Availity Issues

Article ID: KB0011681
Created: 2023-04-17 20:13:32
Updated: 2023-04-17 20:14:21
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
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Availity Issues

Purpose: Follow this procedure when a user reports issue with Availity

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClaim NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident.

3. Advise user to submit a ticket through the Availity Support Portal or call Availity Support at 1-800-282-4548. Follow the resolution process.

4. If user contacted Availity Support and was referred to the FMC-NA Helpdesk. Create ticket and follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Availity

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Refer to SME agent or Team Lead

Published By: DTI-EUX-Help Desk-Clinical App Support