

Help Logging In

Availity provides self-service features that allow you to retrieve your user ID or reset your password during login. Click **Help! I can't log in!** on the Availity login page and follow the on-screen prompts.

Note: To take advantage of Availity's self-service features, you must have an e-mail address associated with your Availity user account or know the answers to your security questions.

My Profile

Maintain your own user account after login, including:

- User password
- Security questions and responses
- Name, title, and e-mail address

In the Availity menu, click **My Account | My Profile**.

My Favorite Codes

Manage frequently used procedure and diagnosis codes for use in **Express Entry** fields.

In the Availity menu, click **My Account | My Favorite Codes**.

Manage Providers

Associate providers with your organization and pre-populate the **Express Entry** fields for quick data entry.

In the Availity menu, click **My Account | Manage Providers**.



Availity Help

For more information, see Availity Help:

- In the top navigation bar of the Availity portal, click **Help**.
- Browse the books and topics as necessary.

Availity Learning Options

Availity offers a variety of free learning options, including live and recorded webinars, interactive online demonstrations and in-person conferences.

To view a complete listing, click **Free Training** in the top navigation bar of the Availity portal.



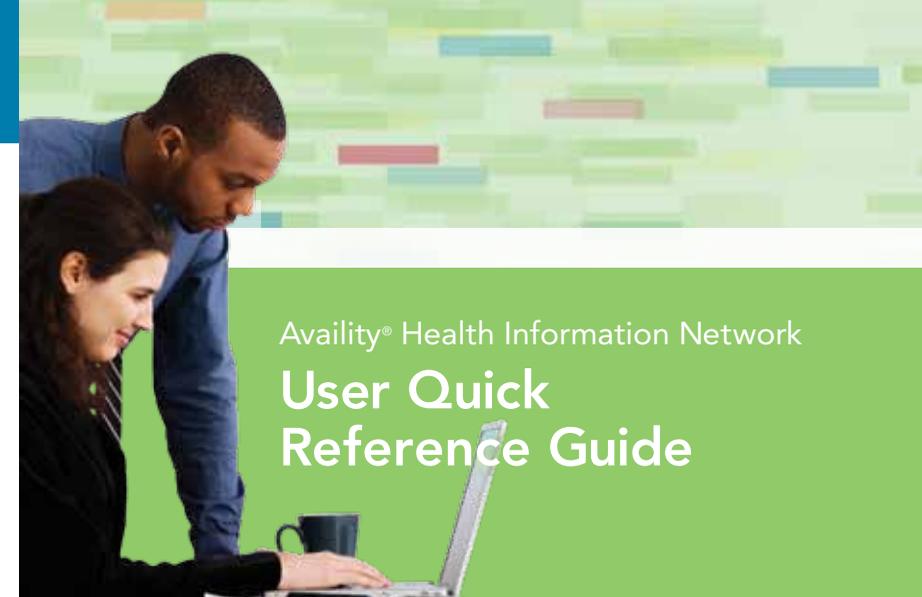
Still need help? Contact Availity Client Services

- Call 1.800.AVAILITY (282.4548) toll free
- E-mail support@availity.com



Hours of operation

Monday through Friday 8 a.m. to 7 p.m. Eastern time (excluding holidays)



Availity® Health Information Network User Quick Reference Guide

Welcome to Availity, where we help you focus on patients, not paperwork.

A leader in health care technology and information exchange, Availity provides a secure, Web-based network to optimize the flow of business and clinical transactions among health care stakeholders.

The Availity Health Information Network helps providers, health plans and technology companies save time and money. Whether you work with one health plan or many, you can quickly and easily file claims, check eligibility and benefits, review clinical history, process payments and more using Availity.

This guide will help ensure you get the most out of your Availity experience.



GETTING STARTED

Your Primary Access Administrator is Important

Every Availity organization has a Primary Access Administrator (PAA) who sets up and maintains user accounts and organization information, and performs other administrative tasks.

- To view the name of your PAA, click **Who controls my access?** at the top of any page in the Availity portal.

Your organization's PAA is responsible for assigning access to features in Availity. Contact your PAA if you believe you should have access to a specific feature but do not.

Logging in the First Time

When you log in for the first time as a new user, Availity prompts you to **(a)** accept an Availity Privacy and Security statement, **(b)** accept a Confidentiality Agreement, **(c)** choose three security questions and provide

a response to each and **(d)** create a new password. **It is important that you do not share your user ID or password with others.**

In the future, if you forget your password during login, Availity will prompt you with one or more security questions to validate your identity. If you want to change your security questions at any time after initial setup, click **My Account | My Profile** in the Availity menu.

If you call Availity Client Services for login assistance, an Availity representative will ask you the security questions to validate your identity.

Note: If you are having trouble logging in to Availity, click **Help! I can't log in!** on the Availity login page.

Setting Pop-up Blockers to Allow Availity

Pop-up blockers in your Internet browser (such as Windows® Internet Explorer®) can prevent some Availity windows and features from displaying

well. To ensure your browser is configured to allow full display of the Availity portal, follow these steps:

1. In Windows Internet Explorer, click **Tools | Pop-up Blocker | Pop-up Blocker Settings**. **Note:** This menu option is available only if you have pop-up blockers turned on.
2. In the **Address of website to allow** field, type the following URLs, clicking **Add** after you type each one.

apps.availity.com

mc.availity.com

www.availity.com

Setting Your Screen Resolution

While a low resolution, like 800x600 pixels, makes everything on your screen large and easier to see, objects may not fit well on the screen. Availity is best viewed at higher resolutions, such as those between 1024x768 pixels and 1280x1024 pixels. To change your screen resolution, see the Availity Help topic "Can't See Everything on the Screen."



USING AVAILITY

Eligibility and Benefits Inquiry

Verify eligibility for patients and confirm the benefits covered under the member contracts.

- In the Availity menu, click **Eligibility and Benefits | Eligibility and Benefits Inquiry**.

Claim Status Inquiry

Check the status of a submitted claim.

- In the Availity menu, click **Claims Management | Claim Status Inquiry**.

EDI Guide

View Availity-specific Electronic Data Interchange (EDI) requirements and other information, including report and response formats and examples.

- In the top navigation bar of the Availity portal, click **Availity Resources**.
- Under **EDI Documents**, click **EDI Guidelines**. In the document that displays, click **EDI Guide**.

EDI Send and Receive Files

Submit EDI batch files and review response files for EDI batch files submitted. Also, view payer responses to claims submitted using the Availity Web-based claim forms.

- In the Availity menu, click **EDI File Management | Send and Receive EDI Files**.

Health Plan Partners

View a comprehensive list of Availity's health plan partners—including payer IDs—and the Availity products and services each payer supports.

- On the Availity Home page, under **Training and Resources**, click **Availity Health Plan Partners**.

Authorization and Referral Request

Submit referral and authorization requests.

- In the Availity menu, click **Auths and Referrals | Referrals**.
- In the Availity menu, click **Auths and Referrals | Authorizations**.

Authorization and Referral Inquiry

View the results or status of referral and authorization requests.

- In the Availity menu, click **Auths and Referrals | Auth/Referral Inquiry**.

Facility and Professional Claims

Submit an electronic facility claim or encounter.

- In the Availity menu, click **Claims Management | Facility Claim**.

Submit an electronic professional claim or encounter.

- In the Availity menu, click **Claims Management | Professional Claim**.

Remit ReaderSM

View, search, and reconcile 835 electronic remittance advice (ERA) files.

- In the Availity menu, click **Claims Management | Remit Reader**.

Note: Your organization must enroll with participating payers to receive ERAs through **Remit Reader**. Ask your PAA for additional information.

Payer Resources

View payer-specific resources, such as payer companion guides, user manuals, directories, forms and links to payer-specific tools.

- In the top navigation bar of the Availity portal, click **Payer Resources**. Click the link for the appropriate payer.



To register, visit www.availity.com