



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.



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)

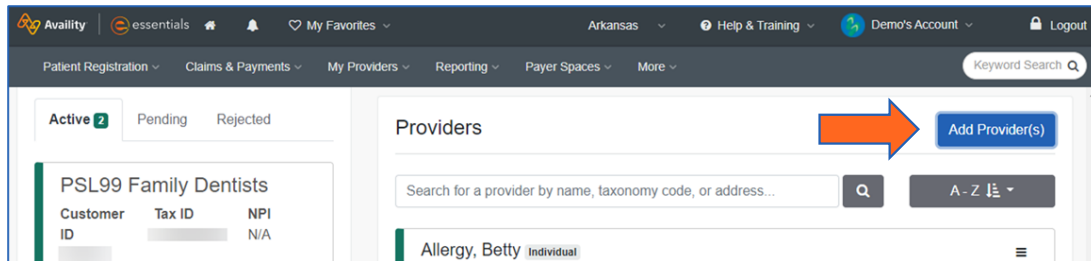


Add New Providers to Your Organization



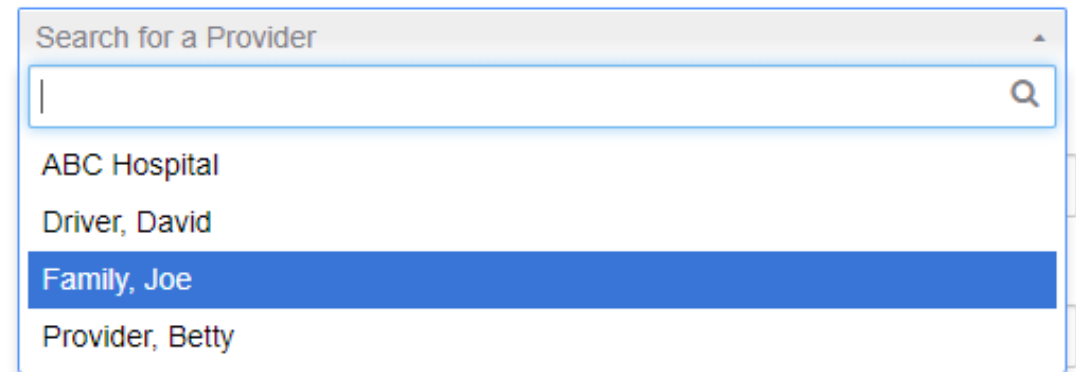
Set yourself up for success...

Add providers here...



...so they display here

Select a Provider ?



N Notification Center

You have no notifications.

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

Need to add providers? Click **Manage My Organization** here or access through **<Your Name's> Account > Manage My Organization.**

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**

Active **2** Pending Rejected

PSL99 Family Dentists

Customer ID	Tax ID	NPI
[Redacted]	[Redacted]	N/A

TEST - Demo Org - Provider

Customer ID	Tax ID
[Redacted]	[Redacted]
NPI	
[Redacted]	

Select an organization on the left, and then click **Add Provider(s)** to add a provider to the organization.

Providers

Add Provider(s)

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



A-Z [Sort icon]

- Allergy, Betty** Individual [Menu icon]
NPI: [Redacted] Tax ID: [Redacted] Primary Taxonomy: **207K00000X** Allergy & Immunology
- Dentist, Mary** Individual [Menu icon]
NPI: [Redacted] Tax ID: [Redacted] Primary Taxonomy: **122300000X** Dentist
- Family, Robert** Individual [Menu icon]
NPI: [Redacted] Tax ID: [Redacted] Primary Taxonomy: **207Q00000X** Family Medicine
- Joe Atypical** Individual [Menu icon]

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	Type	National Provider ID (NPI)
<input type="text" value="Enter Tax ID"/>	<input style="border: 1px solid black; border-radius: 4px; padding: 2px 10px;" type="text" value="EIN"/> v	<input type="text" value="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.](#)

Newest to oldest

Active 2 Pending Rejected

Providers

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

Add Provider

LET'S FIND YOUR PROVIDER

Tax ID: Type:

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

[Upload up to 500 at once via a spreadsheet upload.](#)

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...".

Newest to oldest

Active **2** Pending Rejected

Providers

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

Home > Manage My Organization

Add Provider

LET'S FIND YOUR PROVIDER

Tax ID: Type: National Provider ID (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.**

Newest to oldest

Active 2 Pending Rejected

Providers

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

The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', 'Claudie's Account', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' box is located on the right side of this bar.

The main content area features a 'COVID-19 PROVIDER Resource Center' banner with a 'GET UPDATES' button. Below the banner is a 'Notification Center' and a 'My Top Applications' section. The 'Payer Spaces' menu is highlighted, and a grid of payer logos is visible. An orange arrow points to the 'MOLINA HEALTHCARE' logo in the grid.

Select Payer Spaces and then the payer.



Payer Spaces

Tabs

The screenshot shows the Molina Healthcare website interface. At the top, there is a navigation bar with links for Availity, essentials, Home, Notifications (with a '1' badge), My Favorites, Region, Help & Training, and a user profile for 'Claudie's Account' with a Logout button. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is on the right. The main content area features a breadcrumb 'Home > Molina Healthcare', the Molina Healthcare logo, and the URL 'MolinaHealthcare.com'. A large teal banner contains the text 'Welcome to Molina Healthcare!!' and 'Your partner in healthcare.' Below the banner is a photograph of a doctor in a white coat sitting with a patient. At the bottom of the page, there are three tabs: 'Applications', 'Resources', and 'News and Announcements'. To the right of these tabs is a 'Sort By' dropdown menu set to 'A-Z'. Two orange callout boxes with arrows provide instructions: one points to the tabs and says 'Select tabs—Applications, Resources, and News and Announcements.', and the other points to the right and says 'Scroll down to see options below the fold.'

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

Scroll down to see options below the fold.



Payer Spaces

Navigation tips

The screenshot shows the Availity Payer Spaces interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', and 'New York'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of the secondary navigation bar. The main content area features a search input field with the placeholder text 'Start typing to search this payer space...'. Below the search bar are three tabs: 'Applications', 'Resources', and 'News and Announcements'. To the right of the tabs is a 'Sort By' dropdown menu set to 'A-Z'. A disclaimer text reads: '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!'. Below the disclaimer are six application cards, each with a heart icon and a title: 'Appeal or Correct Eligible Claims', 'Claims Template Portal', 'HEDIS Profile', 'Member Roster', 'Reports', and 'Prior Auths'. Each card has a brief description of its function.

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

Availty | essentials | Home | Notifications 1 | My Favorites | Florida | Help & Training | Claude's Account | DEMOONLY | Logout

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

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

Availty | Home | Notifications | My Favorites | Florida | Help & Training | Member's Account | Logout

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

Home > Molina Healthcare > Create Service Request/Authorization

Create Service Request/Authorization

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

Cancel Submit

3

Welcome, All Access User: aka03426416824 | Log Out | Jul 01 2020 11:23:44 AM

Provider Self Services

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: [] mmm/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 []

Address [] City [] State [] Zip Code []

Phone # (Home) [] Phone # (Mobile) [] PCP Name []

Service Information

Enter Required Information

Type of Service: [Select] Inpatient Notification: [Select] Submit Date: 07/01/2020

Place of Service: [Select] Admission Date: [mmm/yyyy] Discharge Date: [mmm/yyyy]

Care Type: Routine/Elective Urgent/Expedite Within 72 Hours

[Remove]	Diagnosis Code *	Diagnosis Description
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

(Add more diagnoses)

[Remove]	Procedure Code	Procedure Description	Number of Units	Procedure Modifier
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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 Availty 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.



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

The screenshot shows the top of the Availity E&B request form. The header includes the Availity logo, navigation links (essentials, Home, Notifications, My Favorites), user information (Claudie's Account), and a search bar. Below the header, there are tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar and a dropdown menu for 'My Patients Only' are visible. The main content area is titled 'New Request' and contains several sections: Payer (with a dropdown menu showing 'MOLINA HEALTHCARE'), Provider Information (with a dropdown for 'Select a Provider' and an input for 'NPI'), Service Information (with an input for 'As of Date' and a dropdown for 'Benefit / Service Type'), and Patient Information (with a dropdown for 'Patient Search Option').

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

The screenshot displays the bottom portion of the Availity E&B request form. The top navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', 'Claudie's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area features a search bar, a 'My Patients Only' dropdown, and a 'TEST - Demo Org - P...' dropdown. A 'New Request' button is visible in the top right. On the left, a sidebar shows a 'Detail View' and 'List View' toggle, and a patient summary for 'AVAILITY, SOPHIA M' with 'Health Benefit Plan Coverage' and a 'Transaction Date: Oct 27 2:31 pm'. The main form section is titled 'Patient Information' and includes the following fields: 'Patient Search Option' (dropdown menu with 'Patient ID, Date of Birth, Patient State of Residence'), '* Patient ID' (text input), '* Date of Birth' (date input), '* State of Residence' (dropdown menu with 'Please Select a State'), 'Gender' (dropdown menu with 'Please Select a Gender'), and 'Patient Relationship to Subscriber' (dropdown menu with 'Self'). There is an unchecked checkbox for 'Submit another patient' and a prominent blue 'Submit' button at the bottom.



E&B results

History list and top section

The screenshot displays the Availity E&B results interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', 'Claudie's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar and a 'Keyword Search' button are also present.

The main content area is divided into two sections. On the left, there is a 'Patient History List' with a search bar and a 'My Patients Only' dropdown. A card for 'AVAILITY, OHIO' is selected, showing 'Health Benefit Plan Coverage' and 'Transaction Date: Oct 29 3:53 pm'. The card also displays 'Date of Service', 'Member ID', 'Payer: MOLINA HEALTHCARE', and 'DOB'. Below the card are 'Edit' and 'Delete' buttons.

On the right, the detailed view of the selected card is shown. It includes 'Date of Service Oct 29, 2020', 'Transaction ID: 14491324', 'Transaction Date: Oct 29 3:53 pm', and 'Customer ID: 1194'. The 'Subscriber' section shows 'Member ID', 'DOB', 'Gender', and 'Plan / Coverage Date Jan 01, 2020 - Dec 31, 2020'. There are 'Edit' and 'Print' buttons next to the subscriber information. Below this is the 'MOLINA HEALTHCARE' logo and a 'View Member ID Card' button. The 'PREFERRED LANGUAGE - ENGLISH' and 'ETHNICITY - ASIAN' are also displayed.

At the bottom, there are tabs for 'Patient Information', 'Coverage and Benefits', and 'Care Reminders 7'. The 'Subscriber Information' section shows 'Member ID'. The 'Plan / Product Information' section shows 'Active Coverage' and 'Service Types' (Hospital, Hospital - Outpatient).

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.

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



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 | Care Reminders 7

Subscriber Information

Member ID [blurred]

Plan / Product Information

Active Coverage	Service Types
Plan / Product [blurred]	Hospital Hospital - Outpatient Medical Care Professional (Physician) Visit - Office Psychiatric - Outpatient
Active Coverage Family Insurance Type Other Plan / Product [blurred]	Service Types Routine (Preventive) Dental

Payer Details

Payer MOLINA HEALTHCARE [blurred]

Other or Additional Payers

Primary Payer
Payer [blurred]
Payer ID [blurred]
Insurance Type [blurred]
Service Type [blurred]
Insured or Subscriber [blurred]



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.

Patient Information Coverage and Benefits Care Reminders 7

FILTER BY NETWORK All Networks

FREQUENTLY VIEWED

- Health Benefit Plan Coverage
 - Additional Payers
 - Contact Information
- Hospital
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Hospital - Outpatient
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Medical Care
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Professional (Physician)...
 - Co-Payment
 - Co-Insurance
 - Deductible
 - Out of Pocket (Stop Loss)
- Psychiatric - Outpatient
 - Co-Payment

Health Benefit Plan Coverage - 30 Feedback

Additional Payers - Health Benefit Plan Coverage

Primary Payer

Payer [blurred]

Payer ID [blurred]

Insurance Type [blurred]

Insured or Subscriber [blurred]

Member Identification Number [blurred]

Group Number [blurred]

Coordination of Benefits [blurred]

Eligibility Date [blurred]

Payer Contact Information [blurred]

Contact Information - Health Benefit Plan Coverage

Primary Care Provider

Name [blurred]

NPI [blurred]

Primary Care Provider Date [blurred]



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.

Patient Information Coverage and Benefits **Care Reminders 7**

Care Reminders MOLINA HEALTHCARE Give Feedback

MEASURE	MESSAGE
196 - Annual Dental Visit	
196 - Annual Dental Visit	You should see your dentist every year to make sure your teeth are healthy
199 - Adolescent Well Care	A Well-care visit is recommended yearly to keep your teen healthy
214 - Children and Adolescent's Access to Primary Care Practitioners	A Well-care visit is recommended yearly to make sure your child is developing

Care reminders are based on clinical and administrative information submitted to participating insurance companies. Such information may be incomplete or inaccurate, and as such care reminders are not a substitute for professional judgement. Care reminders are solely for use by the recipient provider for treatment purposes.

Print



Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.



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

The screenshot shows a web application interface for a subscriber named Andy Apple. The top navigation bar includes 'My Favorites', 'Florida', 'Help & Training', 'Sandy's Account', and 'Logout'. Below the navigation bar, there are tabs for 'Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword Search' is also present. The main content area displays the subscriber's information: 'APPLE, ANDY Subscriber', 'Member ID 112233445566', 'DOB Dec 09, 1988', and 'Gender Male'. A 'Plan / Coverage Date' section shows 'May 01, 2017 - Dec 31, 2020'. A 'Message this payer' button is highlighted with a red box. The MOLINA HEALTHCARE logo is visible at the bottom left. The interface also includes a 'Patient Information' tab and a 'Coverage and Benefits' section with a 'FILTER BY NETWORK' dropdown set to 'All Networks'. A 'FREQUENTLY VIEWED' section lists 'Health Benefit Plan Coverage' with sub-items like 'Contact Information', 'Deductible', and 'Out of Pocket (Stop Loss)'. The 'Health Benefit Plan Coverage' section is expanded to show 'Contact Information - Health Benefit Plan Coverage' and 'Primary Care Provider'.

Message this payer

Complete the fields and send.

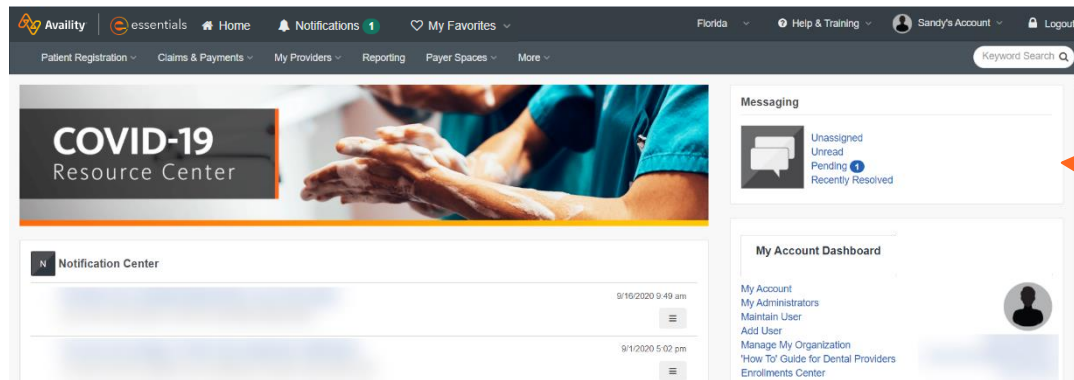
The screenshot shows a 'Messaging' modal window. At the top, there is a blue banner with a warning icon and the text 'Two business days or less for a response.'. Below the banner, the 'Reason for message:' section has a dropdown menu with 'Select...' as the current selection. A large text input area is provided for the message content. At the bottom right, there are two buttons: 'Add Attachments' and 'Send'.



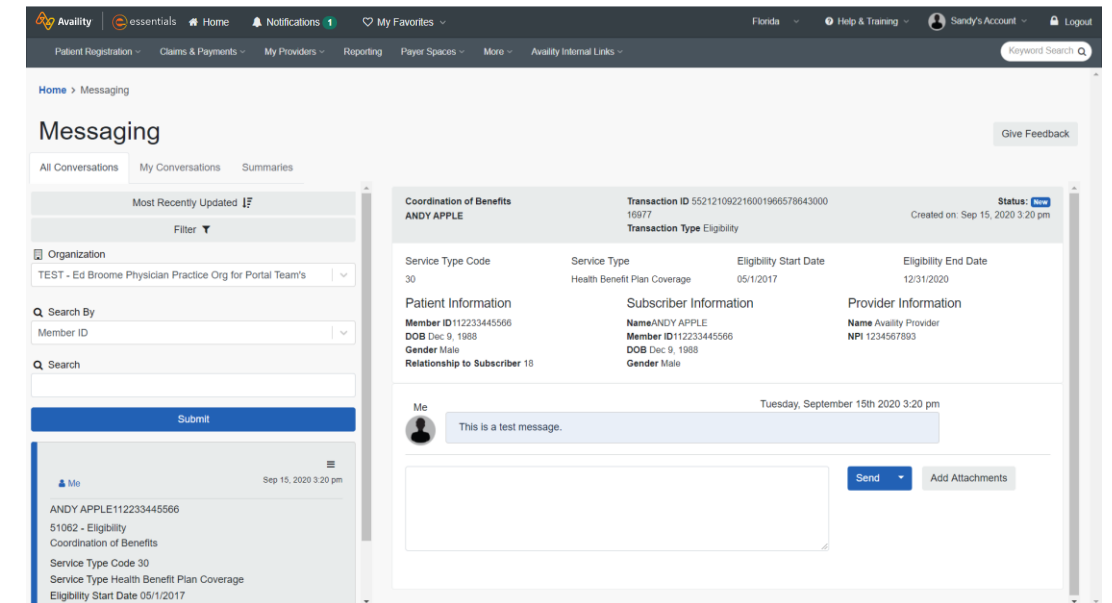
Messaging

Application on Home page

Example: Home page with 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)

The screenshot shows the Availity Claim Status web application. The top navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', 'Claudie's Account', 'DEMOONLY', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword Search' is on the right. The main content area has a breadcrumb 'Home > Dashboard' and a link 'Need Help? Watch a demo for Claim Status'. The title 'Claim Status' is prominently displayed with a 'Give Feedback' button. The form includes two dropdown menus for 'Organization' (selected: 'TEST - Demo Org - Provider') and 'Payer' (selected: 'PAYER NAME'). Below these is a 'HIPAA Standard' tab. The 'Provider Information' section contains a question 'Is the provider the same as the organization name?' with 'Yes' selected, an optional 'Select a Provider' dropdown, and a 'Provider NPI' field. The 'Patient Information' section contains an optional 'Select a Patient' dropdown.

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)

Availity | essentials Home Notifications 1 My Favorites Region Help & Training Claudie's Account DEMOONLY Logout

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

Patient Date of Birth
MM/DD/YYYY

Patient Gender optional
Select... | v

Patient Account Number optional

Patient's Relationship to Subscriber optional
Self | v

Claim Information

Service Dates optional
From Date - To Date | v

Claim Number optional

Institutional Bill Type optional

Submit



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.

Home > Search > Results Need Help? [Watch a demo](#) for Claim Status

cs Claim Status [Give Feedback](#) [New Search](#) [Edit Search](#)

Transaction ID: 20830050632 As of September 1, 2021 12:32 PM

AVAILITY, SOPHIA Patient

Patient ID ABC123456789	Subscriber AVAILITY, SOPHIA	Provider ABC CLINIC
DOB 07/11/1950		Provider ID 3234567899
Gender Female		

20216175776
FINALIZED
07/23/2020 - 07/23/2020
Processed 08/03/2020
Billed \$595.30
Paid \$293.40

20216175776M
FINALIZED
07/23/2020 - 07/23/2020
Processed 08/04/2020
Billed \$595.30
Paid \$0.00

[Message this Payer](#) [Remittance Viewer](#) [Print this Page](#)

Claim 20216175776

Dates of Service 07/23/2020 - 07/23/2020	Processed Date 08/03/2020	Status FINALIZED
--	-------------------------------------	----------------------------

Billed **\$595.30** Paid **\$293.40**

Status as of 11/16/2020


- Finalized/Payment The Claim/Line has been paid
- Claim/Line has been paid

Check Number EFT1234567	Check Date 08/05/2020	Patient Account # UNKNOWN
-----------------------------------	---------------------------------	-------------------------------------

Dates of Service 07/23/2020 - 07/23/2020	Procedure Code A0425	Modifier SH	Quantity 1.4
Status FINALIZED	Billed \$20.30	Paid \$8.54	

Status as of 11/16/2020

- Finalized/Payment The Claim/Line has been paid



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)



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.

Availty essentials Home Notifications 1 My Favorites Region Help & Training Claudie's Account Logout

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

Home > Professional Claim

Give Feedback

PC Professional Claim

Confirm which organization and payer you would like to submit claims for.

Organization
TEST - Demo Org - Provider

Transaction
Professional Claim

Payer ⓘ
mo

MOLINA HEALTHCARE
MOLINA MEDICARE



DE claims

Claim entry page

Availity | essentials | Home | Notifications 1 | My Favorites | Region | Help & Training | Claudie's Account | DEMOONLY | Logout

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

Home > Select > Professional Claim

Professional Claim

Give Feedback

Fields marked with an asterisk * are required.

INSURANCE COMPANY/BENEFIT PLAN INFORMATION

* Responsibility Sequence ⓘ

Primary | v

PATIENT INFORMATION

Select a patient (Patients in the list are from your eligibility and benefits inquiries in the last 24 hours for the current organization)

Type to search... | v

Start at top
and complete
claim in order.



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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 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](#)



Attachments

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



Attachments

Attachments Dashboard – Intro

The screenshot shows the Availity Attachments Dashboard. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Region', 'Help & Training', 'Claudie's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' box is on the right. The main header area includes 'Home > Provider Work Queue', 'Need Help? Watch a demo about Attachments', and two buttons: 'Provider Registration' and 'Send Attachment'. The dashboard title is 'Attachments Dashboard'. Below the title are three filters: 'Open Search Form', 'Sort Ascending By: Required By Date', and 'Filter by Product Category: Select...'. There are also 'Filter by status: Select...' filters. Below the filters are tabs for 'Inbox', 'Sent', 'History', and 'Reporting'. The main content area has columns for 'Request', 'Patient', 'Payer', 'Provider', and 'Details'. A message states 'There are no items currently in this queue'.

Options
Tabs

Buttons

Records



Attachments

Attachments Dashboard – Sent tab

The screenshot shows the Availity Attachments Dashboard in the 'Sent' tab. The dashboard includes a search bar, sorting options (Sort Descending By: Status Date), and filtering options (Filter by status: Select...). The table below shows a list of attachments with the following columns: Request, Patient, Payer, Provider, and Details. The first row is highlighted with a red arrow.

Request	Patient	Payer	Provider	Details
MEDICAL CLAIM SUBMITTED 10/30/2020		MOLINA HEALTHCARE		\$0 04/29/2020 04/29/2020

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.

The screenshot shows the Availity Medical Attachments form. The form is titled "Medical Attachments" and is located in the "Provider Work Queue" section. The form contains several sections:

- Organization:** A dropdown menu with "TEST - Availity Training" selected. A red circle with the number "1" is next to this section.
- Payer:** A dropdown menu with "MOLINA HEALTHCARE FLORIDA" selected.
- Request for Information:** A section with a "Request for Information" header and a "Select Yes, if you are responding to a request from the health plan and have a payer-assigned claim number. Select No, if you have a submitter-assigned Attachment Control Number that matches the PWK segment in a claim." instruction. The "Yes" radio button is selected. A red circle with the number "2" is next to this section.
- Provider:** A section with "NPI" and "Tax ID" radio buttons. The "NPI" radio button is selected. A red circle with the number "3" is next to this section.
- Attach Supporting Documentation:** A section with a "Reason" dropdown menu showing "11503-0 - Medical Records". Below the dropdown is a file upload area with a "Sample2.jpg" file attached. A red circle with the number "4" is next to the "Send Attachment(s)" button at the bottom right of the form.

At the bottom of the form, there are buttons for "Clear Values", "Add Attachment", and "Send Attachment(s)".



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

The screenshot shows the Remittance Viewer interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', 'My Favorites', 'Florida', 'Help & Training', 'Sandy's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is on the right.

The main content area has a breadcrumb 'Home > Remittance Viewer' and a title 'Remittance Viewer' with a sub-tab 'Check / EFT' selected. There are buttons for 'Manage Access' and 'Give Feedback'. A search bar contains 'Check / EFT #, Tax ID, NPI, Payer Name' and 'Check / EFT Dates' with a 'Search' button.

On the left, there is a 'Filter by:' section with 'Clear all filters' and a 'Filter' button. The filters include 'Organization', 'Check / EFT Amount', and 'Date Received by Availity' (with 'Start Date' and 'End Date' fields).

The main table displays 'Payments issued from 11/02/2019 to 11/02/2020'. It has a 'Download CSV' button and pagination controls showing 'Showing 1 - 25 of more than 10000 Remits'. The table has columns: 'Check/EFT #', 'Payer', 'Payee', 'Check/EFT Date', 'Received by Availity', 'Check/EFT Amount', and 'Actions'. Two rows are visible, with the first showing a payment of \$172.24 and the second showing \$78.49. An orange arrow points to the 'Payer' column with the text 'Link to claims'.

Tabs

Search

Filters

Link to claims



Remittance viewer **Claim tab**

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 > Remittance Viewer

Need Help? Watch a demo for Remittance Viewer
Need help getting access to EOP/EOBs?

RV Remittance Viewer **Manage Access** Manage Access Give Feedback

Check / EFT **Claim**

Search Claim #, Check / EFT #, Tax ID, NPI, Member ID, Patient Control #, Payer Name | Check / EFT Dates | Search

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	\$135.30	\$113.43	  

Link to claim details.

Download EOPs, if available



Get Access page example

Availity | essentials | Home | Notifications 1 | My Favorites | Florida | Help & Training | Claudie's Account | DEMOONLY | Logout

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

Home > Remittance Viewer > Manage Access > Get Access

Need Help? [Watch a demo for Remittance Viewer](#)
Need help getting access to EOP/EOBs?

RV Remittance Viewer

[Give Feedback](#)

[Back to Manage Access](#)

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

Payee Tax ID

Check/EFT Trace Number

Check/EFT Amount \$

Check/EFT Date

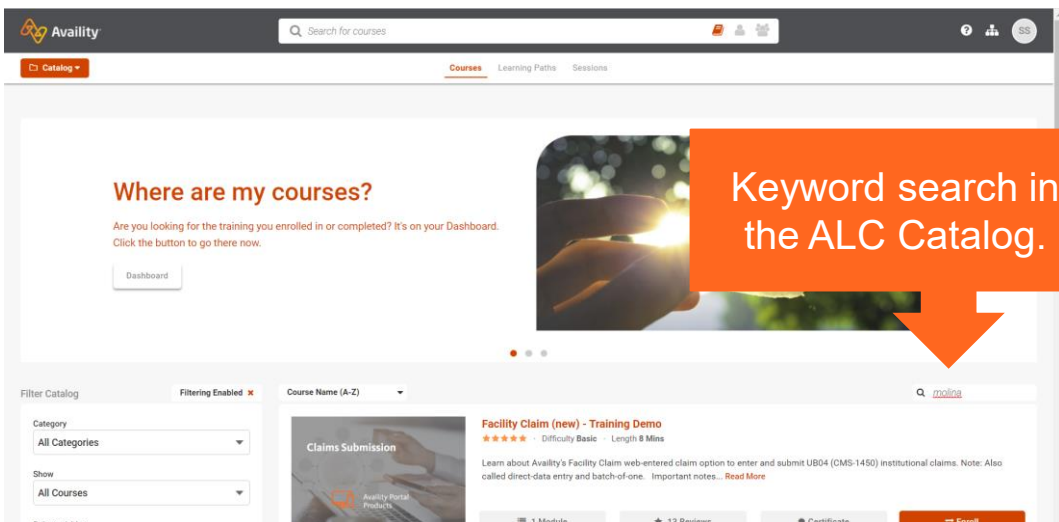
[Get Access](#) [Cancel](#)



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!

