

# Claim Status

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 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](https://apps.availity.com)
- Availity website: [www.availity.com](https://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



## 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

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# Tip # 1 - Claim Status Role Required

## Roles for Jennifer

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### Training Test Demo Org

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Choose the best option:  This user needs a new set of roles.  
 This user needs the same set of roles as an existing user.

| <input type="checkbox"/>            | Role(s)      | Permissions<br>What is this? |
|-------------------------------------|--------------|------------------------------|
| User Roles                          |              |                              |
| <input checked="" type="checkbox"/> | Base Role    | <a href="#">More Info</a>    |
| <input checked="" type="checkbox"/> | Claim Status | <a href="#">More Info</a>    |



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

Add providers here...

...so they display here

**TEST - Demo Org - Provider** Customer ID 394657 [Edit](#)

| Tax ID    | NPI        | Regions             | Primary Taxonomy  | Primary Service Address                                |
|-----------|------------|---------------------|---|--|
| 790121234 | 1234567893 | AK, AL, AR, AS, ... | 261QA0600X - Ambulatory Health Care Facilities - Clinic/Center - Adult Day Care | 10752 Deerwood Park Blvd S Jacksonville, Florida 32256 |

Providers [Add Provider\(s\)](#)

Search for a provider by name, taxonomy code, or address... [Q](#) [A - Z](#) [List](#)

|  |           |  |  |  |
|--|-----------|--|--|--|
| Allergy, Betty <small>Individual</small> |           |  |  |  |
| NPI                                      | Tax ID    | Primary Taxonomy                       |  |  |
| 3234567899                               | 111111111 | <b>207K00000X</b> Allergy & Immunology |  |  |
| Dentist, Mary <small>Individual</small>  |           |  |  |  |
| NPI                                      | Tax ID    | Primary Taxonomy                       |  |  |



**BILLING PROVIDER**

Select a Provider [?](#)

- Allergy, Betty - 3234567899
- Dentist, Mary - 3156870131
- Family, Robert - 2234567891
- Joe, Atypical
- Maternity, James - 1234567893
- Med Supply Inc

Country [?](#)  [x](#) [v](#)

\* Address [?](#)





# Step 1: Select Manage My Organization

The screenshot displays the Availty user interface. At the top, the navigation bar includes the Availty logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Florida', 'Help & Training', 'Jennifer's Account', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is divided into two sections. On the left is the 'Notification Center', which features a notification titled 'Payer Bulletin explains directory information requirements' dated 6/27/2022 7:34 pm, with a 'Take Action' button. On the right is the 'Messages' section, which has a dropdown menu open. An orange arrow points from the 'Messages' header to the 'Manage My Organization' option in the dropdown. Other options in the dropdown include 'My Account', 'Maintain User', 'Add User', 'Unassigned', 'Unread', 'Pending', and 'Recently Resolved'.



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

## Manage My Organization

Give Feedback

### Organizations

Register an Organization ▾

Org ... ▾ Search...

Newest to oldest ⌵ ▾

Active **1**

Pending

Rejected

#### Training Test Demo Org

Customer ID

616643

Tax ID

NPI

### Training Test Demo Org

Customer ID 616643

 Edit

[View Roles](#)

[View Identifiers](#)

[Maintain Identifiers](#)

Tax ID

NPI

Regions

AK, AL, AR,  
AS, ...


Primary  
Taxonomy

**251B00000X** Agencies -  
Case Management

Primary Service  
Address

1234 Healthy St  
Jacksonville, Florida  
350816262

### Providers

 [Add Provider\(s\)](#)

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



A - Z ⌵ ▾

ABC Clinic Group



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

Manage My Organization

Org

Org

Ac

Providers

Add Provider(s)

### 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.](#)

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.**

NPI

ABC Clinic Group



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

Availity | essentials | Home | Notifications 2 | My Favorites | Florida | Help & Training | Jennifer's Account | Logout

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

Newest to oldest

Active 1 | Pending | Rejected

Training Test Demo Org

Customer ID | Tax ID | NPI

Providers | Add Provider(s)

Search for a provider by name, taxonomy code, or address... | A - Z

ABC Clinic Group | Tax ID N/A | NPI

View/Edit provider  
Copy provider to another organization  
Remove provider from organization

Provider, Atypical Individual

# Tip # 3 – Run an Eligibility and Benefits Request

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

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

Training Test Demo Org | New Request

- EB Eligibility and Benefits Inquiry
- A&R Authorizations & Referrals
- EP View Essentials Plans
- PCS Patient Care Summary Inquiry

Tell us what you think.

Provider Last Name/Org Name

## 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

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# Select Claims & Payments | Claim Status

The screenshot displays the Availity web application interface. The top navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Florida', 'Help & Training', 'Jennifer'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 located on the right side of this bar.

The main content area is divided into four columns:

- Claim Status & Payments:** Contains four items: 'CS Claim Status' (highlighted with a red arrow), 'RV Remittance Viewer', 'A Appeals', and 'OP Overpayments'.
- EDI Clearinghouse:** Contains four items: 'EDI Send and Receive EDI Files', 'FR File Restore', 'EDI EDI Reporting Preferences', and 'FTP FTP and EDI Connection Services'.
- Patient Payments:** Contains one item: 'PA Payments Administration' with a note: 'A newer version of this tool is coming soon.'
- Fee Schedules:** Contains one item: 'FSL Fee Schedule Listing'.

On the left side, there is a 'Notification Center' with two notifications: 'Payer Bulletin exp...' and 'The No Surprises Act More...', and 'It's a new quarter information! Quarterly submission...'.



# Select Organization | Select Payer

**cs** Claim Status Give Feedback

Organization

Availity Test Org

Payer ?

Select...

MOLINA HEALTHCARE

MOLINA MEDICARE





# Member Search

## CS Claim Status

Organization

TEST - Demo Org - Provider

Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk \* are required.

\* Provider Tax ID ?

Provider NPI ?

\* Member ID ?

1

Select...

2

3

\* Service Dates ?

From Date

-

To Date

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

4

Submit

Clear Form

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.



# Service Dates Search

## CS Claim Status

Organization

TEST - Demo Org - Provider

Member + Service Dates + Claim History + HIPAA Standard +

Fields marked with an asterisk \* are required.

\* Provider Tax ID ?

1 Select...

Provider NPI ?

\* Claim Status

2 All

\* Service Dates ?

3 From Date - To Date

4 Submit Clear Form

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**

[Home](#) > [Select](#) > Search

## CS Claim Status

Organization

TEST - Demo Org - Provider


Member 

Service Dates 

Claim History 

HIPAA Standard 

Fields marked with an asterisk \* are required.

\* Provider Tax ID 

\* Claim Number

1 Select...

2

3 Submit

Clear Form



# HIPAA Standard Search

## CS Claim Status

Organization

TEST - Demo Org - Provider

Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk \* are required.

## Provider Information

1 \* Is the provider the same as the organization name? ?

Yes  No

Select a Provider ?

2 Select...

\* Provider NPI ?

3

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

## Patient Information

Select a Patient ?

1

Search by any combination of patient name (first and last), DOB, or Member ID.

\* Patient Last Name

\* Patient Date of Birth

2

Patient Account Number ?

\* Member ID ?

2

Patient First Name

Patient Gender

Patient's Relationship to Subscriber

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

## Claim Information

\* Service Dates 

**1** From Date - To Date


Claim Number 

Institutional Bill Type

**2**



# Search in Progress – not an error


Member 


Service Dates 


Claim History 

HIPAA Standard 

Fields marked with an asterisk \* are required.

\* Provider Tax ID 


Provider NPI 

\* Member ID 

042621234



ABC123456789

\* Service Dates 

12/07/2021

-

12/07/2021

Submit

Clear Form

Results (Displaying 0 - 0 of 0)

As of August 29, 2022 2:57 PM

Transaction ID: 001bf80e-a8b9-c8e3-0021-7f400cc02843

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<br>12/07/2021 | 12345678912 | PATIENT, POLLY | 9876543219 | 11                     | AVAILITY<br>DOCTOR | \$375.00      |

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





# Detailed Claim Status View

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# Value Add Tools: Remittance Viewer

## cs 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



Remittance Viewer 

Message this Payer 

Send Attachments 

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

## cs 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



Remittance Viewer 

Message this Payer 

Send Attachments 

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


## cs 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



Remittance Viewer 

Message this Payer 

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

## cs 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



Remittance Viewer 

Message this Payer 

Send Attachments 

### Patient Information

|               |                |                        |            |
|---------------|----------------|------------------------|------------|
| Patient       | PATIENT, POLLY | Patient Account Number | ABC1234567 |
| DOB           | 01/01/1980     | Gender                 | F          |
| Subscriber ID | 1234567891     |                        |            |

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



# Claim Information Details

## Claim Information

|                      |   |                     |          |
|----------------------|---|---------------------|----------|
| <b>Status</b>        | PAID  | <b>Total Billed</b> | \$407.51 |
| <b>Service Dates</b> | 12/07/2021 - 12/07/2021   | <b>Total Paid</b>   | \$123.22 |
| <b>Received Date</b> | 12/09/2021  |                     |          |
| <b>Claim Number</b>  | 12345678912   |                     |          |
| <b>Comment</b>       | Coinsurance Amount Line 1: - Separately billed services/tests have been bundled as they are considered components of the same procedure. Separate paym <a href="#">Show more...</a> |                     |          |

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<br>12/07/2021 | 300 | 36415 | 1   | GP       | \$10.50  | \$3.00   | PCNTR               |
| PAID   | 12/07/2021<br>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

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**?** Help & Training ▾

- Find Help
- Get Trained
- Availity Support
- View Network Outages

- 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

The screenshot shows the Availity Learn interface. At the top, the navigation bar includes 'Availity', 'essentials', 'My Favorites', 'Florida', and 'Help & Training'. A dropdown menu for 'Help & Training' is open, showing 'Find Help' and 'Get Trained'. The 'Get Trained' option is highlighted. Below the navigation bar, the breadcrumb trail reads 'Catalog - Courses | Availity Learn'. The main content area features a search bar with the text 'manage my organization' and a search icon. Below the search bar, a course card is displayed for 'Administrator Training & Reporting'. The course card includes a star rating of five stars, a difficulty level of 'Basic', and a length of '15 Mins'. The course description states: 'Adding providers through the Manage My Organization page is a quick, easy, and error-free way to enter provider information fields on most transaction pages with just a few steps. For ... Read More'. At the bottom of the course card, there are buttons for '1 Module', '73 Reviews', 'Certificate', and 'Enroll'.

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 29<sup>th</sup> @ 3:00pm ET*
- ❖ **Availity Essentials Overview for Molina Providers**  
*September 30<sup>th</sup> @ 11:00am ET*
- ❖ **Availity Essentials Overview for Molina Providers**  
*October 12<sup>th</sup> @ 10:00am ET*

# Thank you for attending!

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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.

