



Availability Portal Overview

For Molina Healthcare Providers

Where healthcare **connects.**

Q1 2022 (v1)

Important Notes About Using Availity

i

When you use Availity Portal, results and data come from payer systems. Information can vary by payer, plan, product, member, your organization, user account permissions, etc.

i

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.

i

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 Portal, such as a payer's website.



In today's session, we'll explore...



Introduction and overview



Organization and user self-service



Availability Portal 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).

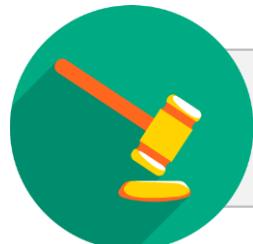
Log in to Availity Portal and select **Help & Training > Get Trained** to search the ALC catalog.



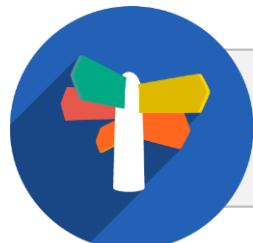
Availity Portal



Secure



Compliant



Multi-payer

Availity Portal offers secure online access to multiple health plans, and the ability to manage business transactions through a single, easy-to-use site.



Available utility 24/7. Secure electronic exchange.

Submit > Respond

Examples:

Eligibility and benefits

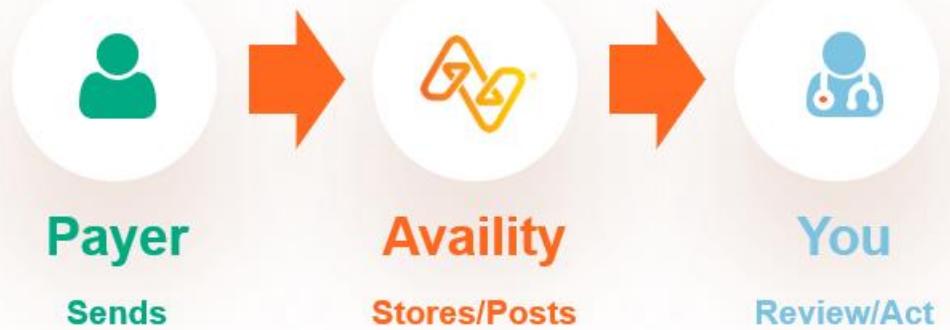
Claim status



Send > Stores/Posts > Act

Example:

Remittances



Why Availity?

All of this and much, much more!



Check eligibility and benefits including an option to send a message to the payer.

Submit claims with direct-entry forms including option to submit corrected claims and COB (primary, secondary, tertiary claims).

Follow-up on claims with claim status, remittance viewer, electronic attachments, and more.

Use timesaving tools including express entry for selecting providers, patients, and codes.

Access payer-specific applications and resources through a dedicated payer space.



Organization and user self-service



How does set up happen?



Your organization's delegated Availability Administrator:

- Registers your organization.
- Adds and manages users.
- Manages your organization info.
- Completes additional setup.



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.



Who manages our organization's Availability users?



Main Administrator



Other users with certain admin roles

What if we work with a billing service?



Provider org Admin works with
billing service admin to delegate
access, as needed.



Billing service registers organization,
sets up users, and works with provider
admin to delegate access, as needed.

What happens when a user logs in the first time?

- ✓ Reset password.
- ✓ Complete set up steps.
- ✓ Take the onboarding course.

Forgot your password?

Account locked?

You can use self-service options from the login page, ask your admin to help, or contact Availity Client Services (ACS).



Change your password every 60 days.

Who has to enroll in 2-step authentication?



Main Admin is required to enroll in 2-step authentication and verify identity.



All users enroll in 2-step authentication.

What do I need to know about my user account?



Safeguard it.
Do not share credentials.



Your organization's Availity user administrator(s) assigns your user roles and can help unlock your user account.

Frequently asked questions

Q

What if our organization's main administrator needs to be updated?

A

In Availability Portal, select **Help & Training > Find Help** and locate this topic: *Changing Your Organization's Administrator* in the **Administrator** section of Availability Help.

Q

Can a user register another organization, if needed?

A

Yes. Go to **Manage My Organization** in Availability Portal and review associated Availability Help topics.

Q

How can I find the name(s) of our organization's Availability user administrator(s)?

A

In Availability Portal, select your name in the top-right and then **My Administrators**.



User account roles

**Every user gets the *Base* role.
It includes:**

- Home page
- Notification Center
- My Account page
- Help & Training
- Express Entry
- 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) |



Crosswalk in Availity Help

1. Select Help & Training > Find Help.
2. Select Payer spaces and payer tools.
3. Select the payer's name: Molina Healthcare
4. Select the topic to review the crosswalk.

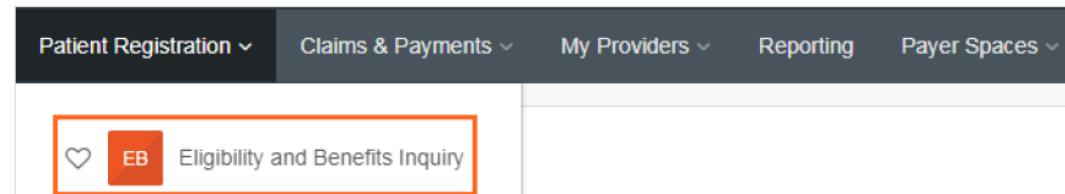
Tip: In Availity Portal top menu bar, type 'Molina' in **Keyword Search** to quickly access the crosswalk.

Affinity Health Plan Provider Portal to Availity Portal

Affinity health plan providers can use this crosswalk to learn where to find the tools and functions they need within Availity Portal, based on how the tool or function was accessed in the Affinity Health Plan Provider Portal. Refer to column 4 for the applicable Molina health plan and regions.

In the table below:

- Column 3 refers to the menus at the top of Availity Portal. For example, to access the eligibility and benefits application, you would click **Patient Registration** at the top of Availity Portal, and then click **Eligibility and Benefits Inquiry**.



- Column 4 identifies the role you need to perform the function. For example, to submit an eligibility and benefits request, you need the Eligibility & Benefits role. Your organization's Availity Portal administrator is responsible for assigning roles.

Crosswalk of legacy Affinity Health Plan provider portal to Availity Portal apps

The following table displays the navigation and workflows to locate the apps in Availity Portal:

| 1 | 2 | 3 | 4 |
|--|--|---|--|
| Find the tool or feature you need... | Find what you did in Affinity Health Plan Provider Portal... | In Availity Portal, follow this workflow and select Molina Healthcare - Affinity By Molina Healthcare | Identify the Availity role you need... |
| I want to check the status of a claim. | Claims > Claims Search | Claims & Payments > Claim Status <i>Note: Use Availity Payer ID</i> | Claim Status |

Key self-service spots



Help & Training > Find Help



Help & Training > Get Trained > Catalog



Help & Training > Get Trained >
Catalog > Forum



Help & Training > Availability Support



Home page > Notification Center or
News & Announcements

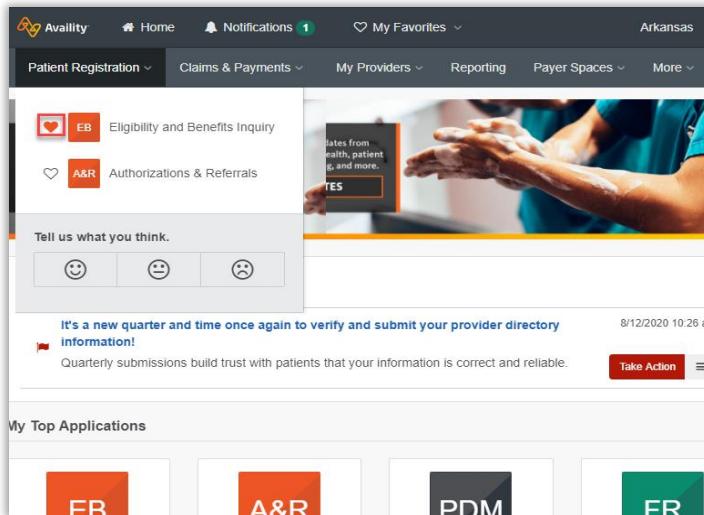
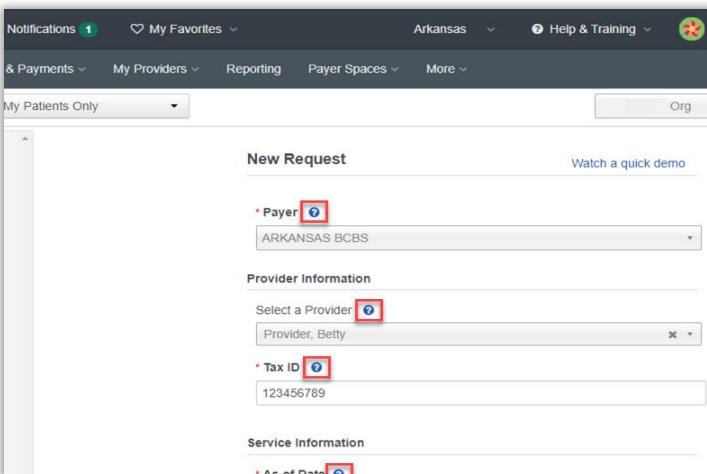
Self-service timesavers

01

Use field-level help.

Click question mark icons next to some fields to display field-level help.

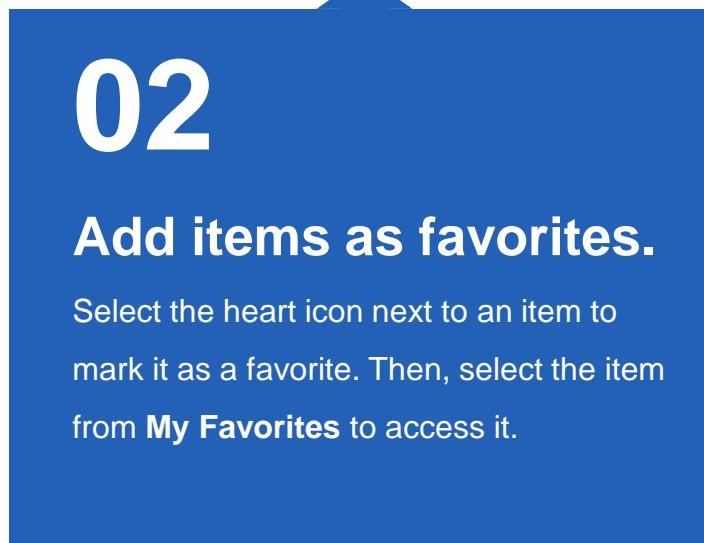
Bonus! Select the **Watch a demo** link.



02

Add items as favorites.

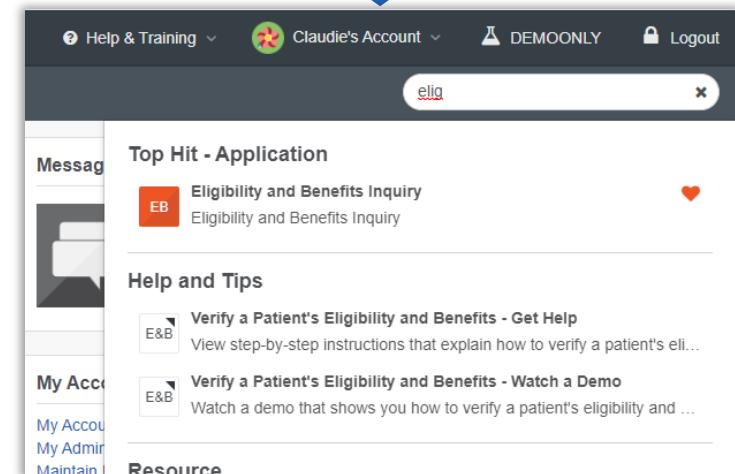
Select the heart icon next to an item to mark it as a favorite. Then, select the item from **My Favorites** to access it.



03

Use Keyword Search.

In **Keyword Search** enter keywords to find options on the Home page, across applications, and in **Payer Spaces**.



What is it and how does it help me?



What options do we have?

Select **My Providers > Express Entry** to add, update, and remove providers from your org's express entry setup. Options include:

- Add providers one at a time
- Upload a spreadsheet of providers
- Update providers already in express entry
- Manage express entry provider types
- Remove providers from express entry lists



Are you a service provider not required to have an NPI, called an atypical provider?

Set up your providers in express entry so you can bypass required NPI fields in certain features.



✓ **Saves time**

✓ **Easy to maintain**

✓ **Helps avoid errors**

Express entry is a quick, easy, and error-free way to complete required provider information fields in one step. After set up, use the **Select a Provider** fields across a variety of applications to quickly populate required provider information.

EXPRESS ENTRY

What happens next?

Add providers...

Manage Express Entry

Note: You might notice a delay when you add new entries or edit existing information for your organization. If you don't see the updates in your Express Entry menus right away, please wait a few minutes for the system to update.

Availability Learning - TEST - Do not delete

| | |
|--|-----------------|
| Availability Learning - TEST - Do not delete | ABC Hospital |
| | Driver, David |
| | Family, Joe |
| | Provider, Betty |

Select an Organization

Provider's NPI

Add Provider

Add multiple providers | This provider is not required to have an NPI

...to select a provider

Select a Provider

Search for a Provider

ABC Hospital

Driver, David

Family, Joe

Provider, Betty



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 Portal and applications and resources that reside on the payer's or third-party website.



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 the portal searches across all payer spaces.



Payer Spaces

Access

The screenshot shows the Availity platform interface. At the top, there is a navigation bar with links for Availability, Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, and Logout. Below the navigation bar, there is a secondary menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (selected), and More. A Keyword Search bar is also present. The main content area features a COVID-19 Provider Resource Center banner with a "GET UPDATES" button. To the right, there is a blurred view of a patient record and a sidebar with sections for Notification Center, My Top Applications, and a list of providers and services. A large orange arrow points from the text "Select Payer Spaces and then the payer." to the Payer Spaces link in the navigation bar.

Select Payer Spaces and then the payer.



Payer Spaces

Tabs

The screenshot shows the Molina Healthcare Payer Spaces interface. At the top, there's a navigation bar with links for Availability, Home, Notifications (with 1 notification), My Favorites, Region, Help & Training, Claudie's Account, Logout, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (which is the active tab), More, and a Keyword Search bar. Below the navigation bar, the page title is "Home > Molina Healthcare". The main content area features the Molina Healthcare logo and a teal-colored callout box with the text "Welcome to Molina Healthcare!! Your partner in healthcare." To the right of this is a photograph of a doctor in a white coat holding a patient's hand. An orange callout arrow points to the right from this image with the text "Scroll down to see options below the fold." At the bottom, there are tabs for Applications, Resources, and News and Announcements, with "Applications" being the selected tab. There are also "Sort By A-Z" dropdown menus.

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

Welcome to Molina Healthcare!!
Your partner in healthcare.

MolinaHealthcare.com

Scroll down to see options below the fold.

Applications Resources News and Announcements Sort By A-Z



Payer Spaces

Navigation tips

The screenshot shows the Availity Payer Spaces application interface. At the top, there's a navigation bar with links for Home, Notifications (2), My Favorites, New York, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a search bar. A red callout box on the right says "Use Sort By options to quickly locate applications or items." with an arrow pointing to the "Sort By" dropdown menu which is set to "A-Z". Below the navigation bar is a search input field with placeholder text "Start typing to search this payer space...". Underneath, there are tabs for Applications, Resources, and News and Announcements. The Applications tab is selected. A yellow callout box on the left says "Select the heart icon to make the application a favorite." with an arrow pointing to the heart icon next to the "Appeal or Correct Eligible Claims" link. The main content area displays several application cards:

- Appeal or Correct Eligible Claims**: Correct or submit appeals for claims in finalized status.
- Claims Template Portal**: Create claim templates for frequently submitted claims.
- HEDIS Profile**: Compare your HEDIS scores with national benchmarks.
- Member Roster**: View and navigate through a list of Members assigned to a Primary Care Provider.
- Reports**: Submit/Access payer specific reports.
- Prior Auths**: Submit service requests, check status and create auth request templates.



For this health plan: Available now in Payer Spaces. Coming soon to Availity applications.

Authorizations & Referrals

Available now in Payer Spaces!

Prior Auths

Availity apps coming soon!

Authorizations & Referrals

Appeal or correct claims

Available now in Payer Spaces!

Appeal or Correct Eligible Claims

Availity apps on the roadmap!

Appeals (Dispute a claim)

Claim Correction

And, more apps to come!

- View Member ID card feature
- Overpayments app
- Patient Cost Estimator app

Note: Refer to the health plan specific crosswalk topic in Availity Help for applications, features, roles, what's new



Payer Spaces

Linking out to health plan third-party apps

1

Prior Auths

MOLINA HEALTHCARE

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

Create Service Request/Authorization

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

Cancel Submit

3

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

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

Eligibility information is current as of Mar 14 2020 12:52:55 AM PST

Service Request/Authorization Form

Member Search

Member ID: * _____ Advanced Search
or
Last Name: * _____ First Name: * _____ Date Of Birth: * mmddyyyy

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
Place of Service : * Select
Proposed Start Date : mmddyyyy
Inpatient Notification : * Select
Admission Date : * mmddyyyy
Discharge Date : * mmddyyyy
Submit Date : 07/01/2020

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

| [Remove] | Diagnosis Code * | Diagnosis Description | Number of Units | Procedure Modifier |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| (Add more diagnoses) | | | | |
| [Remove] | Procedure Code | Procedure Description | Number of Units | Procedure Modifier |

Note: In the Tax ID field, select the primary tax ID or secondary tax ID set up for your organization by your Availity Portal 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 Availity software interface for creating an E&B request. At the top, there's a navigation bar with links for Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, Logout, and a Keyword Search bar. Below the navigation is a main menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a New Request button. A search bar and a dropdown for 'My Patients Only' are also present.

The main content area is titled 'New Request'. It has several sections:

- Payer:** A field containing 'MOLINA HEALTHCARE' with a question mark icon.
- Provider Information:** A section with a 'Select a Provider' dropdown labeled 'Search for a Provider' and an 'NPI' input field.
- Service Information:** Fields for 'As of Date' (set to 10/28/2020) and 'Benefit / Service Type' (set to 'Health Benefit Plan Coverage').
- Patient Information:** A dropdown for 'Patient Search Option' with 'Patient ID, Date of Birth, Patient State of Residence' selected.

Two large orange callout boxes with arrows point to specific fields:

- A left-pointing arrow points to the 'Payer' field with the text: "Select the payer and then complete the page in order."
- An upward-pointing arrow points to the 'TEST - Demo Org - P...' dropdown in the top right with the text: "Verify or select the organization first."



E&B request

Bottom of page and Submit button

The screenshot shows the Availity software interface for an E&B request. At the top, there is a navigation bar with links for Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, Logout, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, a Keyword Search bar, and a New Request button.

The main area is titled "Patient Information". It includes fields for Patient Search Option (set to "Patient ID, Date of Birth, Patient State of Residence"), Patient ID (empty), Date of Birth (empty), State of Residence (dropdown menu "Please Select a State"), Gender (dropdown menu "Please Select a Gender"), and Patient Relationship to Subscriber (dropdown menu "Self"). There is also a checkbox for "Submit another patient". A large blue "Submit" button is located at the bottom of the form.

A sidebar on the left displays a patient profile for "AVAILITY, SOPHIA M" with "Health Benefit Plan Coverage" and a transaction date of "Oct 27 2:31 pm". It has tabs for "Detail View" and "List View".



E&B results

History list and top section

The screenshot shows the Availity platform interface for E&B results. At the top, there's a navigation bar with links for Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, and Logout. Below the navigation is a main menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a Keyword Search bar. A search bar and a dropdown for 'My Patients Only' are also present. On the left, a sidebar shows a card for 'AVAILITY, OHIO' with details like Health Benefit Plan Coverage, Transaction Date, Date of Service, Member ID, Payer (MOLINA HEALTHCARE), and DOB. Buttons for Edit and Delete are at the bottom of this card. An orange arrow points from this card up towards the main content area. The main content area displays a patient card for 'Oct 29, 2020'. It includes fields for Member ID, DOB, Gender, and a 'Subscriber' section. The 'Plan / Coverage Date' is listed as Jan 01, 2020 - Dec 31, 2020. A 'View Member ID Card' button is available. Below this is information about Preferred Language (English) and Ethnicity (Asian). To the right of the main content, there's a box with instructions: 'Select buttons and links next to the payer's logo, when available, for additional features.' An orange arrow points from this text towards the MOLINA HEALTHCARE logo. At the bottom, there are tabs for Patient Information, Coverage and Benefits, and Care Reminders (7). The Coverage and Benefits tab is active, showing sections for 'Subscriber Information' (with a blurred Member ID), 'Plan / Product Information' (Active Coverage: Core Care Bronze 1, Service Types: Hospital, Hospital - Outpatient), and 'Care Reminders'.

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.

The screenshot displays the Patient Information tab interface. At the top, there are three tabs: "Patient Information" (selected), "Coverage and Benefits", and "Care Reminders" (with a notification count of 7). Below the tabs are four main sections: "Subscriber Information", "Plan / Product Information", "Payer Details", and "Other or Additional Payers".

- Subscriber Information:** Shows a blurred Member ID field.
- Plan / Product Information:** Contains two entries:
 - Active Coverage:** Plan / Product [blurred].
Service Types: 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:** Shows a Payer entry for "MOLINA HEALTHCARE".
- Other or Additional Payers:** Shows a "Primary Payer" entry with fields for Payer, Payer ID, Insurance Type, Service Type, and Insured or Subscriber, all of which are 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.

The screenshot shows the 'Coverage and Benefits' tab selected in a web-based application. On the left, a sidebar lists various service/benefit categories: Health Benefit Plan Coverage, Hospital, Hospital - Outpatient, Medical Care, Professional (Physician)..., and Psychiatric - Outpatient. Each category has sub-options like Co-Payment, Co-Insurance, Deductible, and Out of Pocket (Stop Loss). The main content area displays the 'Health Benefit Plan Coverage' section, which is further divided into 'Additional Payers' and 'Contact Information'. The 'Additional Payers' section contains fields for Primary Payer, Payer, Payer ID, Insurance Type, Insured or Subscriber, Member Identification Number, Group Number, Coordination of Benefits, Eligibility Date, and Payer Contact Information. The 'Contact Information' section contains fields for Primary Care Provider, Name, NPI, and Primary Care Provider Date. A red arrow points from the 'Select an option to jump to a section.' text to the sidebar, and another red arrow points down to the 'Health Benefit Plan Coverage' section in the main content area.



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 MOLINA HEALTHCARE Give Feedback

Care Reminders

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

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 the Availity platform interface. At the top, there's a navigation bar with links for 'My Favorites', 'Florida', 'Help & Training', 'Sandy's Account', and 'Logout'. Below the navigation is a search bar labeled 'Keyword Search' with a magnifying glass icon. A dropdown menu shows 'TEST - Ed Broome P...' and a 'New Request' button.

The main content area displays an E&B result for a subscriber named 'APPLE, ANDY'. The subscriber information includes Member ID 112233445566, DOB Dec 09, 1988, and Gender Male. The transaction details are Transaction ID: 14178489, Transaction Date: Sep 15 3:04 pm, and Customer ID: 263833. There are 'Edit' and 'Print' buttons above the coverage information. A callout bubble points to the 'Message this payer' button, which is highlighted with an orange border. Another callout bubble to the right says 'Complete the fields and send.'

On the left side, there are tabs for 'Patient Information' and 'Coverage and Benefits', with 'Coverage and Benefits' being active. Below these tabs is a 'FILTER BY NETWORK' section with a 'All Networks' button. To the right of this is a 'Health Benefit Plan Coverage' section with a 'Feedback' button. A sidebar on the far left lists 'FREQUENTLY VIEWED' items such as 'Health Benefit Plan Coverage', 'Contact Information', 'Deductible', and 'Out of Pocket (Stop Loss)'.

A modal window titled 'Messaging' is open on the right. It contains a note 'Two business days or less for a response.' and a 'Reason for message:' dropdown menu with the placeholder 'Select...'. At the bottom of the modal are 'Add Attachments' and 'Send' buttons.



Messaging

Application on Home page

Example: Home page with Messaging app

The screenshot shows the Availity platform interface. At the top, there's a navigation bar with links like 'Home', 'Notifications', 'My Favorites', 'Help & Training', 'Sandy's Account', and 'Logout'. Below the navigation bar, there's a banner for 'COVID-19 Resource Center' featuring a photo of a healthcare professional washing hands. To the right of the banner is a 'Messaging' module with a speech bubble icon and text: 'Unassigned', 'Unread', 'Pending 1', and 'Recently Resolved'. Further down, there's a 'My Account Dashboard' section with a user profile icon and links to 'My Account', 'My Administrators', 'Maintain User', 'Add User', 'Manage My Organization', 'How To Guide for Dental Providers', and 'Enrollments Center'. On the left, there's a 'Notification Center' with two items listed: one from '9/16/2020 9:49 am' and another from '9/16/2020 5:02 pm'.

Messaging App

Example: Messaging queue with pending message displayed

The screenshot shows the 'Messaging' application interface. At the top, there's a navigation bar with links like 'Home', 'Notifications', 'My Favorites', 'Help & Training', 'Sandy's Account', and 'Logout'. Below the navigation bar, there's a breadcrumb trail 'Home > Messaging'. The main area is titled 'Messaging' and includes tabs for 'All Conversations', 'My Conversations', and 'Summaries'. A search bar and filter options are available. The main content area displays a conversation with a message from 'Me' dated 'Sep 15, 2020 3:20 pm' containing the text 'This is a test message.' To the right of the message list, there are sections for 'Coordination of Benefits' (listing 'ANDY APPLE'), 'Transaction ID' (552121092216001966578643000), 'Status' (New), and 'Created on' (Sep 15, 2020 3:20 pm). Other sections include 'Service Type Code' (30), 'Patient Information' (Member ID 112233445566, DOB Dec 9, 1988, Gender Male), 'Subscriber Information' (Name ANDY APPLE, Member ID 112233445566, DOB Dec 9, 1988, Gender Male), and 'Provider Information' (Name Availity Provider, NPI 1234567893).



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 dashboard with a large orange arrow pointing from the 'Claim Status' section to the 'Request (top)' section. The dashboard includes a navigation bar with links for Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, DEMOONLY, and Logout. Below the navigation bar are links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A Keyword Search bar is also present. The main content area is titled 'Claim Status' and contains fields for Organization (TEST - Demo Org - Provider), Payer (PAYER NAME), and HIPAA Standard. Under 'Provider Information', there is a question 'Is the provider the same as the organization name?' with 'Yes' selected. There is also a 'Select a Provider' dropdown and a 'Provider NPI' field. Under 'Patient Information', there is a 'Select a Patient' dropdown. A callout box on the left side of the page says: 'If you submitted an E&B in past 24 hours for this payer, select the patient to populate patient information fields.'

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

Organization
TEST - Demo Org - Provider

Payer
PAYER NAME

HIPAA Standard

Provider Information

Is the provider the same as the organization name? Yes No

Select a Provider optional

Select...

Provider NPI optional

Patient Information

Select a Patient optional

Select...

Claim Status

Request (bottom)



Availability 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...

Patient Account Number optional

Patient's Relationship to Subscriber optional Self

Claim Information

Service Dates optional From Date - To Date

Claim Number optional

Institutional Bill Type optional



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

Give Feedback New Search Edit Search

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

cs Claim Status

AVAILITY, SOPHIA Patient

Patient ID: ABC123456789
DOB: 07/11/1950
Gender: Female

Subscriber: AVAILITY, SOPHIA

Provider: ABC CLINIC
Provider ID: 3234567899

MOLINA HEALTHCARE

Claim 20216175776

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

Billed: \$595.30 Paid: \$293.40

Claim 20216175776M

Dates of Service: 07/23/2020 - 07/23/2020 Processed Date: 08/04/2020 Status: FINALIZED

Billed: \$595.30 Paid: \$0.00

Message this Payer **Remittance Viewer** **Print this Page**

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 | Procedure Code | Modifier | Quantity |
|-------------------------|-----------------|--------------|----------|
| 07/23/2020 - 07/23/2020 | A0425 | SH | 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

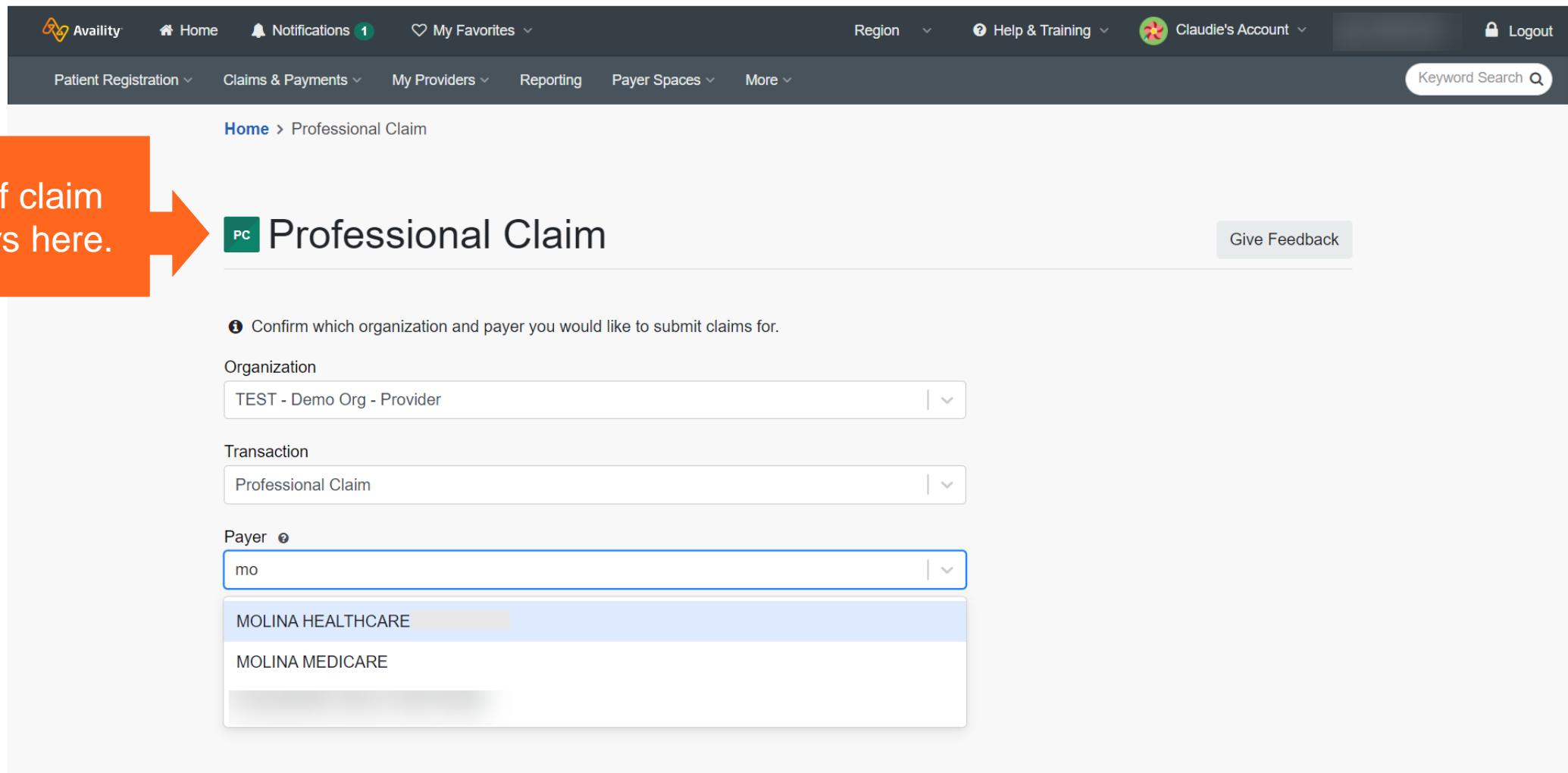
Power tips

- 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.

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

Give Feedback

The screenshot shows the Availity software interface for claim entry. At the top, there's a navigation bar with links for Availability, Home, Notifications (with 1 notification), My Favorites, Region, Help & Training, Claudie's Account, Logout, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a Keyword Search bar. Below the navigation bar, the main content area has a breadcrumb trail: Home > Professional Claim. The title "Professional Claim" is displayed with a green "PC" icon. To the right of the title is a "Give Feedback" button. The main form area contains three dropdown menus: "Organization" set to "TEST - Demo Org - Provider", "Transaction" set to "Professional Claim", and a "Payer" dropdown currently showing "mo". A dropdown menu for "Payer" is open, listing "MOLINA HEALTHCARE" and "MOLINA MEDICARE". A large orange arrow on the left side of the page points towards the "Payer" dropdown, and an orange callout box with the text "Type of claim displays here." also points towards it.



DE claims

Claim entry page

Start at top and complete claim in order.

Fields marked with an asterisk * are required.

INSURANCE COMPANY/BENEFIT PLAN INFORMATION

* Responsibility Sequence

Primary

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...



Add an Attachment

Select the check box to expand the Attachments section.

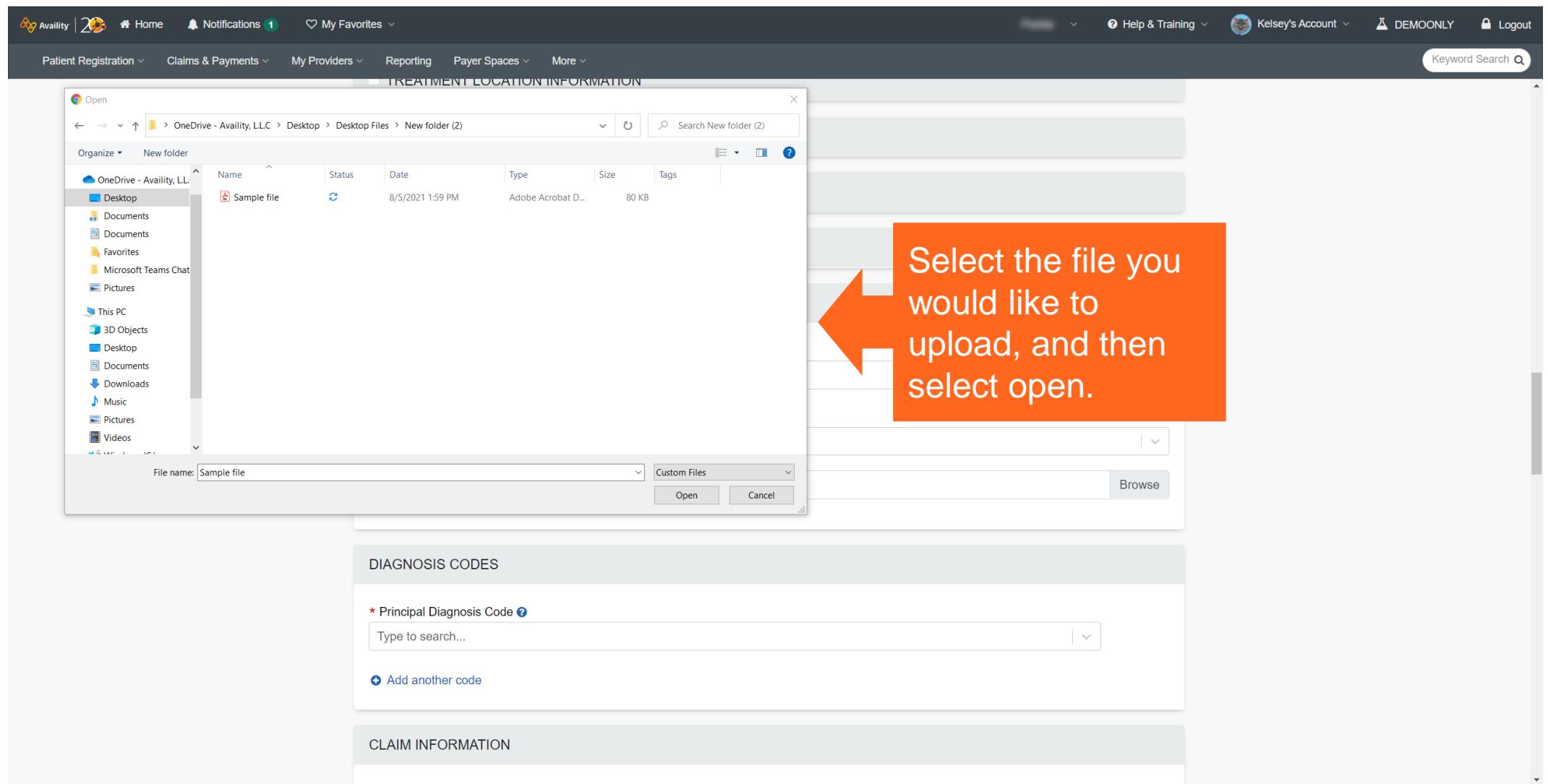
Use the dropdown menu to select the Report Type and Report Transmission.

Select Browse to choose file to upload

The screenshot shows the 'Add an Attachment' page in the Availity software. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Help & Training, Kelsey's Account, DEMONLY, and Logout. Below the navigation bar, there are links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. On the right side of the page, there is a 'Keyword Search' field. The main content area contains several sections: 'TREATMENT LOCATION INFORMATION', 'RENDERING PROVIDER', 'SUPERVISING PROVIDER', 'REFERRING PROVIDER', and 'ATTACHMENTS'. The 'ATTACHMENTS' section is expanded, showing fields for 'Report Type' (with a search bar), 'Report Transmission' (set to 'File Transfer'), and a 'Choose file' button with a 'Browse' link. Below this is a 'DIAGNOSIS CODES' section with a 'Principal Diagnosis Code' field and a '+ Add another code' link.

DE claims

Add an Attachment



Add an Attachment

The screenshot shows a software interface for managing claims. At the top, there's a navigation bar with links like 'Home', 'Notifications 1', 'My Favorites', 'Help & Training', 'Kelsey's Account', 'DEMOONLY', and 'Logout'. Below the navigation is a menu bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A large orange arrow points from the left towards the 'Attachments' section.

The main content area is titled 'TREATMENT LOCATION INFORMATION' and contains sections for 'RENDERING PROVIDER', 'SUPERVISING PROVIDER', and 'REFERRING PROVIDER'. Below these is a section titled 'ATTACHMENTS' which is currently selected, indicated by a checked checkbox and blue text.

In the 'ATTACHMENTS' section, there are fields for 'Report Type' (with a placeholder 'Type to search...'), 'Report Transmission' (set to 'File Transfer'), and a 'Choose file' button. A file named 'Sample file.pdf' is listed with a green progress bar underneath it. To the right of the file name is a red trash can icon.

Below the attachments section is a 'DIAGNOSIS CODES' section with a field for 'Principal Diagnosis Code' and a 'Add another code' button.

A large orange callout box on the right side provides instructions: 'A green status bar will indicate the file was successfully added. To delete the attachment, select the red trash can icon. To add another file, select the Report Type, Report Transmission, and Choose File.' An orange arrow points from this text to the red trash can icon next to the file list.

A green status bar will indicate the file was successfully added. To delete the attachment, select the red trash can icon. To add another file, select the Report Type, Report Transmission, and Choose File.

Screenshot of the Availity platform showing the "Professional Claim" response page.

The top navigation bar includes links for Availability, Home, Notifications (5), My Favorites, Florida, Help & Training, Sandy's Account, Logout, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a Keyword Search bar.

The breadcrumb navigation shows: Home > Select > Professional Claim.

Professional Claim

Your claim has been sent to **MOLINA HEALTHCARE FLORIDA**, which processes claims in batches. You will receive the responses for this claim in your Receives Files (✉) mailbox.

Transaction ID: [REDACTED]
Claim Number: [REDACTED]
Submission Type: [REDACTED]
Submission Date: [REDACTED]
Date(s) of Service: [REDACTED]
Patient Name: [REDACTED]
Subscriber ID: [REDACTED]
Billing Provider Name: [REDACTED]
Billing Provider NPI: [REDACTED]
Billing Provider Tax ID: [REDACTED]
Total Charges: [REDACTED]

 MOLINA
HEALTHCARE

[← Back to Request](#) [Print](#)



Attachments

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



Role(s)

- a) Medical Attachments (to review requests, submit attachments, and track attachments sent).
- b) Administrator or Administrator Assistant (to set up providers for electronic request)

Access

- a) **Claims & Payments > Attachments – New**
- b) **My Providers > Enrollments Center**

Training

- a) Attachments (new) – Online Course
- b) Setting Up for Medical Attachments – Training Demo

Power tips

- Coordinate best-practices with your organization.
- Check Availity Help for up-to-date information about max file sizes.
- Coordinate best-practices with your co-workers.
- The Attachments Dashboard is shared by other users at your organization who have the Medical Attachments role.



Attachments

Attachments Dashboard – Intro

The screenshot shows the Attachments Dashboard interface. At the top, there's a navigation bar with links for Availability, Home, Notifications (1), My Favorites, Region, Help & Training, Claudie's Account, and Logout. Below the navigation is a secondary menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, and a Keyword Search bar. The main content area is titled 'A Attachments Dashboard' and includes sections for 'Inbox' (0), Sent, History, and Reporting. There are filters for Sort Ascending By (Required By Date), Filter by Product Category, and Filter by status. A message at the bottom states 'There are no items currently in this queue'.

Options
Tabs

Buttons

Records



Attachments

Attachments Dashboard – Sent tab

A **Attachments Dashboard**

Search by patient name, provider name, etc

Sort Descending By: Status Date

Filter by status: Select...

Inbox Sent 23 History Reporting

| 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 'Medical Attachments' page in the Availity interface. The top navigation bar includes links for Home, Notifications, My Favorites, Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, More, Help & Training, Claudio's Account, DEMONLY, and Logout. A search bar at the top right says 'Keyword Search'. The main content area has a header 'A Medical Attachments'. Step 1 highlights the 'Organization' dropdown set to 'TEST - Availity Training' and the 'Payer' dropdown set to 'MOLINA HEALTHCARE FLORIDA'. Step 2 highlights the 'Request for Information' section, which asks if the user is responding to a request from the health plan ('Yes') or has a submitter-assigned Attachment Control Number ('No'). Step 3 highlights the 'Provider' section, where 'NPI' is selected. Step 4 highlights the 'Send Attachment(s)' button at the bottom right of the page.

Remittance viewer

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



Remittance viewer

Overview

Role(s)

Claims Status

Access

Claims & Payments > Remittance Viewer

Training

Remittance Solutions – Training Demo

Power tips

- For some payers, get access to stored remits and access EOPs.
- Search remittance viewer by check/EFT or claim information, then quickly explore check and claim details.
- Use the **Manage Access** option to get access, delegate access, and revoke access.

Note: There is no charge for accessing remittance data through the remittance viewer, for any payers that automatically send their remittance data to Availity.



Remittance viewer

Check/EFT tab

The screenshot shows the Remittance Viewer interface with the 'Check / EFT' tab selected. The top navigation bar includes links for Availity, Home, Notifications (5), My Favorites, Florida, Help & Training, Sandy's Account, and Logout. Below the navigation is a secondary menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A Keyword Search bar is also present.

The main content area displays the 'Remittance Viewer' title and a breadcrumb trail from Home to Remittance Viewer. It includes links for 'Need Help? Watch a demo for Remittance Viewer' and 'Need help getting access to EOP/EOBs?'. On the right, there are 'Manage Access' and 'Give Feedback' buttons.

On the left, an orange sidebar labeled 'Tabs' contains tabs for 'Check / EFT' (selected) and 'Claim'. Below these are sections for 'Search' (with a search bar for 'Check / EFT #, Tax ID, NPI, Payer Name') and 'Filters' (with sections for 'Organization', 'Check / EFT Amount' (with a '\$' input field), and 'Date Received by Availity' (with 'Start Date' and 'End Date' fields). A 'Filter' button is at the bottom of the sidebar.

The main content area features a table titled 'Payments issued from 11/02/2019 to 11/02/2020'. The table has columns for Check/EFT #, Payer, Payee, Check/EFT Date, Received by Availability, Check/EFT Amount, and Actions. The table shows two rows of data with amounts \$172.24 and \$78.49. An orange callout box with the text 'Link to claims' points to the 'Actions' column for the first row.

At the bottom right of the table, there is a 'Download CSV' button.



Remittance viewer

Claim tab

The screenshot shows the Remittance Viewer interface with the 'Claim' tab selected. The top navigation bar includes links for Home, Notifications (5), My Favorites, Help & Training, Sandy's Account, and Logout. Below the navigation is a search bar with 'Keyword Search'. The main content area has a title 'Remittance Viewer' and tabs for 'Check / EFT' and 'Claim' (which is active). There are search fields for 'Search' (Claim #, Check / EFT #, Tax ID, NPI, Member ID, Patient Control #, Payer Name) and 'Check / EFT Dates'. On the right, there are buttons for 'Manage Access' and 'Give Feedback'. A sidebar on the right provides help links for Remittance Viewer and EOP/EOBs. The main table displays payments issued from 07/24/2020 to 07/24/2020, showing 1 - 8 of 8 Remits. The table columns include Service Dates, Claim #, Payer, Check/EFT # (Check/EFT Date), Patient Name (Patient Control #), Patient Amt, Total Charged Amt, Total Paid Amt, and Actions. Filter options on the left allow filtering by Organization, Patient Name, Patient ID, and Check / EFT Amount.

Manage Access

Download CSV

Link to claim details.

Download EOPs, if available



Get Access page example

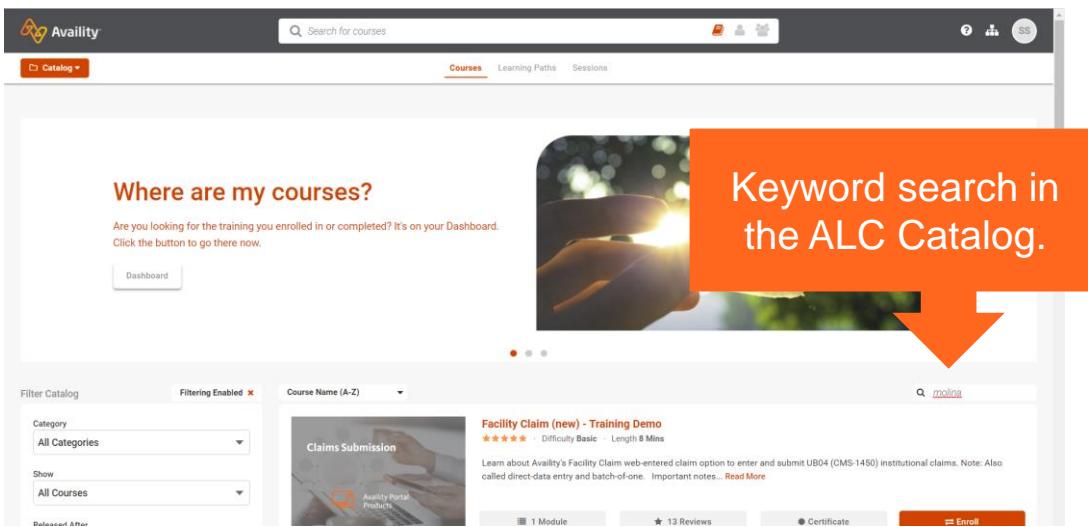
The screenshot shows a web application interface for 'Remittance Viewer'. At the top, there is a navigation bar with links for 'Home', 'Notifications' (with 1 notification), 'My Favorites', 'Florida', 'Help & Training', 'Claudie's Account', 'DEMOONLY', and 'Logout'. Below the navigation bar, there is a secondary menu with links for 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' input field is also present. The main content area has a breadcrumb trail: 'Home > Remittance Viewer > Manage Access > Get Access'. To the right of the breadcrumb, there are links for 'Need Help? Watch a demo for Remittance Viewer' and 'Need help getting access to EOP/EOBs?'. The main title 'Remittance Viewer' is displayed with a small 'RV' icon. On the right side of the main title, there is a 'Give Feedback' button. Below the title, there is a link to 'Back to Manage Access'. The central part of the page is titled 'Get Access' and contains a message: '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.' Below this message, there is a question 'Why am I being asked to provide payment information?' followed by five input fields: 'Organization' (dropdown menu), 'Payee Tax ID' (text input), 'Check/EFT Trace Number' (text input), 'Check/EFT Amount' (text input with a '\$' sign), and 'Check/EFT Date' (text input with a date picker icon). At the bottom of the form, there are two buttons: 'Get Access' (blue) and 'Cancel' (grey).



Finding courses fast

We've curated some recommended courses for Molina providers

In Availability Portal, 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
- Express Entry - 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

- Availability Portal Administrator Onboarding - Training Program
- Medical Attachments Setup – Online Course

Thank you!

Need support?

In Availability Portal, select **Help & Training > Availability Support** for eticketing, online chat, and knowledgebase articles or call 1.800.AVAILITY (282.4548).

