

Business Requirements Document

Document Information

Project: Availity Essentials Feature Updates

Date: March 2025

Version: 1.0

Prepared By: Nicole Nealy

Executive Summary

This document outlines the business requirements for recent feature updates to the Availity Essentials platform, focusing on improvements to Remittance Viewing, Claims Status, and Portal Consolidation.

Business Context

Sentara Health Plans is implementing several key updates to streamline provider services and enhance user experience on the Availity Essentials platform.

Stakeholders

- Healthcare Providers
- Billing Departments
- Sentara Health Plans IT Team
- Availity Platform Administrators

Key Feature Updates

1. Remittance Viewing

Business Requirement

- Enable providers to view remittances for services starting January 1
- Ensure comprehensive and accessible financial documentation

Specific Requirements

- Accessible through Availity Essentials
- Historical view from January 1 onward

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- Clear, downloadable format
- Secure access based on provider credentials

2. Claims Status Inquiry

Business Requirement

- Allow providers to track the status of submitted claims
- Improve transparency and reduce support dependency

Specific Requirements

- Search capability for claims within a 1-year submission window
- Detailed status indicators (e.g., received, in-process, denied, paid)
- Intuitive user interface
- Fallback support via Provider Services: 1-800-229-8822

3. Portal Consolidation

Business Requirement

- Decommission the Virginia Premier Portal by December 31, 2024
- Consolidate all essential functions into Availity Essentials

Specific Requirements

- Seamless transition of key features
- Claim reconsideration support via Optum registration
- Minimal disruption to provider workflows

Business Objectives

- Improve provider service efficiency
- Consolidate multiple portals into one platform
- Enhance digital self-service capabilities
- Reduce manual processing time and support overhead

Success Criteria

- 90% provider adoption of new features within six months

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- Measurable reduction in support call volume
- Positive provider satisfaction survey results
- Successful migration of all critical functionalities

Constraints and Limitations

- Limited visibility for claims submitted more than one year ago
- Full access contingent on provider registration
- Varying levels of digital literacy among providers

Risk Assessment

- Potential user confusion during the transition phase
- Technical complexity of merging platform functionalities
- Resistance to adopting new processes from long-time users

Next Steps

- Finalize detailed technical specifications
- Conduct user acceptance testing (UAT)
- Develop provider training and communication plan
- Implement phased rollout strategy

Approvals

Business Sponsor: _____

IT Director: _____

Date: _____

Revision History

Version 1.0 - Initial Draft