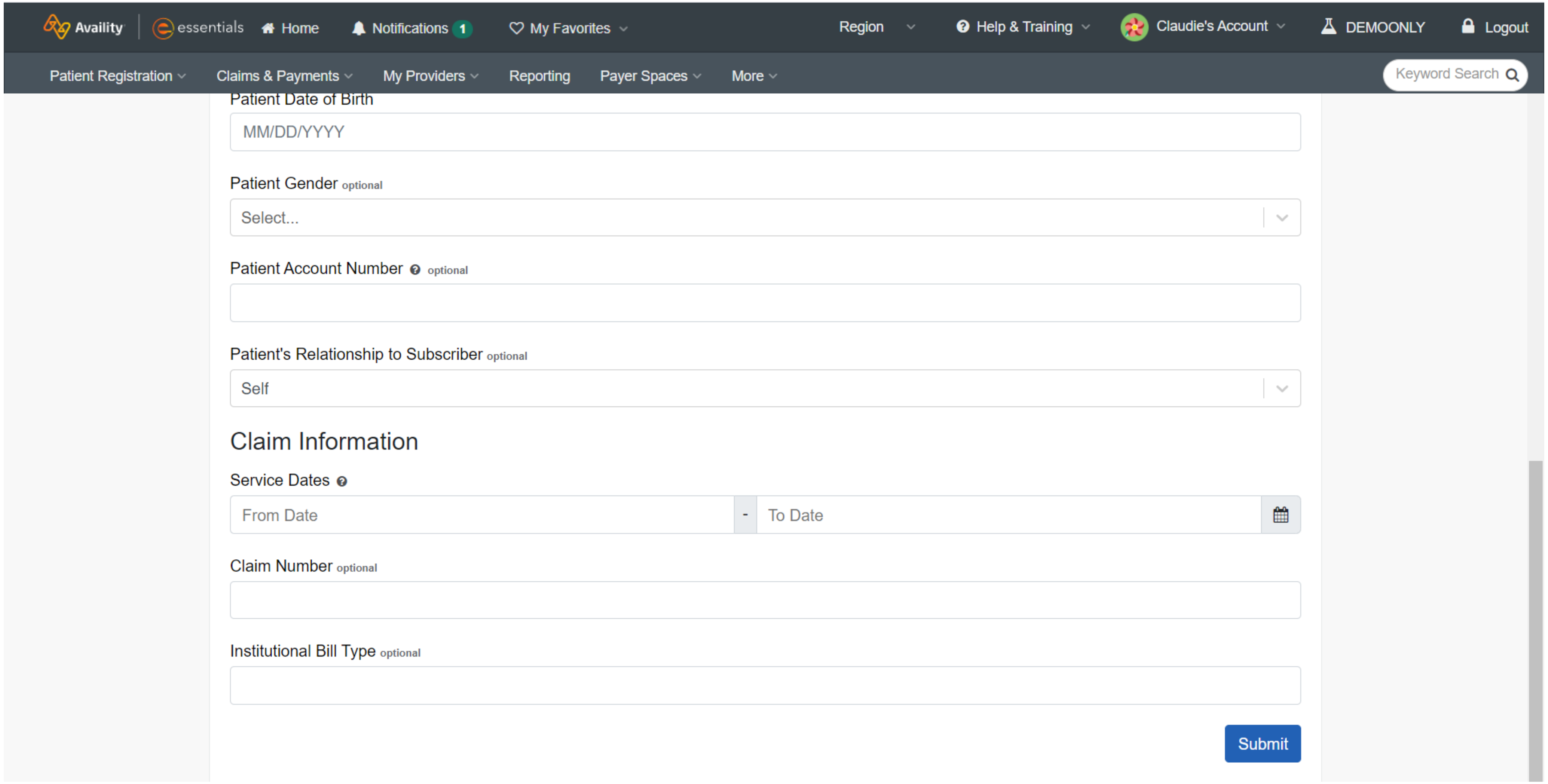
Claim Status

Request (top)



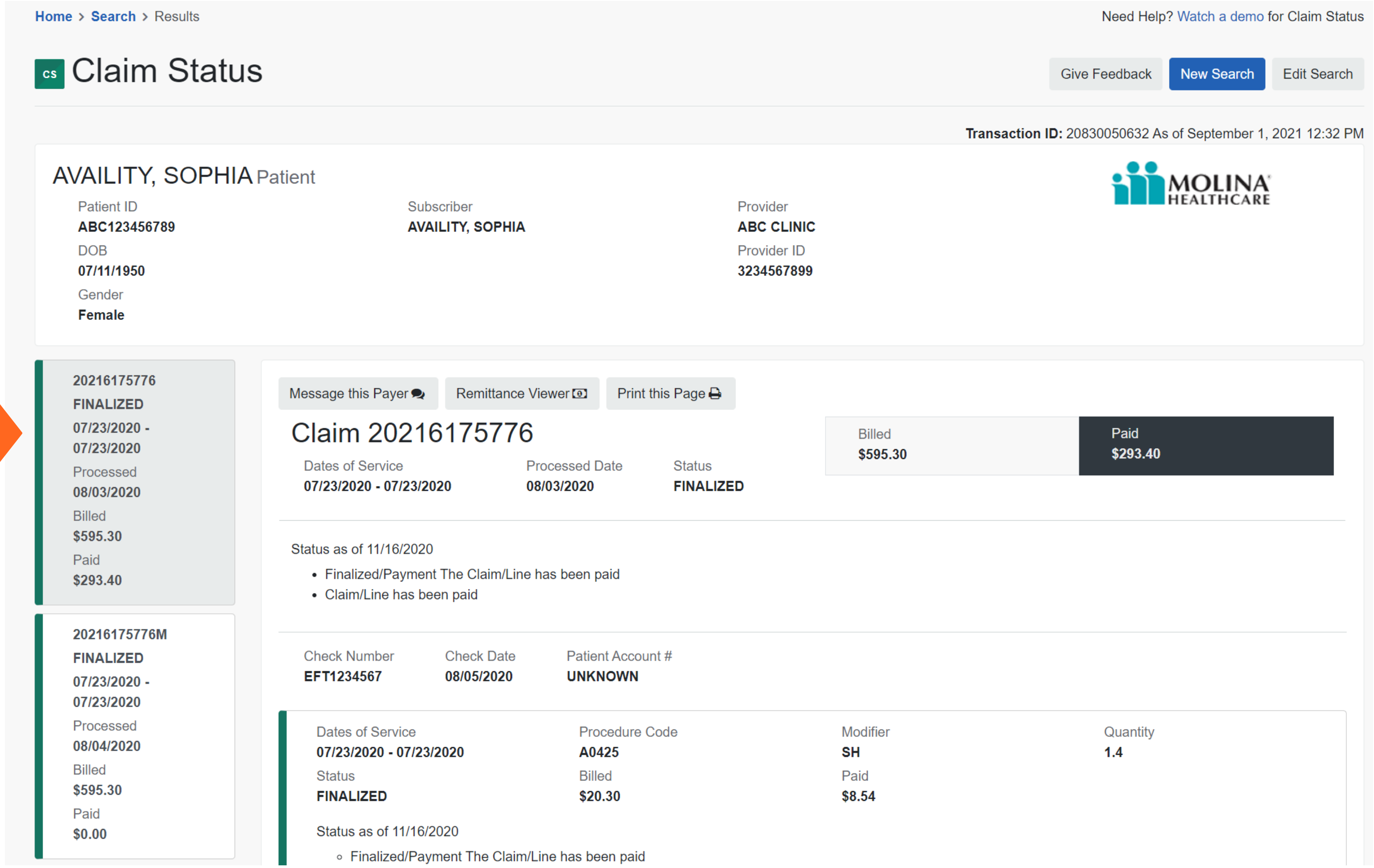
If you submitted an E&B in past 24 hours for this payer, select the patient to populate patient information fields.

Claim Status Request (bottom)



Claim Status

Response results



Select a claim card on the left to display the claim status on the right.

Claim status includes line level information.

Finalized claim? Check remittance viewer for additional information.

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)

DE claims

Introduction

Role(s)

Claims (to access claim forms)
EDI File Management (for batch reports)
Medical Attachments (for tracking attachments)

Access

Claims & Payments > Professional Claim
Claims & Payments > Facility Claim

Training

Professional Claim – Training Demo
Facility Claim – Training Demo

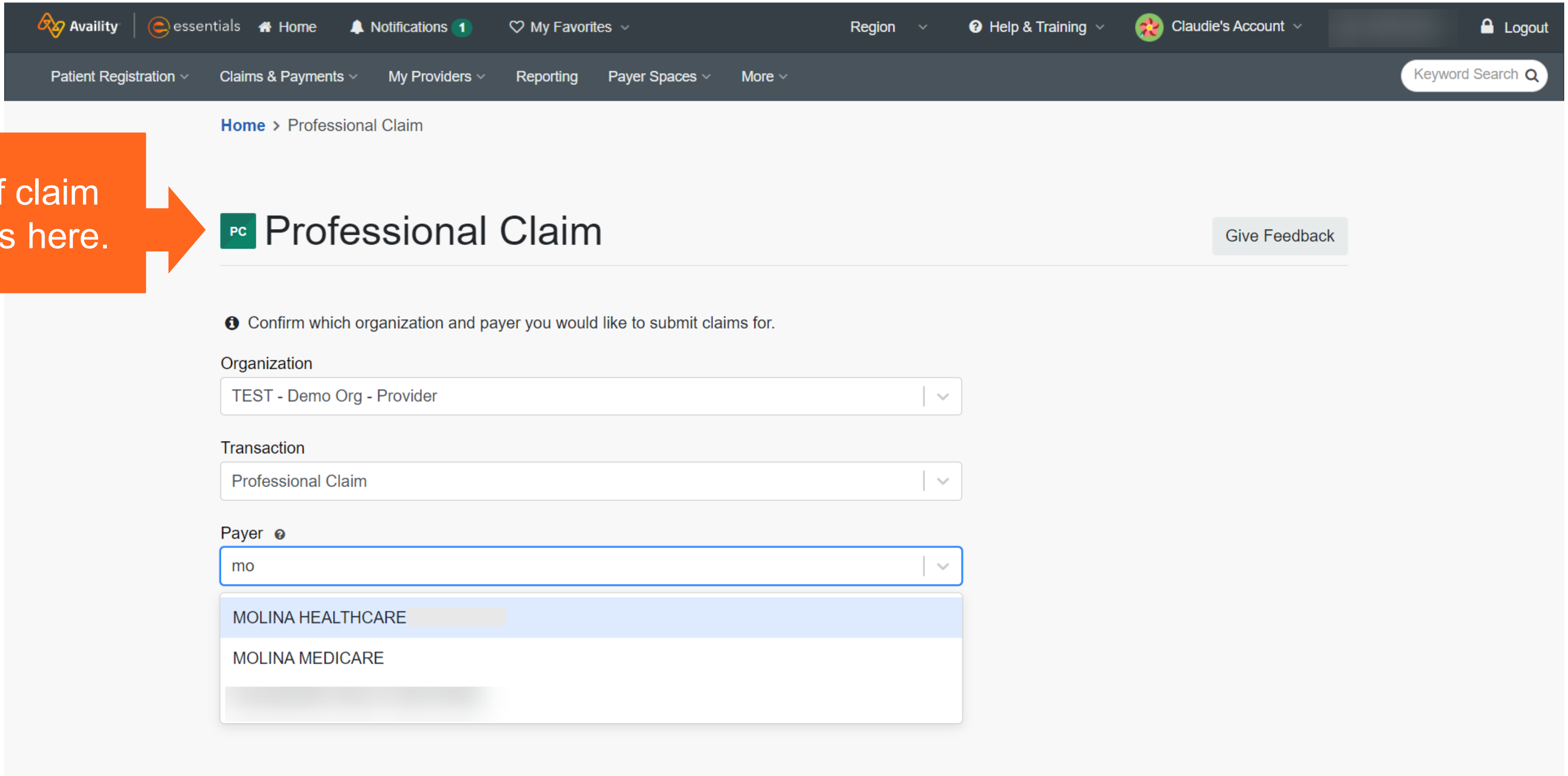
Power tips

- Save time by running an E&B first.
- Submit primary, secondary, or tertiary claims. (**Responsibility Sequence** field)
- Include up to 50-service (claim) lines on a claim.
- Submit an initial or corrected claim. (**Frequency Type** field)
- Use integrated code lookup tools.
- Set up all providers and facilities in express entry.
- Submit supporting documentation (attachments) at the same time as you submit the claim.

DE claims

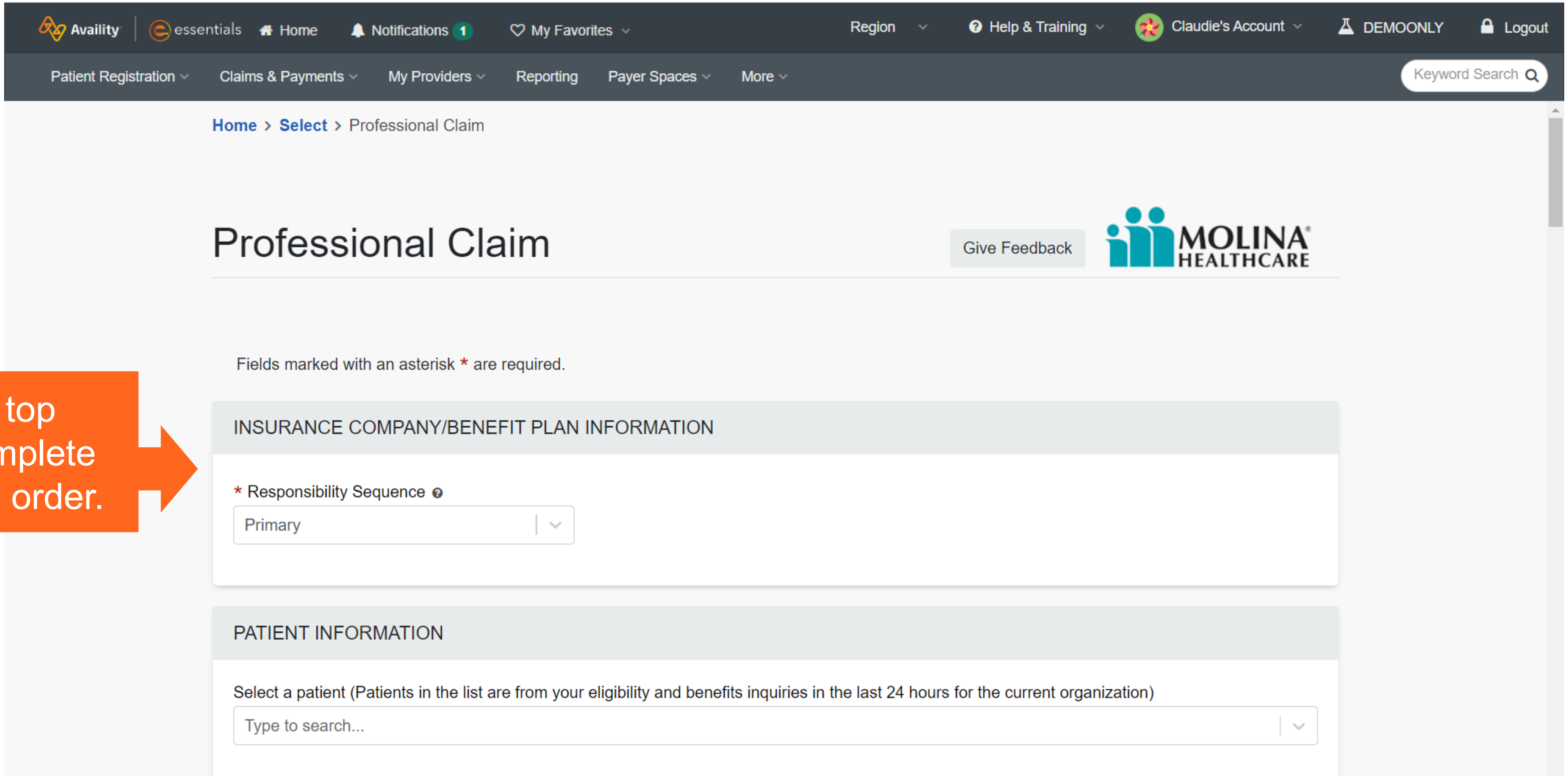
Claim entry page (select options, first)

Type of claim displays here.



DE claims

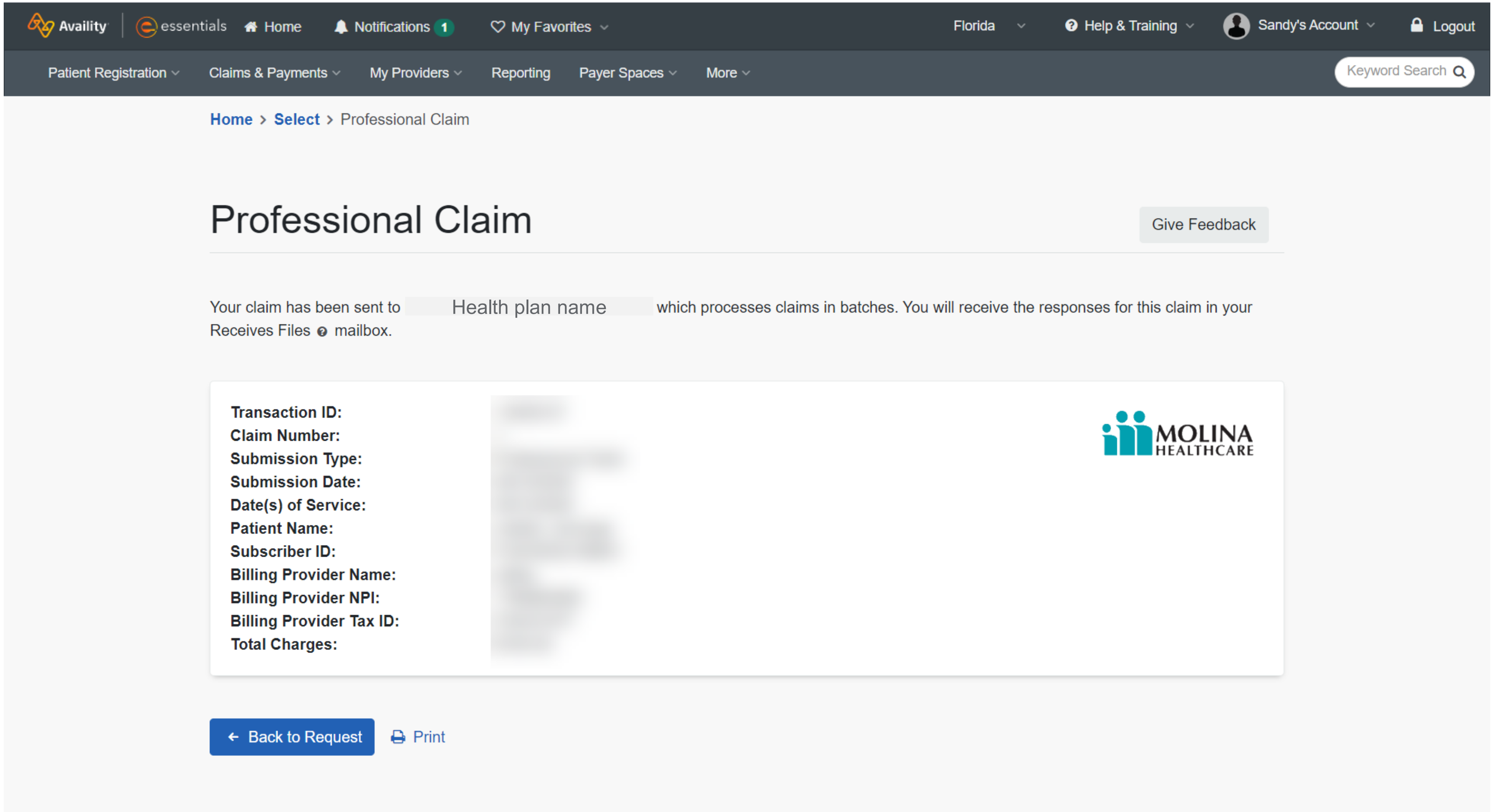
Claim entry page



Start at top and complete claim in order.

DE claims

Claim response page

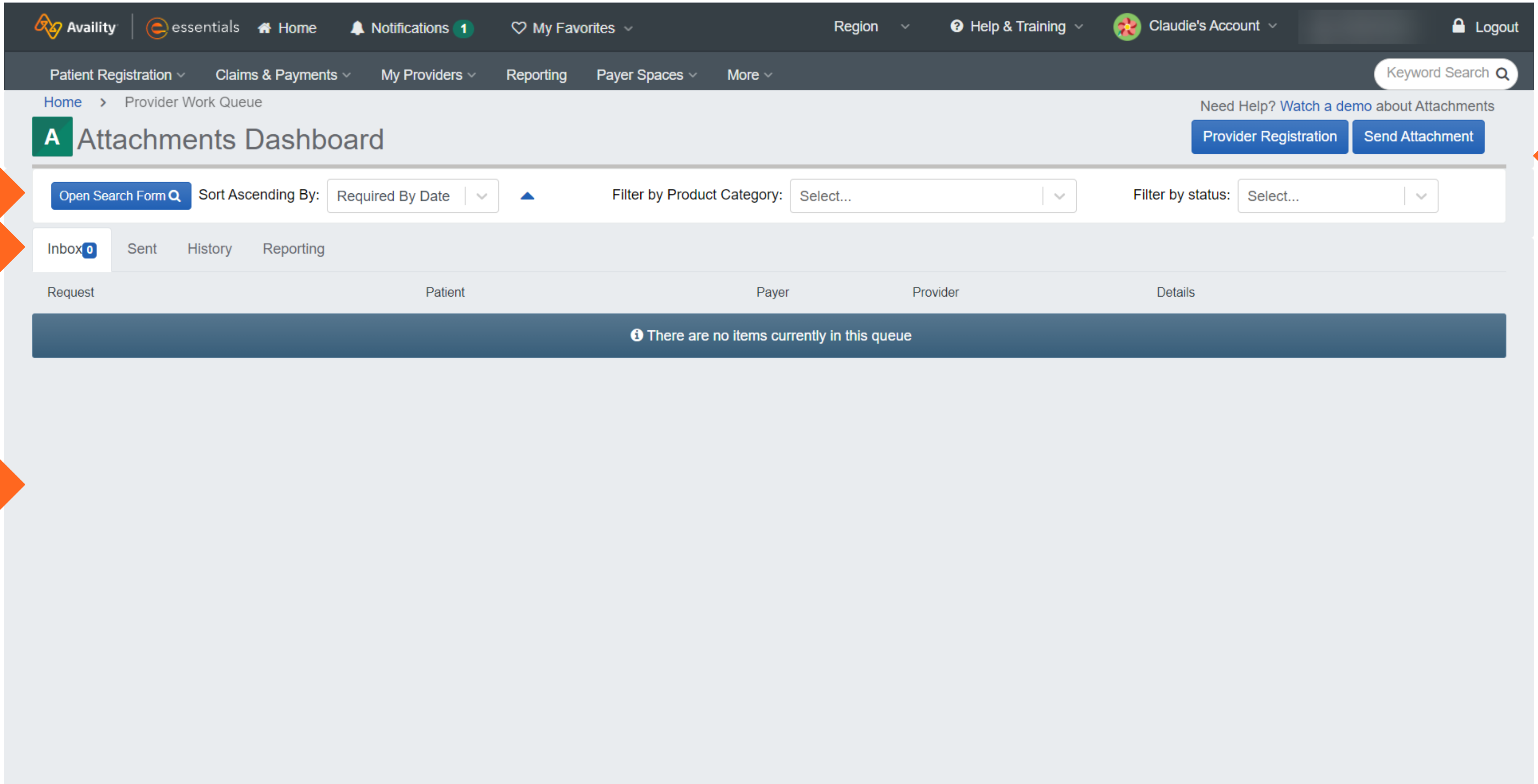


Attachments

Send attachments electronically and review history records in your organization’s Attachments Dashboard.

Attachments

Attachments Dashboard – Intro



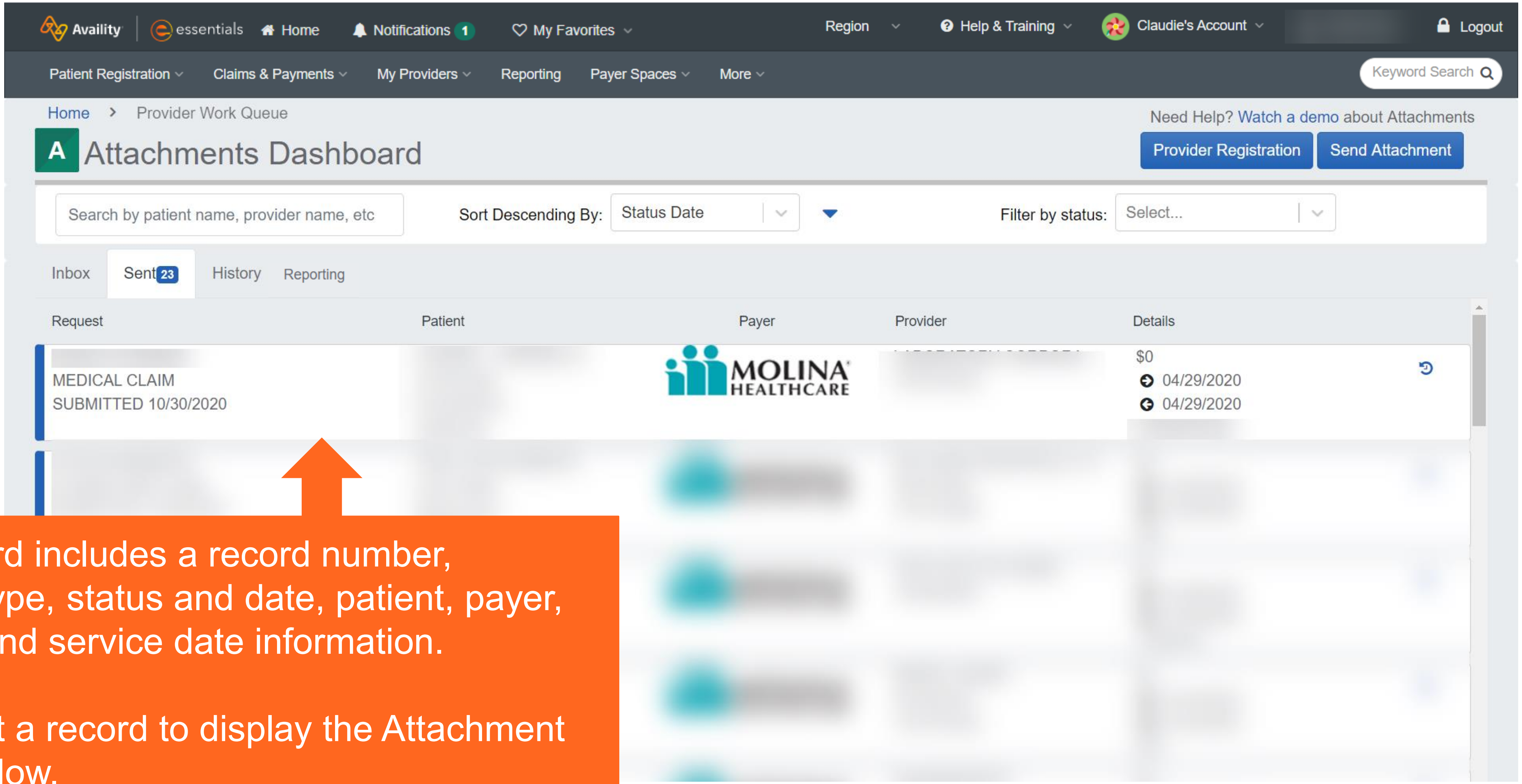
Options

Tabs

Records

Buttons

Attachments Dashboard – Sent tab



Each record includes a record number, category/type, status and date, patient, payer, provider, and service date information.

Tip: Select a record to display the Attachment Detail window.

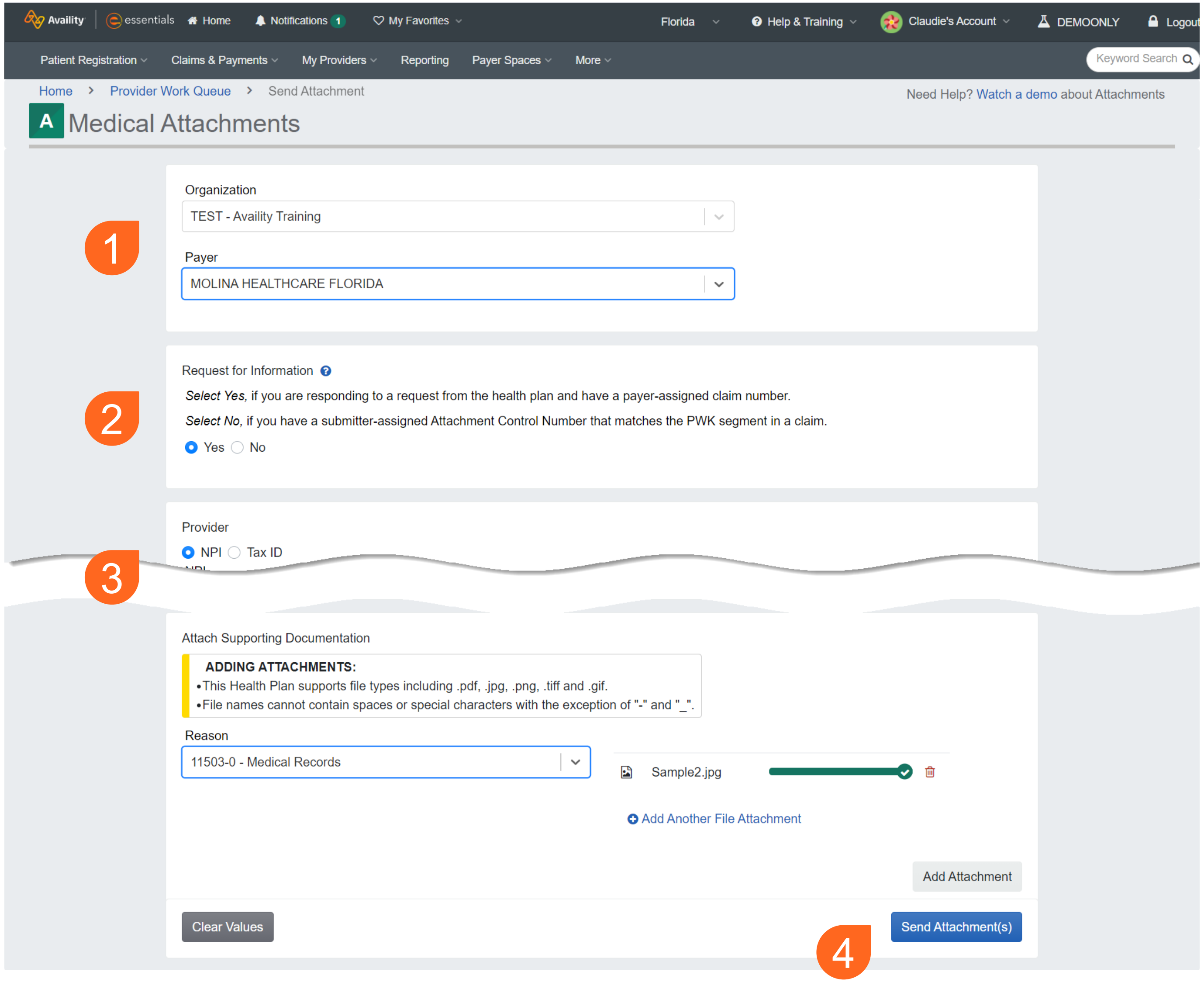
Attachments

Send Attachments button

On the Medical Attachments page, make selections to display applicable fields.

1. Select the organization and payer.
2. Select an option in the **Request for Information** section that displays.

   Note: The **Claim Information** section of the form varies based on your selection.
3. Complete the required sections and fields that display and add attachments.
4. Select the **Send Attachment(s)** button.



Remittance viewer

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

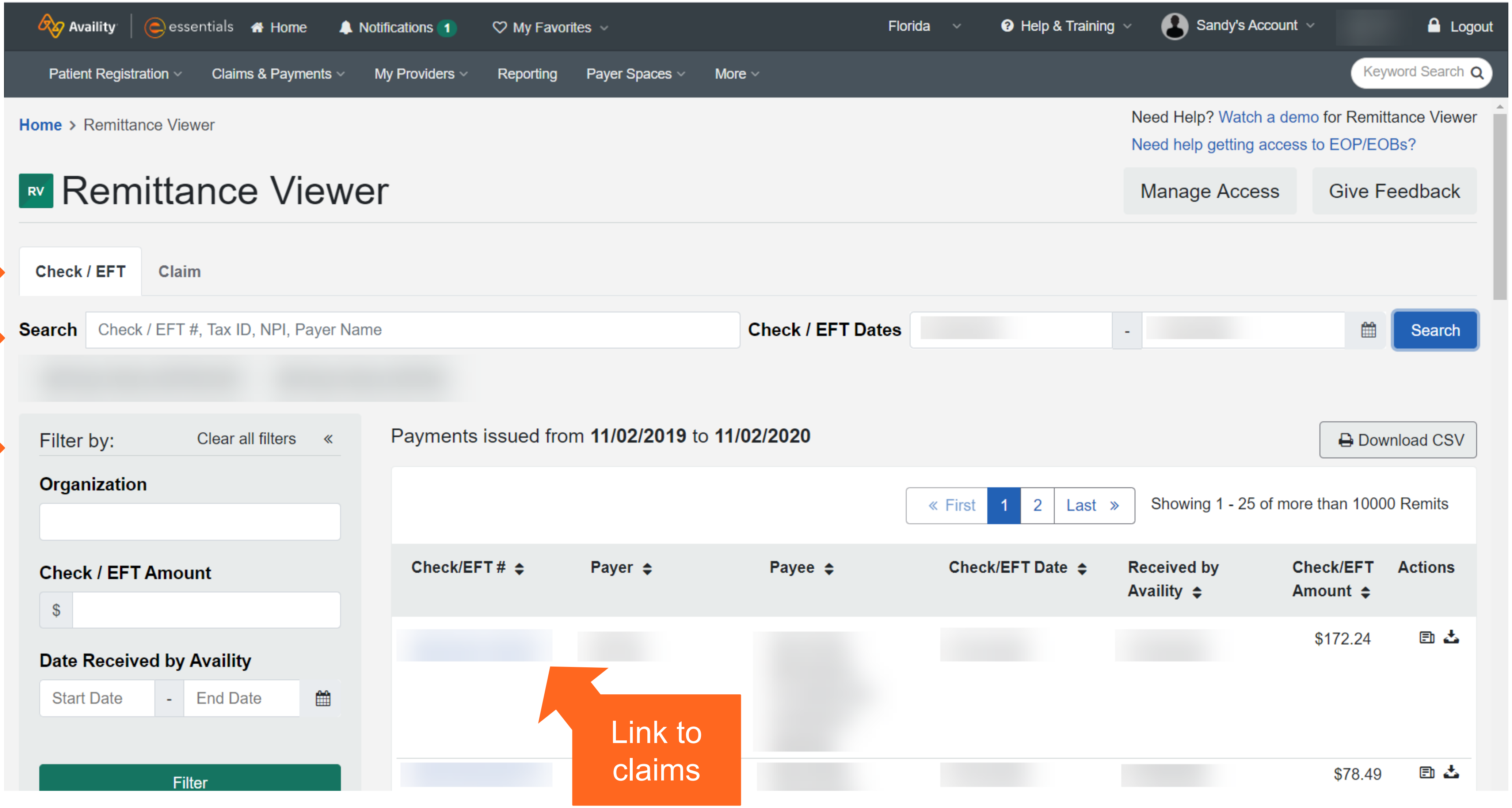
Remittance viewer

Check/EFT tab

Tabs

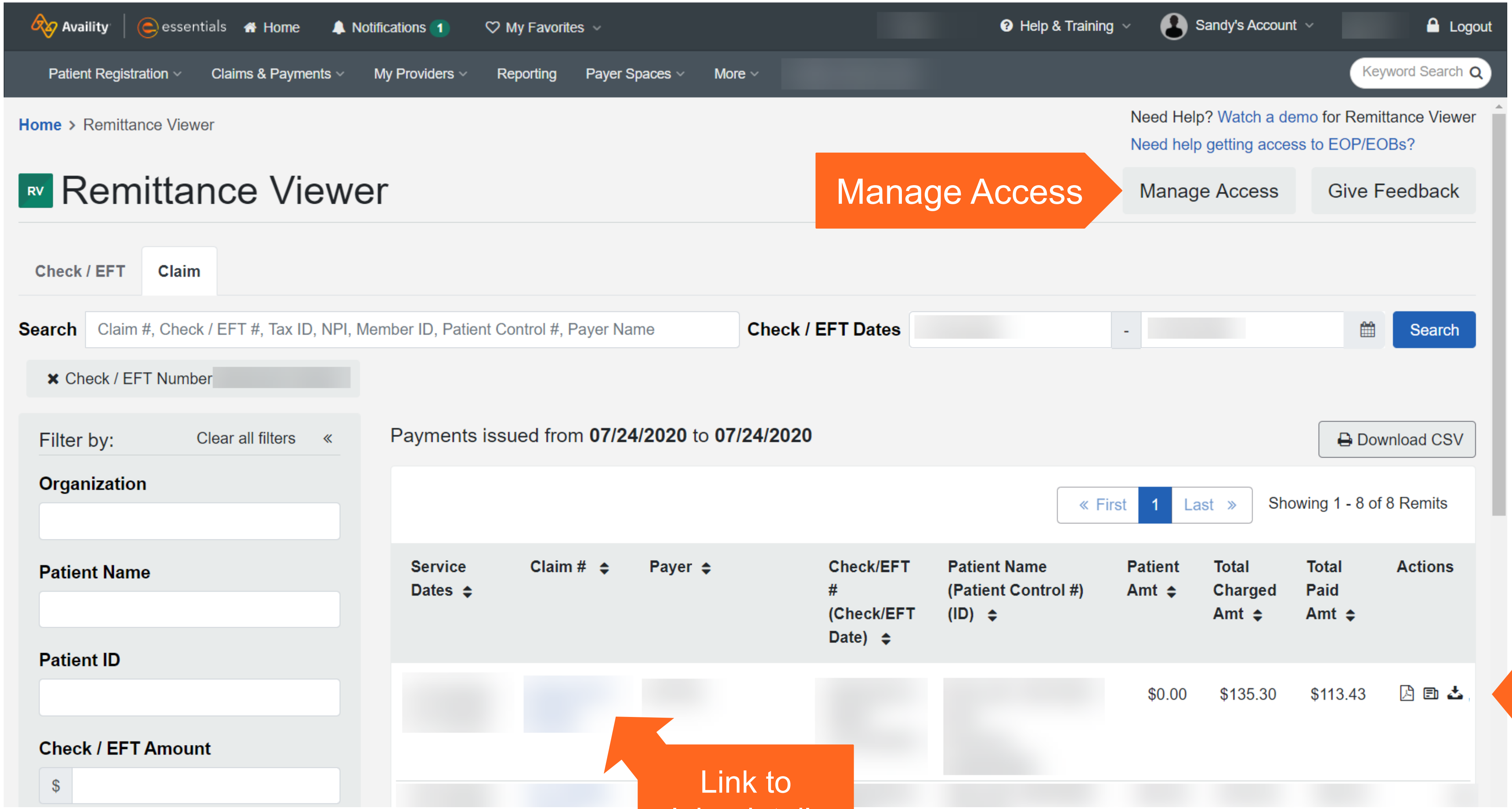
Search

Filters



Remittance viewer

Claim tab

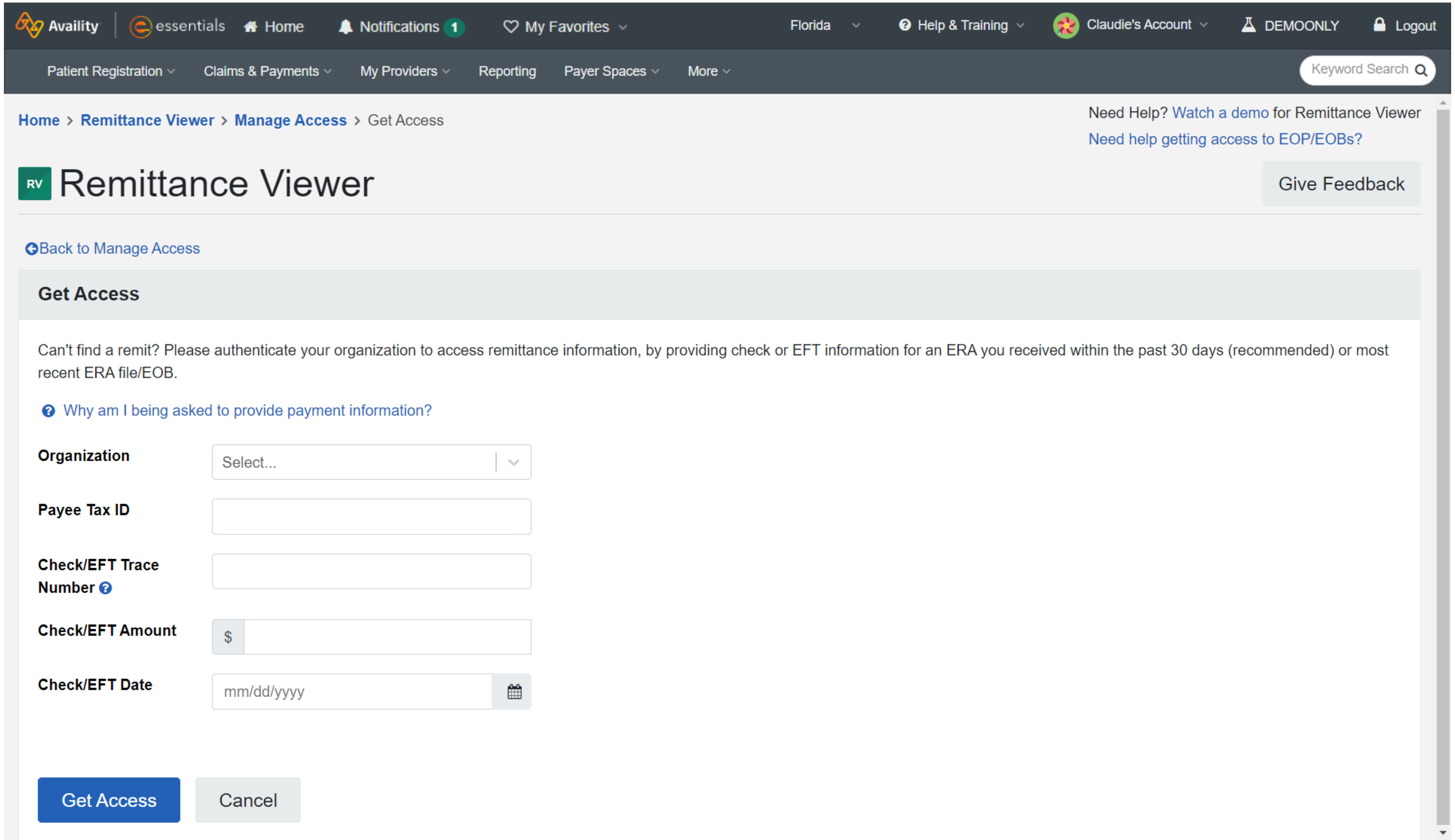


Manage Access

Link to claim details.

Download EOPs, if available

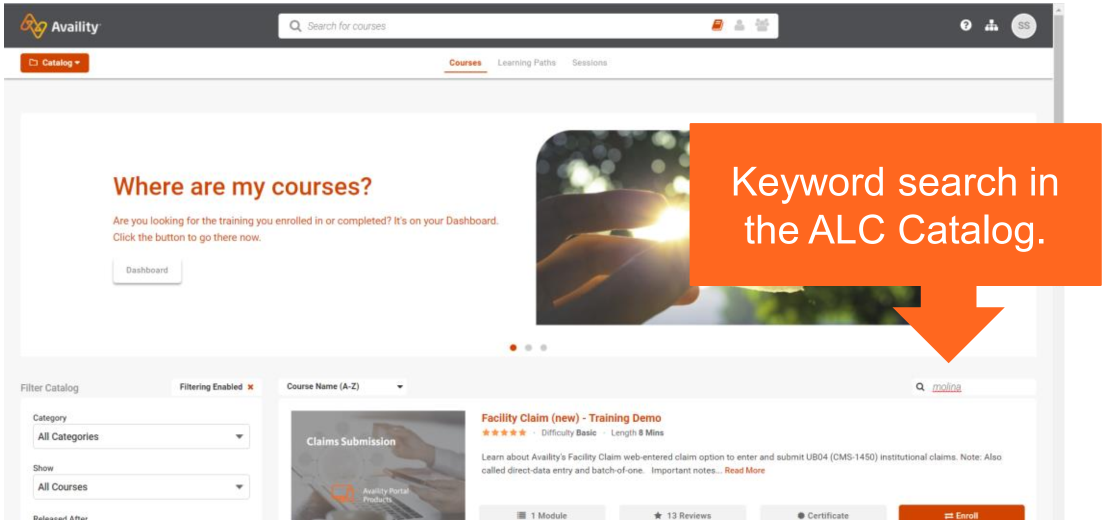
Get Access page example



Finding courses fast

We’ve curated some recommended courses for Molina providers

In Availity Essentials, select **Help & Training** > **Get Trained** and then search the ALC catalog by keyword ‘Molina’ to quickly locate and enroll for courses you’re interested in.



General application training

- Eligibility and Benefits Inquiry - Training Demo
- Claim Status - Training Demo
- Remittance Solutions - Training Demo
- Attachments (new) - Online Course
- Messaging a Payer - Training Program

Focus on direct-entry claims

- Professional Claim (new) - Training Demo
- Facility Claim (new) - Training Demo
- Secondary and Tertiary Claims - Online Course
- Follow Up on Web-Entered (direct-entry) Claims - Online Course

Administrator training

- Availity Essentials Administrator Onboarding - Training Program
- Medical Attachments Setup – Online Course

Thank you!