Availity®

MOLINA® HEALTHCARE

Availity Portal Overview

For Molina Healthcare Providers

Where healthcare connects.

Q1 2022 (v1)

Important Notes About Using Availity

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.

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.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

In today's session, we'll explore…

- Introduction and overview
- Organization and user self-service
- Availity Portal overview
- Payer Spaces
- Eligibility and Benefits Inquiry
- Send a message
- Claims & Payments tools
- Q&A

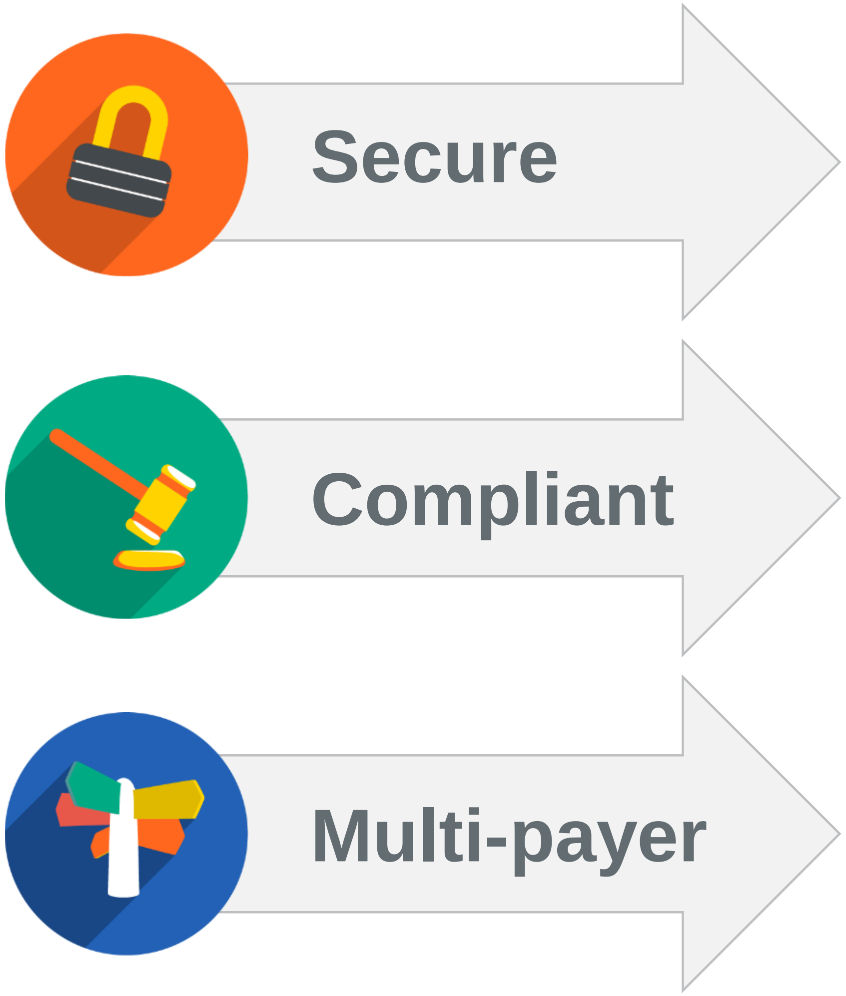
More training?

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Availity Portal



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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Available utility 24/7. Secure electronic exchange.

Submit > Respond

Examples:
Eligibility and benefits
Claim status

Send > Stores/Posts > Act

Example:
Remittances

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Why Availity?

All of this and much, much more!

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

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

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

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

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Organization and user self-service

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

How does set up happen?

Your organization's delegated Availity Administrator:

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Who manages our organization's Availity users?

Main Administrator

Other users with certain admin roles

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

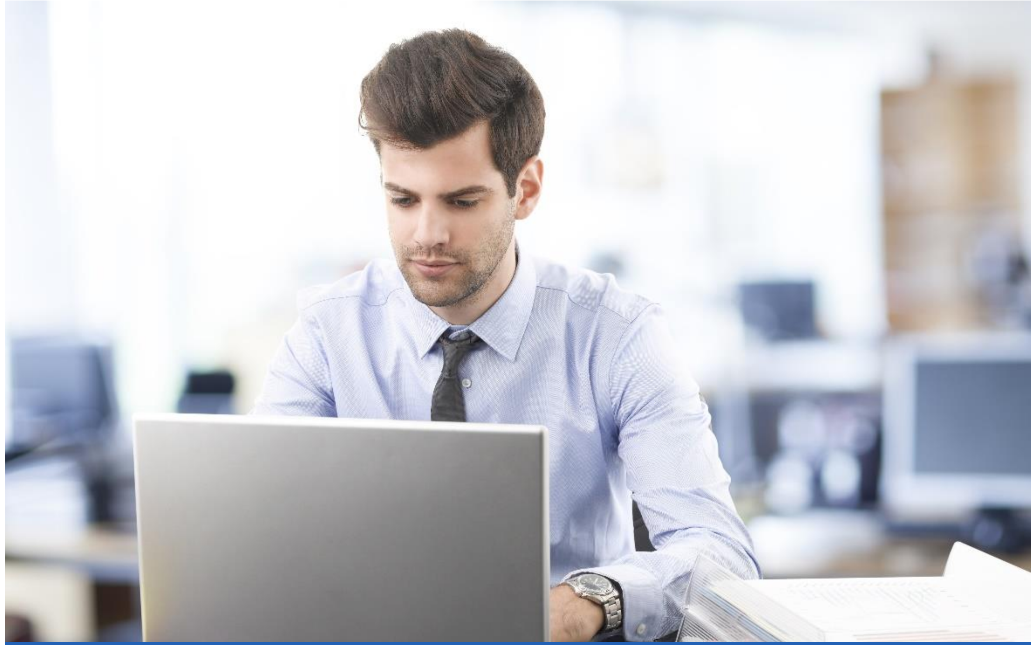
Who has to enroll in 2-step authentication?

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

All users enroll in 2-step authentication.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Frequently asked questions

Q

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

A

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

Q

Can a user register another organization, if needed?

A

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

Q

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

A

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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)

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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 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**.

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Key self-service spots

- Help & Training > Find Help
- Help & Training > Get Trained > Catalog
- Help & Training > Get Trained > Catalog > Forum
- Help & Training > Availity Support
- Home page > Notification Center or News & Announcements

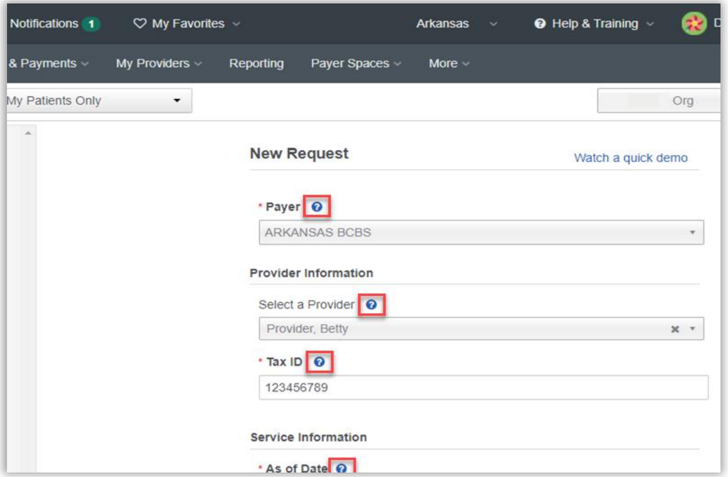
© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

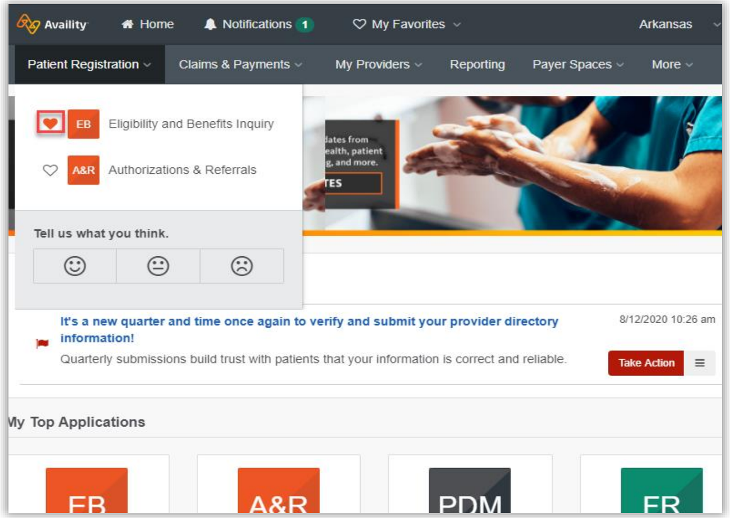
Self-service timesavers

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

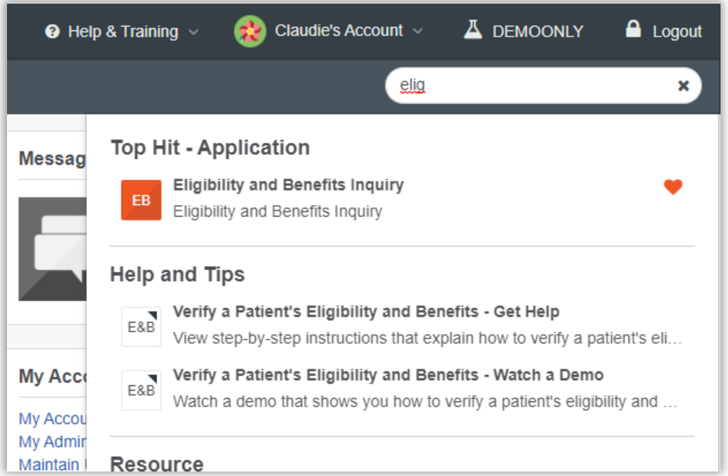
Add items as favorites.

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**.



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

EXPRESS ENTRY

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**

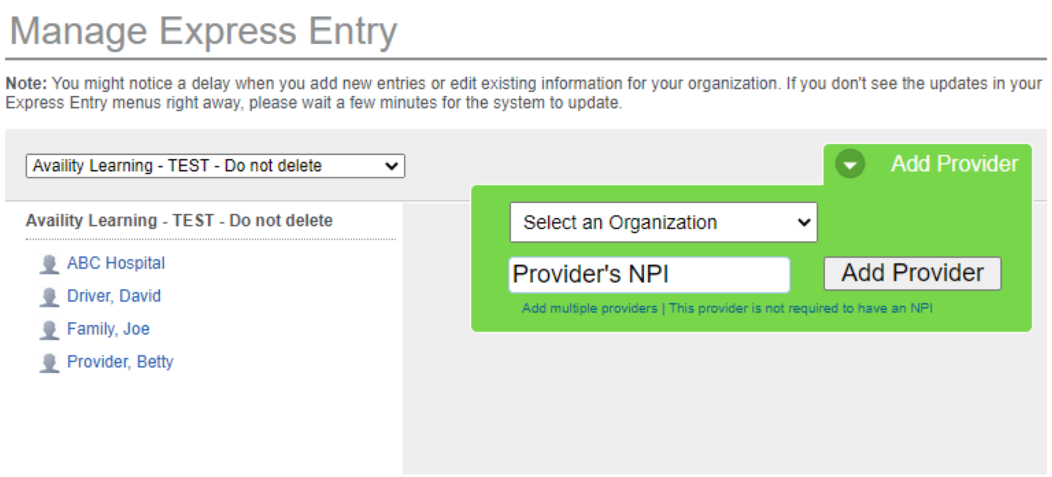
Express entry is a quick, easy, and error-free way to complete required provider information fields in one step. After set up, use the **Select a Provider** fields across a variety of applications to quickly populate required provider information.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

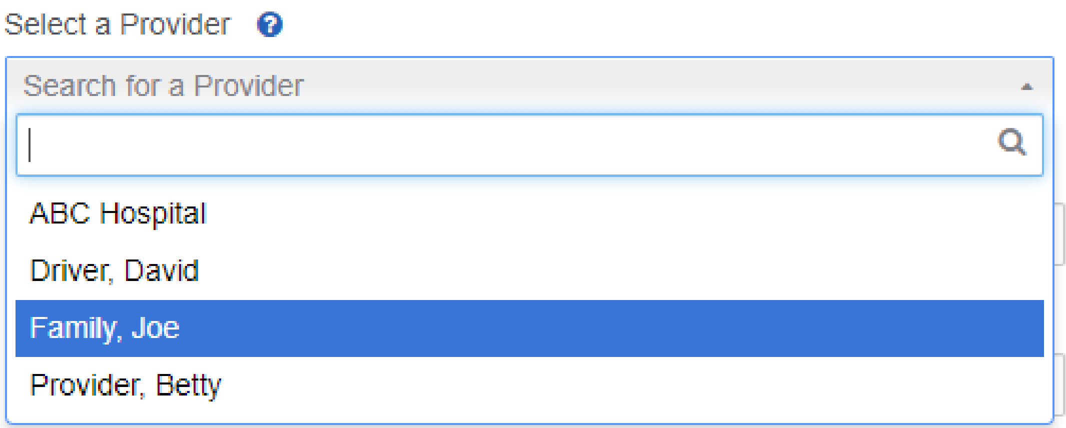
EXPRESS ENTRY

What happens next?

Add providers…



…to select a provider



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Payer Spaces

Introduction

Role(s)

- Base
- Roles for payer-specific applications

Access

Payer Spaces > the payer’s name

Training

Payer Spaces – Training Demo

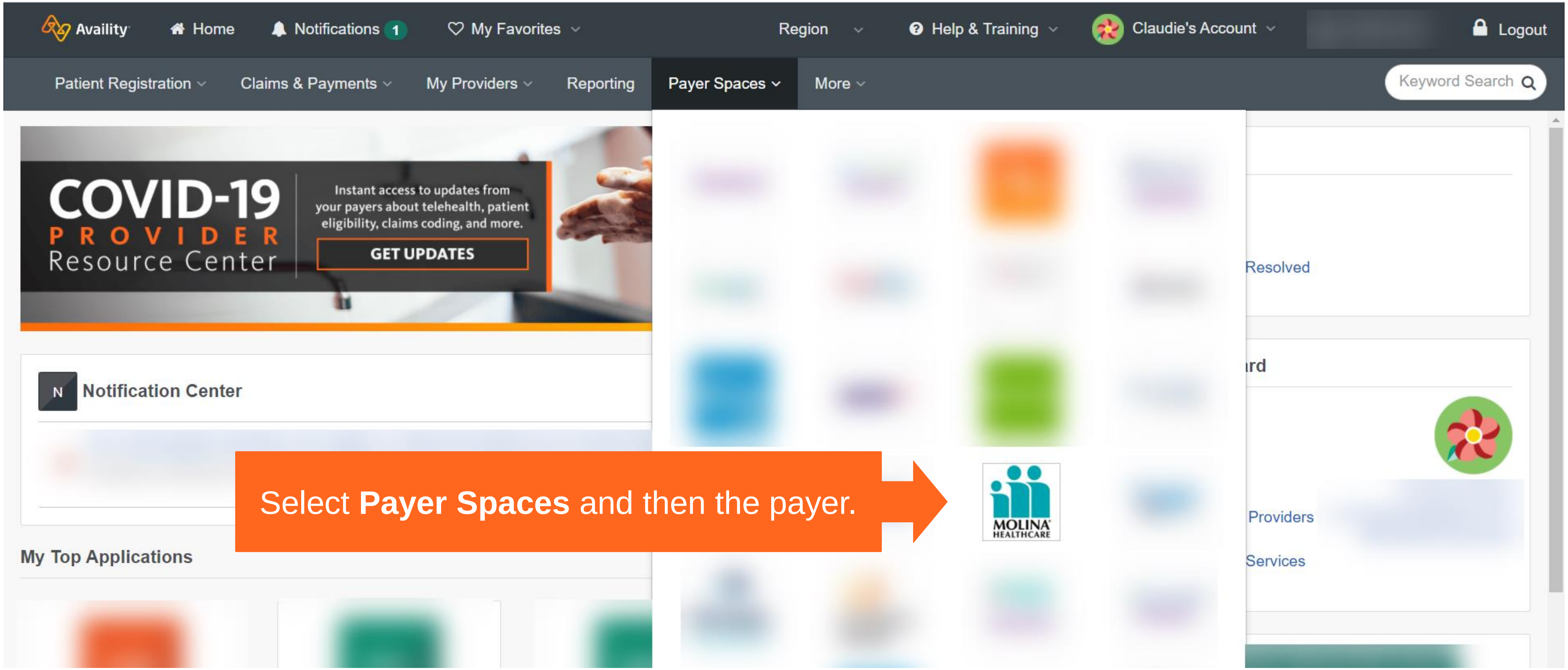
Power tips

- 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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Payer Spaces

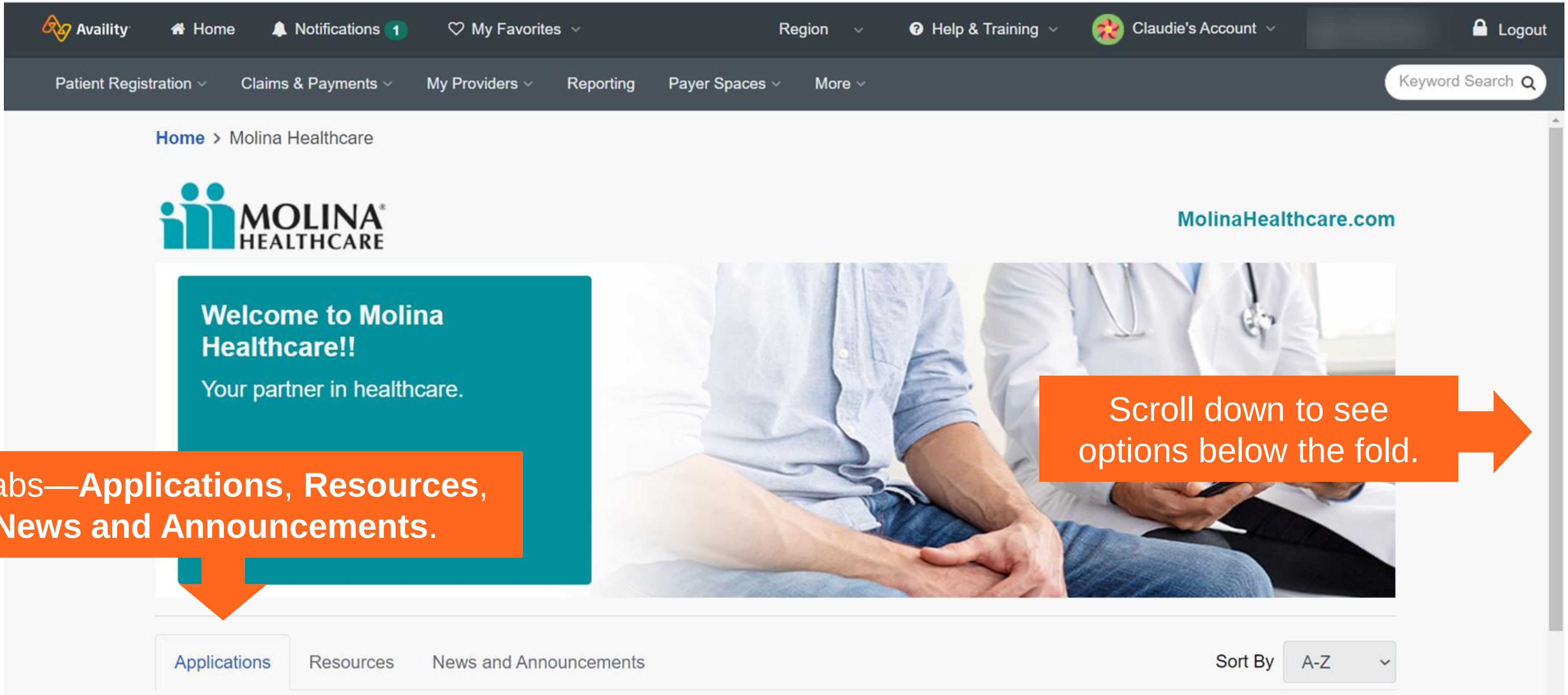
Access



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Payer Spaces

Tabs



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

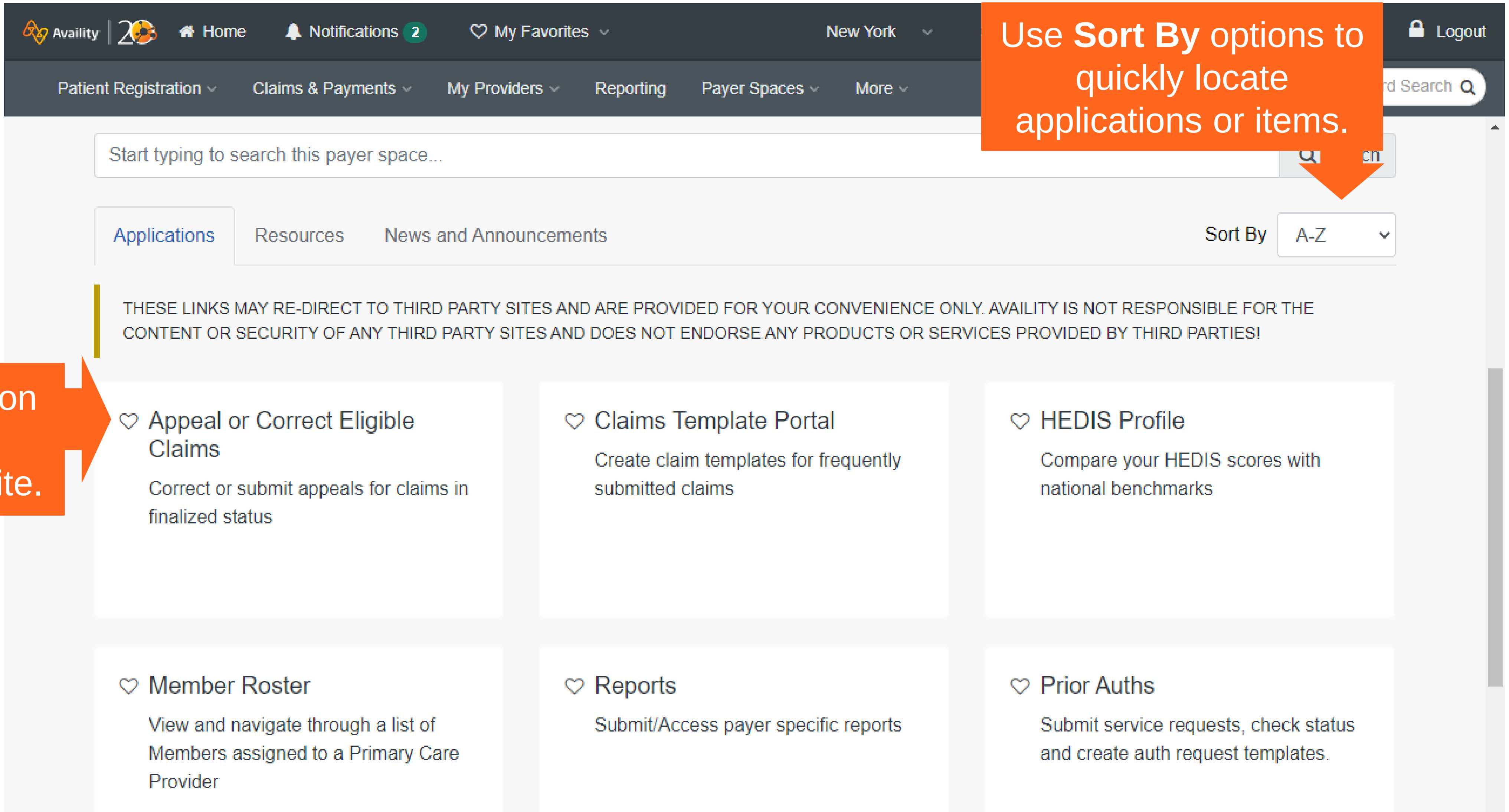
Scroll down to see options below the fold.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Payer Spaces

Navigation tips

Use **Sort By** options to quickly locate applications or items.



Select the heart icon to make the application a favorite.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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

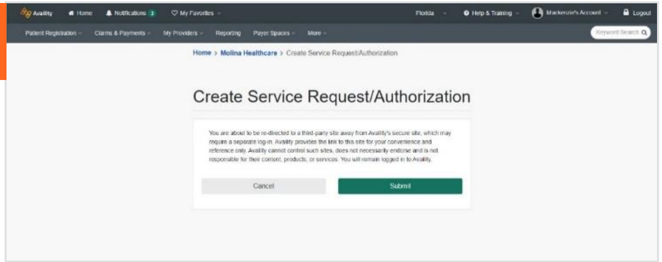
Note: Refer to the health plan specific crosswalk topic in Availity Help for applications, features, roles, what's new

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

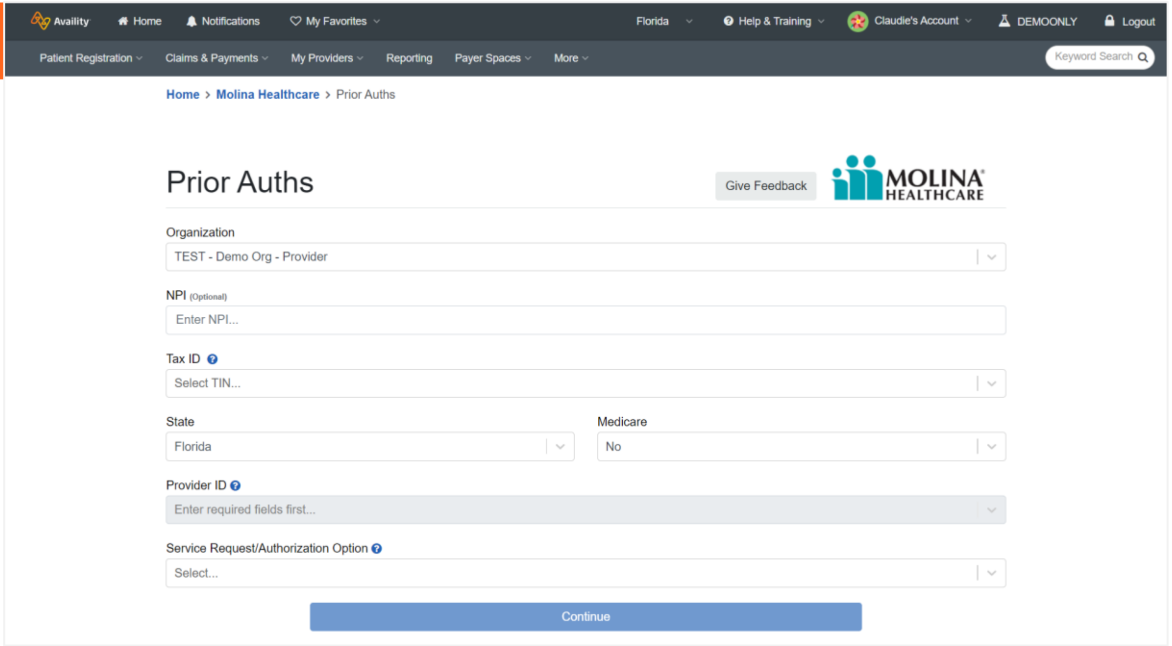
Payer Spaces

Linking out to health plan third-party apps

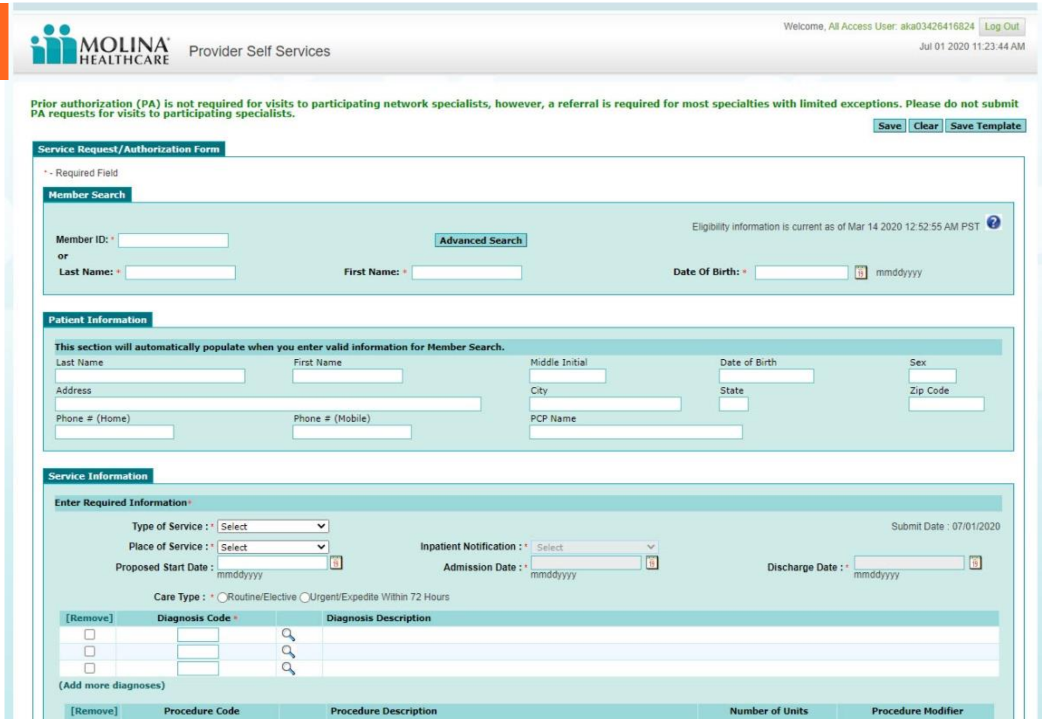
2



1



3



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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Eligibility and Benefits Inquiry (E&B)

Verify a patient's eligibility and confirm the covered benefits.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

E&B

Overview

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.

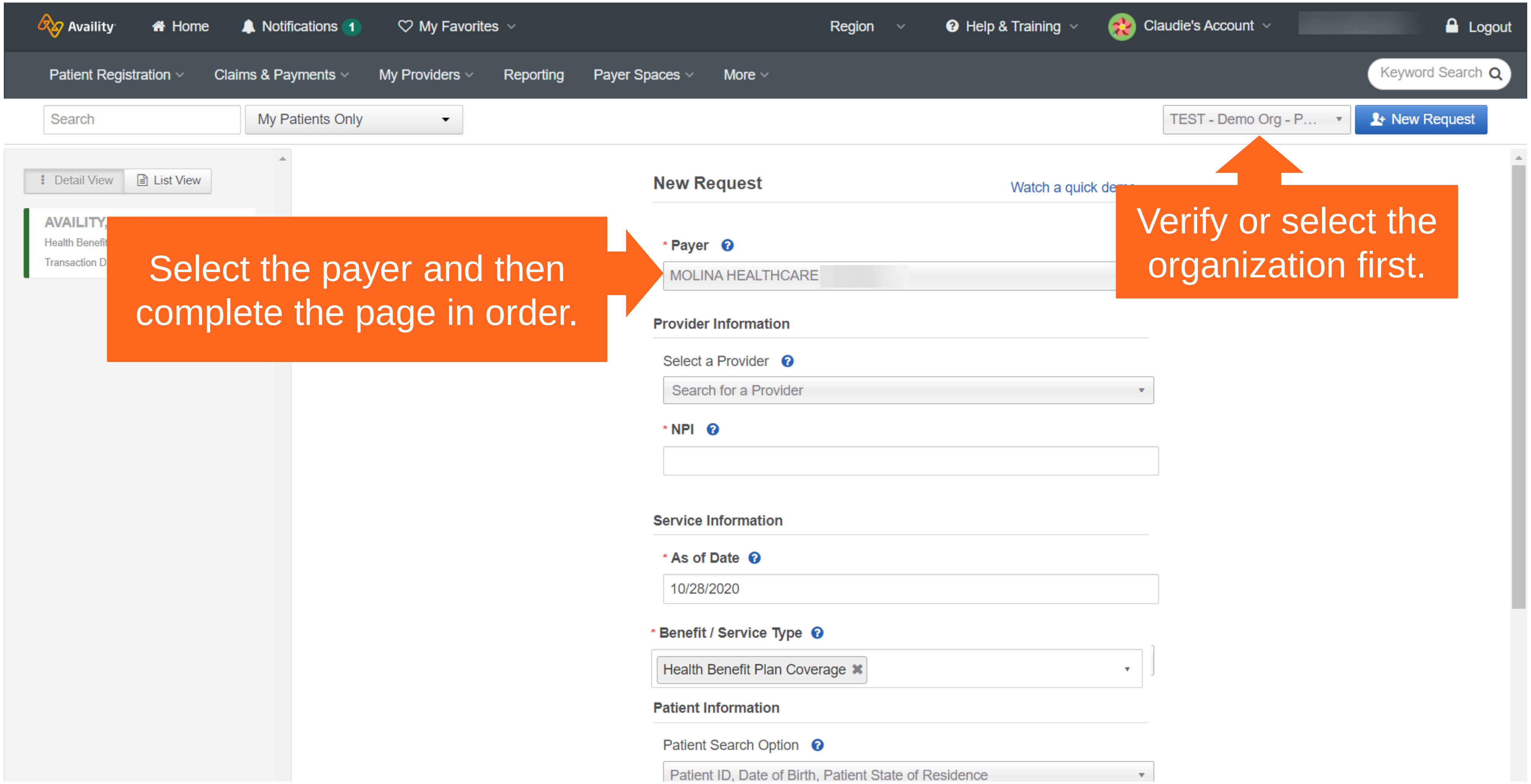
Need to run another similar E&B? Save time by editing an existing E&B in your patient history list.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

E&B request

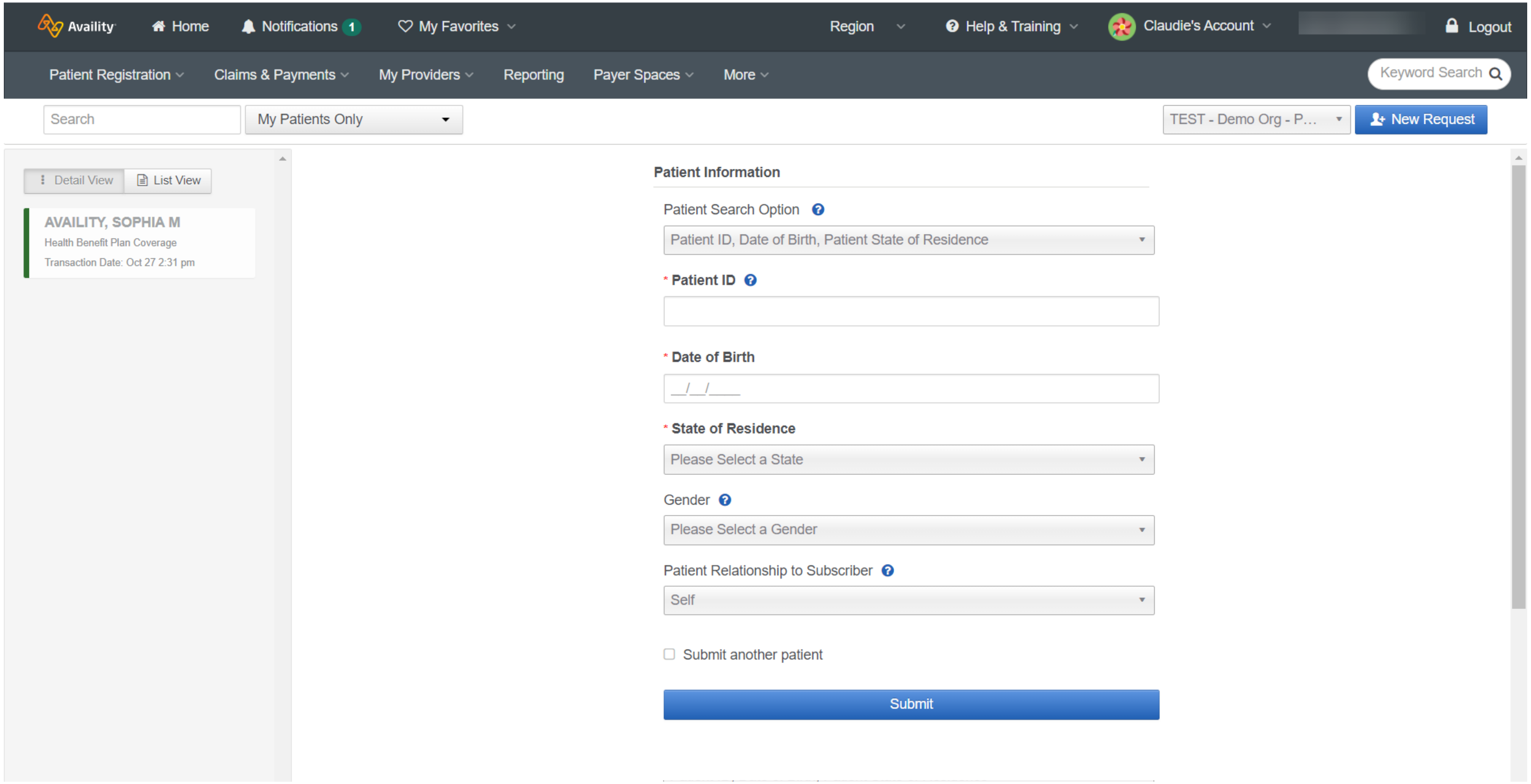
Top of page



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

E&B request

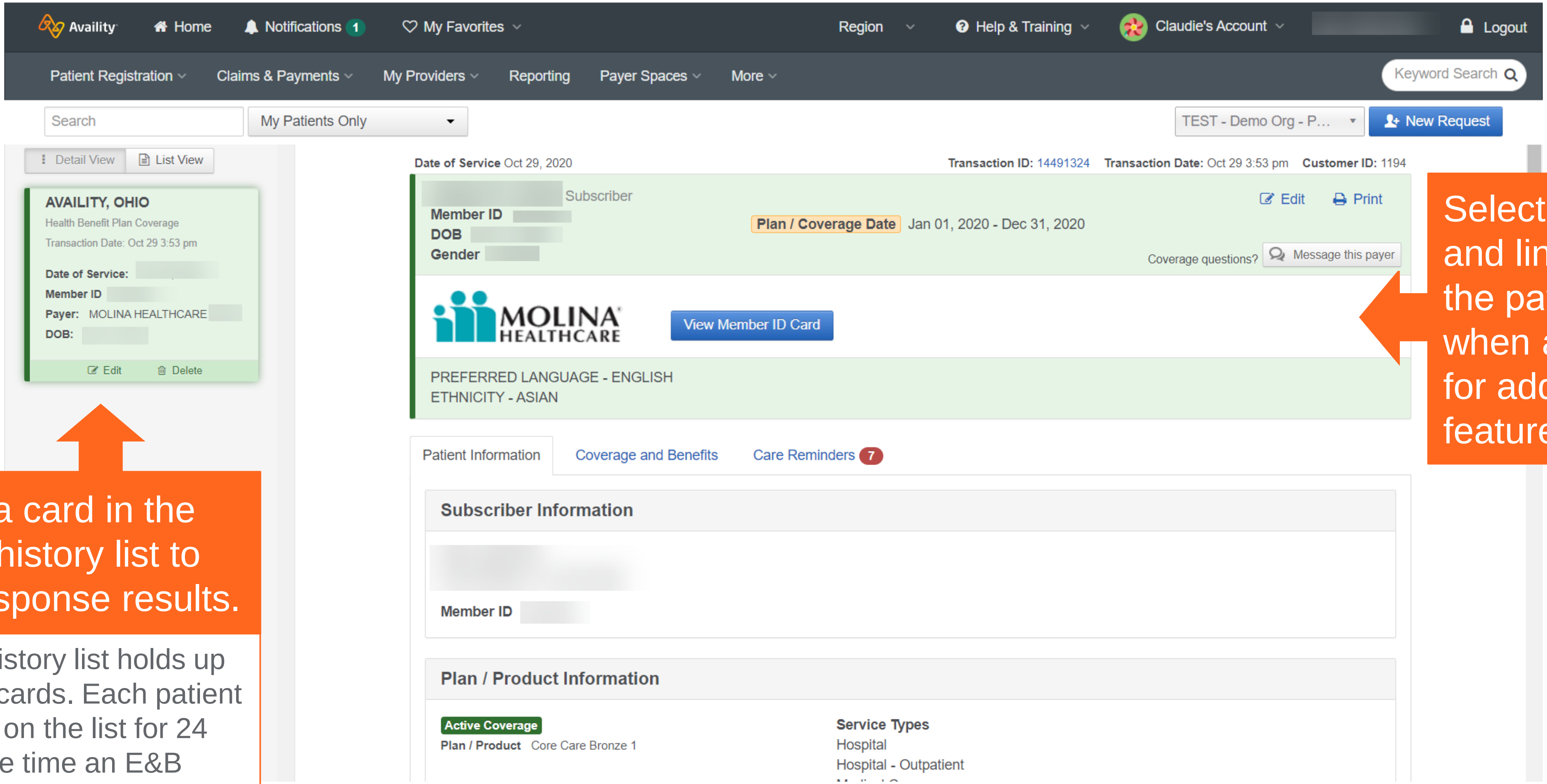
Bottom of page and Submit button



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

E&B results

History list and top section



Select buttons and links next to the payer’s logo, when available, for additional features.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

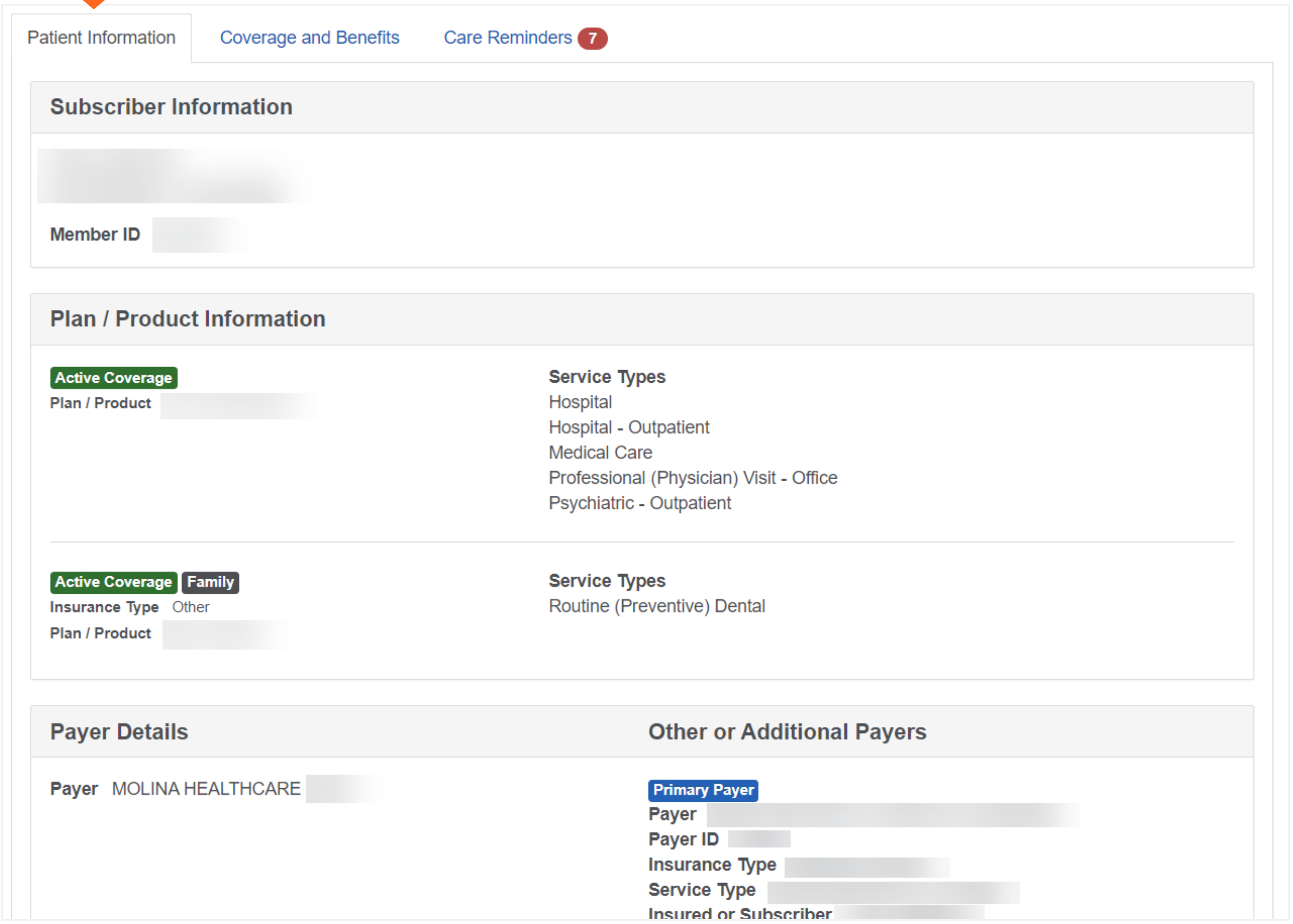
E&B results

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

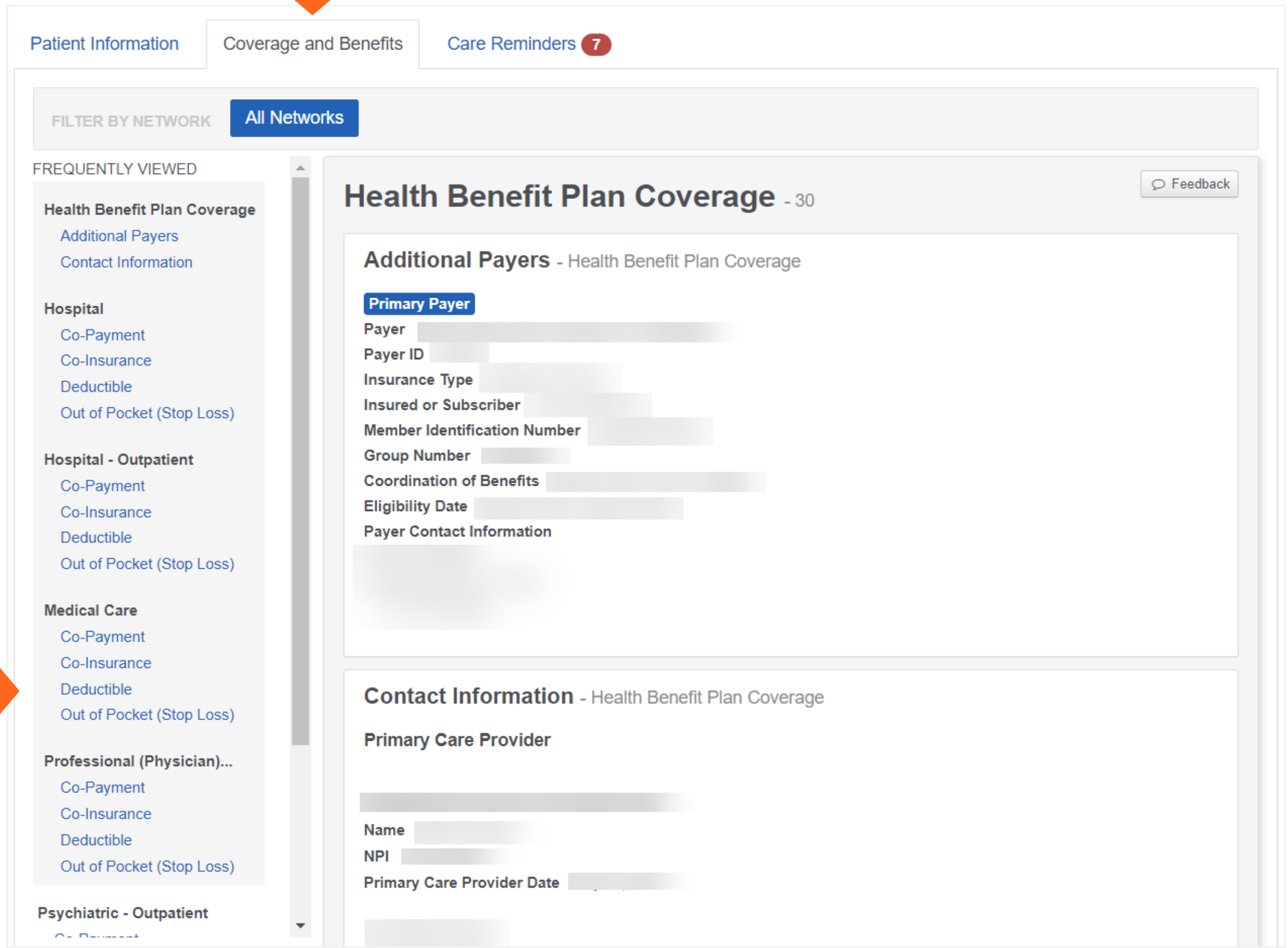
Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

E&B results

Coverage and Benefits tab



The **Coverage and Benefits** tab includes sections of service/benefit information.

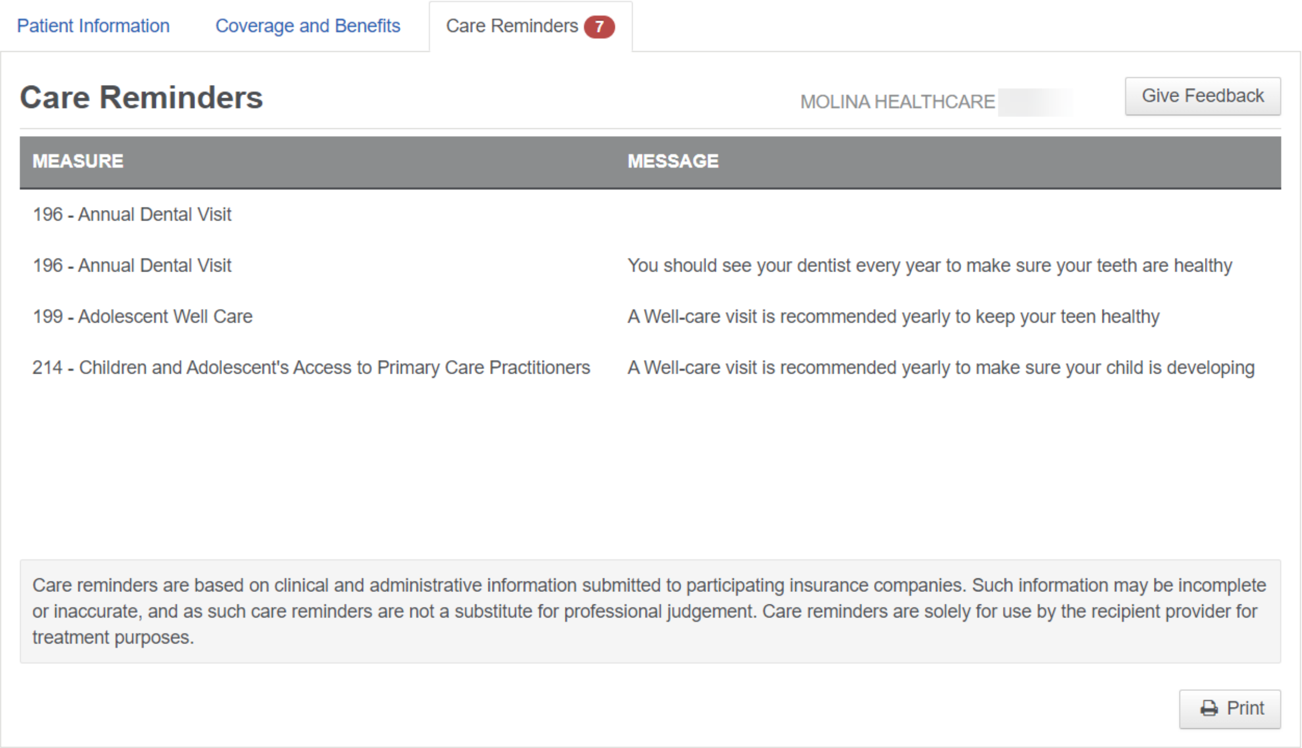
Remember: Information is provided by the health plan. Detail might vary by health plan, member, plan type, etc.

Select an option to jump to a section.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Messaging

Send messages to participating payers from select applications.

Manage conversations in the Messaging application.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Messaging

Introduction

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.

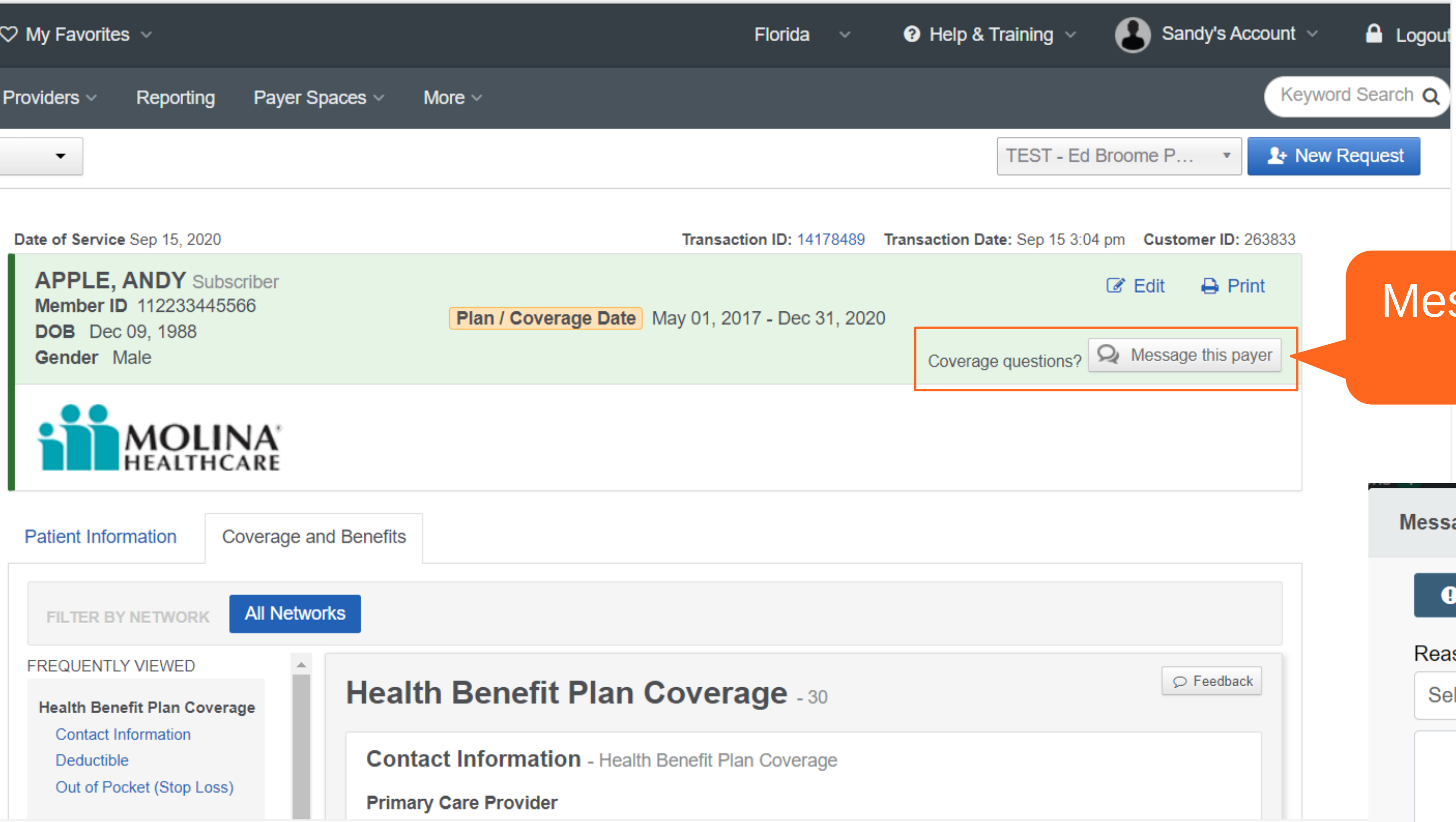
Admins can:

- Assign conversations.
- View summaries of conversations.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

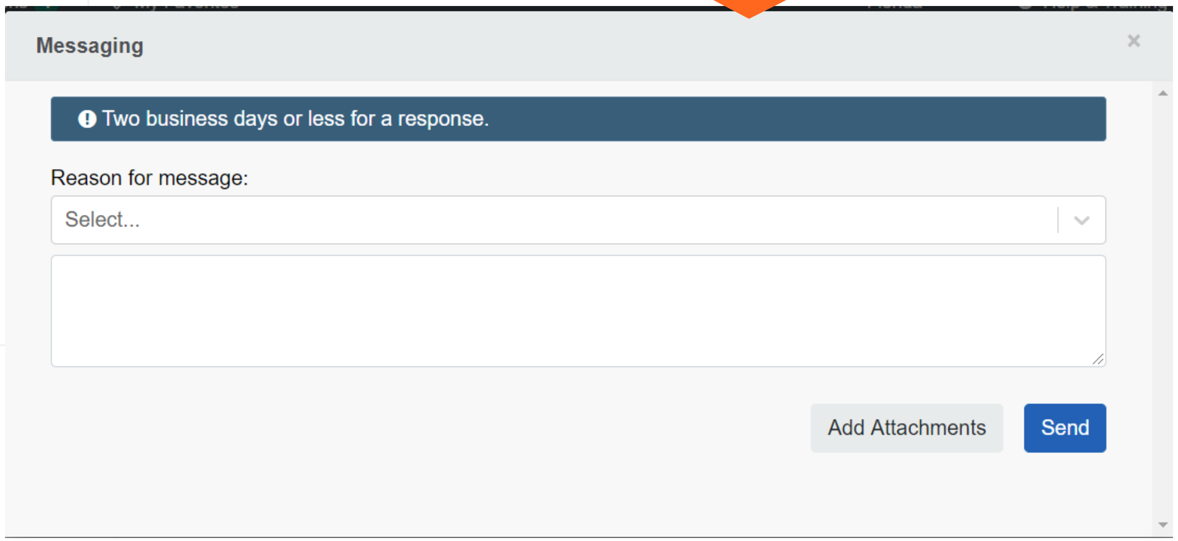
Messaging

E&B result with message button



Message this payer

Complete the fields and send.

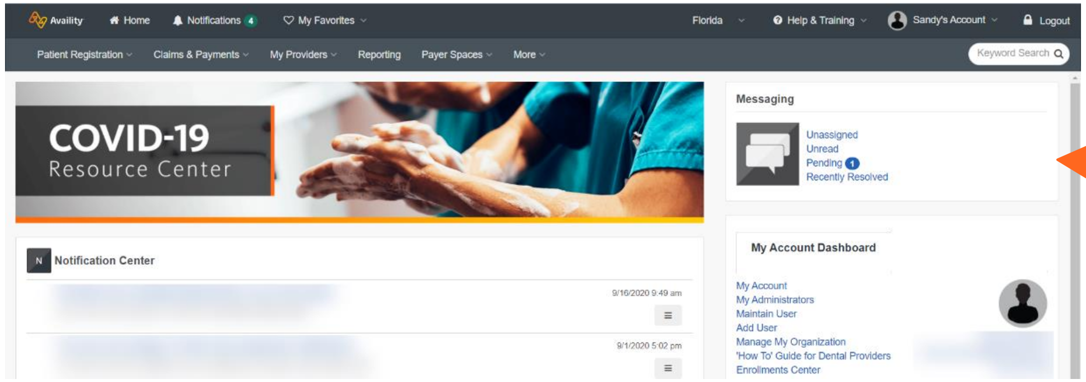


© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Messaging

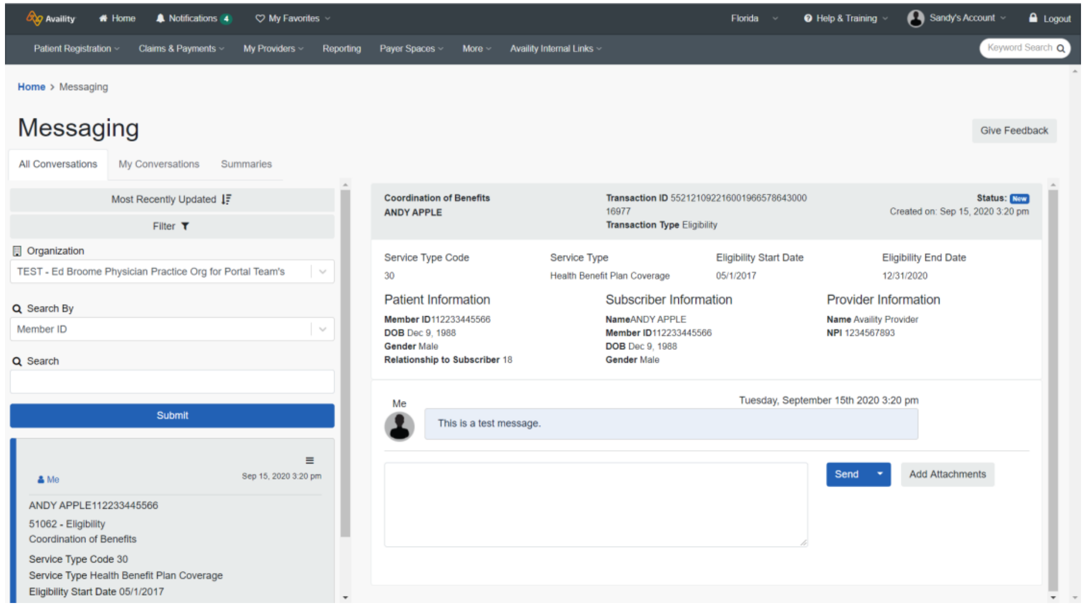
Application on Home page

Example: Home page with Messaging app



Messaging App

Example: Messaging queue with pending message displayed



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Claim Status

Introduction

Role(s)

Claim Status

Access

Claims & Payments > **Claim Status**

Training

Claim Status – Training Demo

Power tips

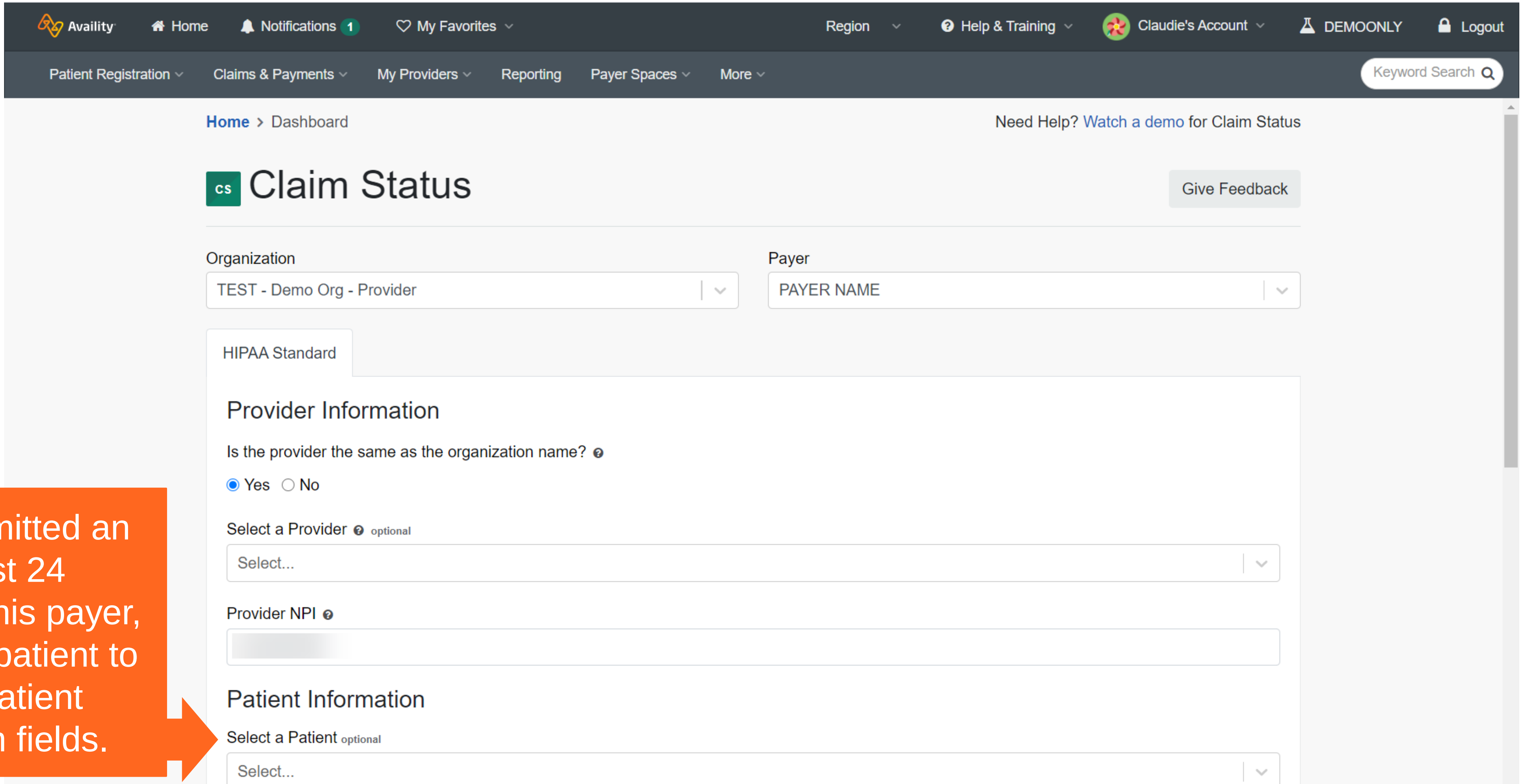
Timesaver

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Claim Status

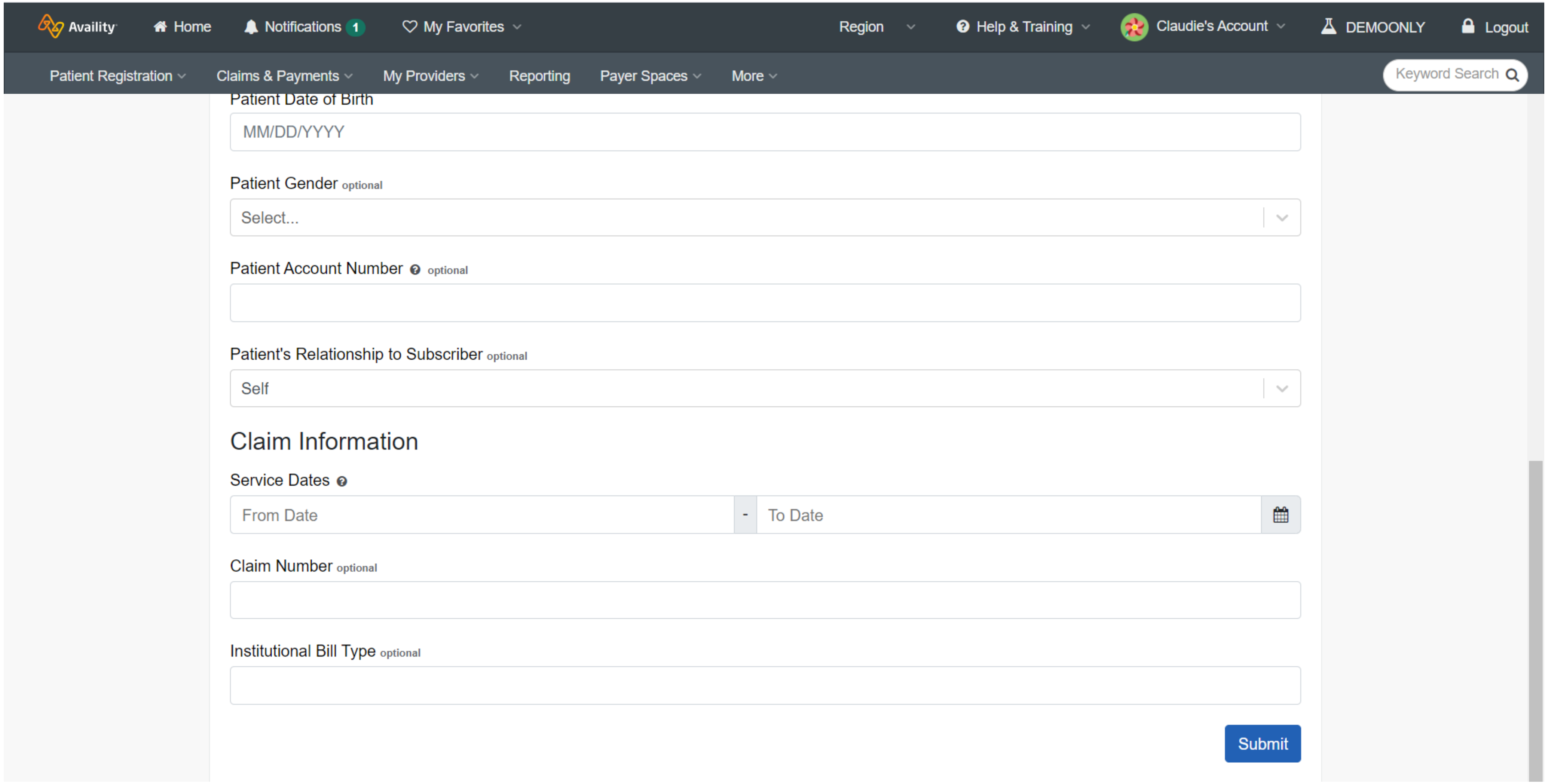
Request (top)



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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Claim Status Request (bottom)



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

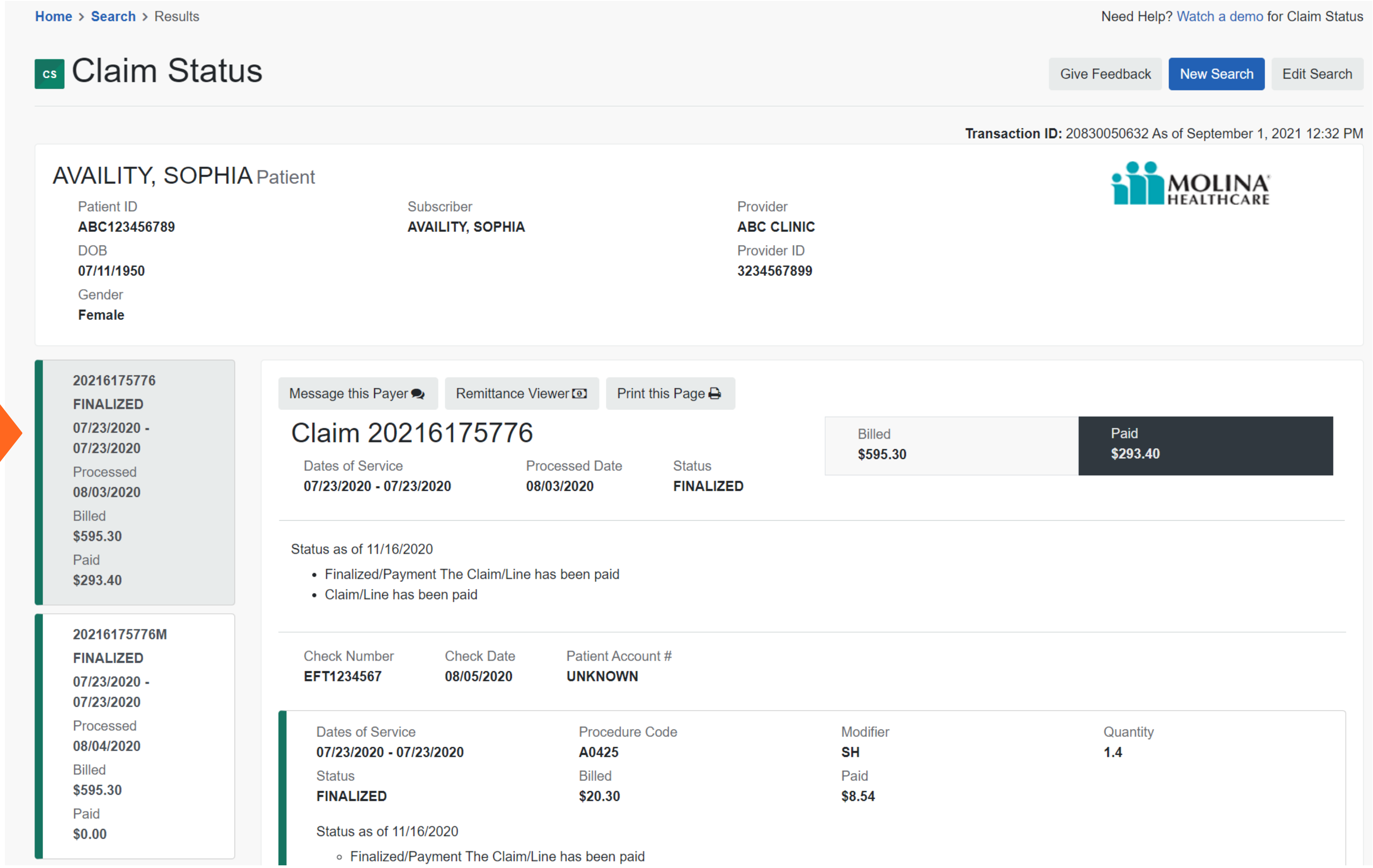
Claim Status

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.



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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)

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Introduction

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

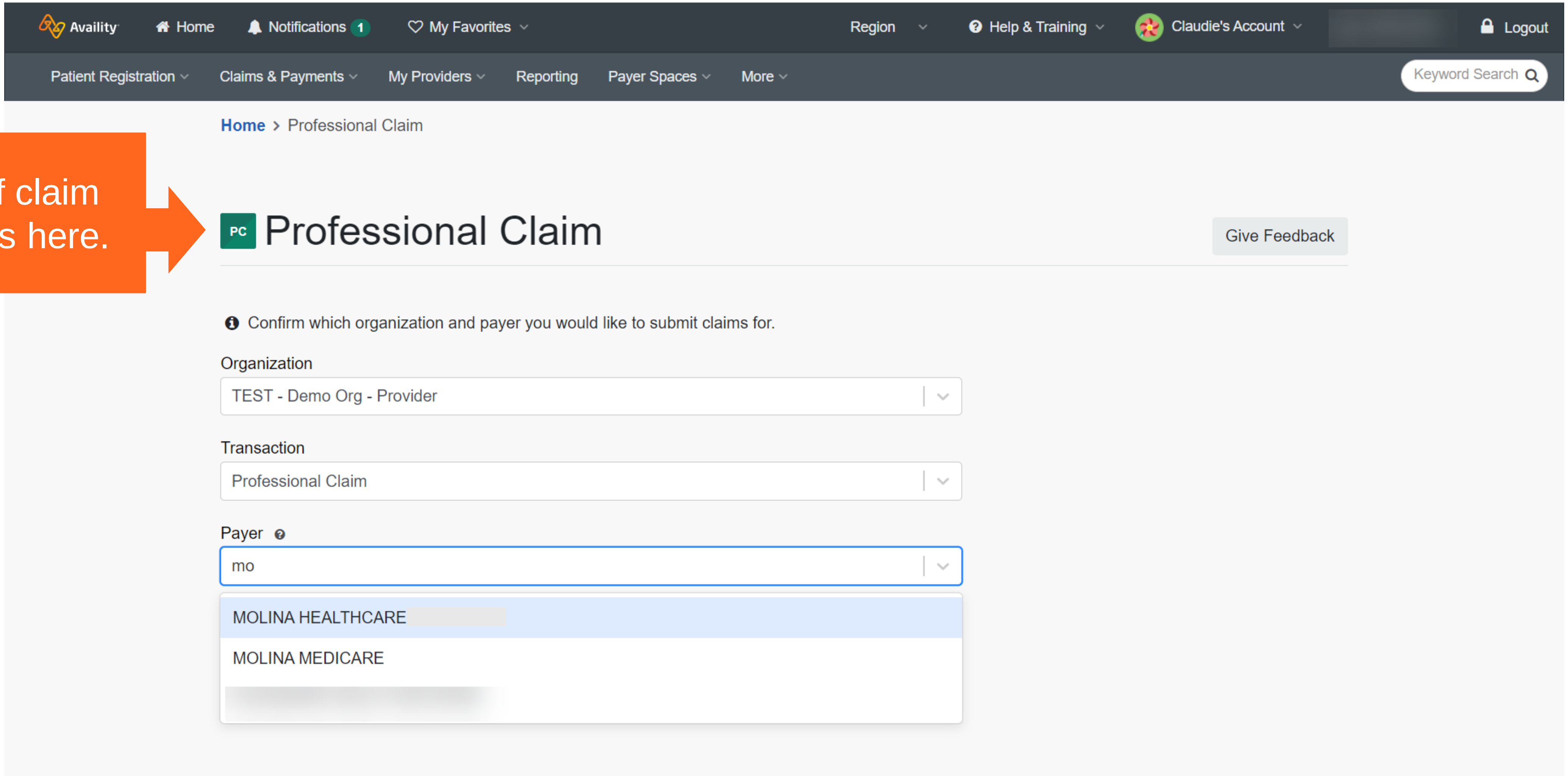
- Save time by running an E&B first.
- Submit primary, secondary, or tertiary claims. (**Responsibility Sequence** field)
- Include up to 50-service (claim) lines on a claim.
- Submit an initial or corrected claim. (**Frequency Type** field)
- Use integrated code lookup tools.
- Set up all providers and facilities in express entry.
- Submit supporting documentation (attachments) at the same time as you submit the claim.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Claim entry page (select options, first)

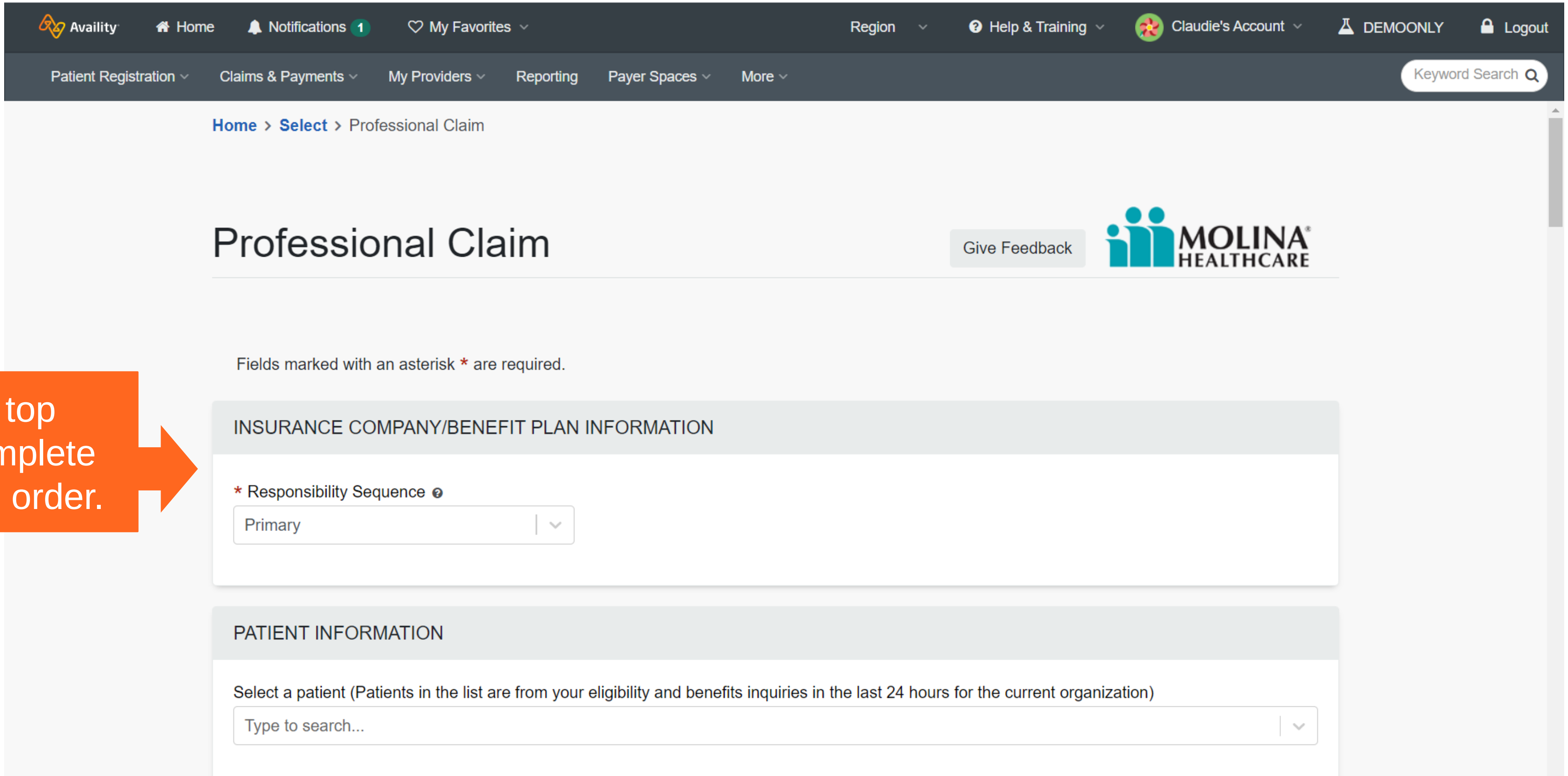
Type of claim displays here.



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Claim entry page

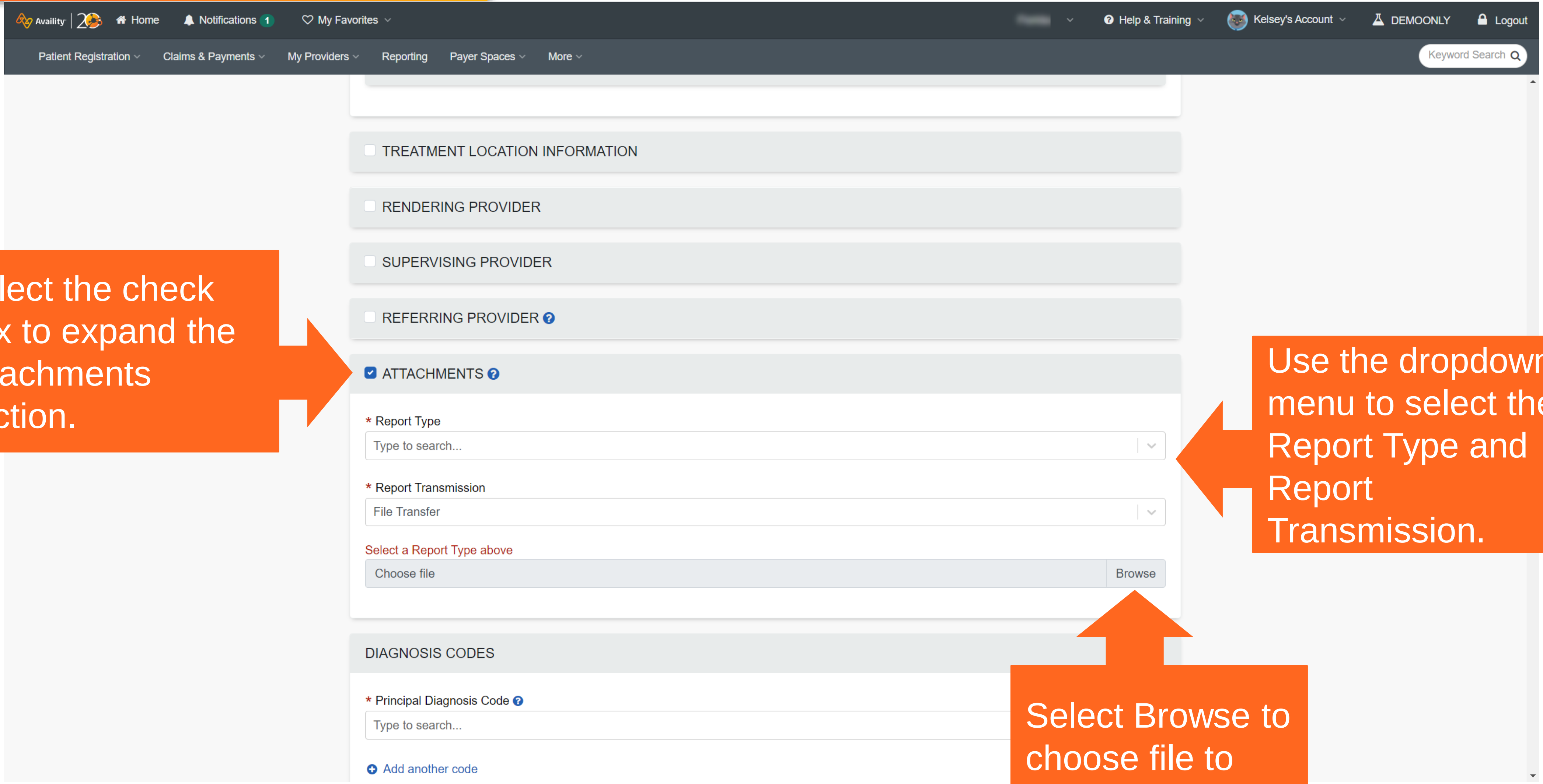


Start at top and complete claim in order.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Add an Attachment



Select the check box to expand the Attachments section.

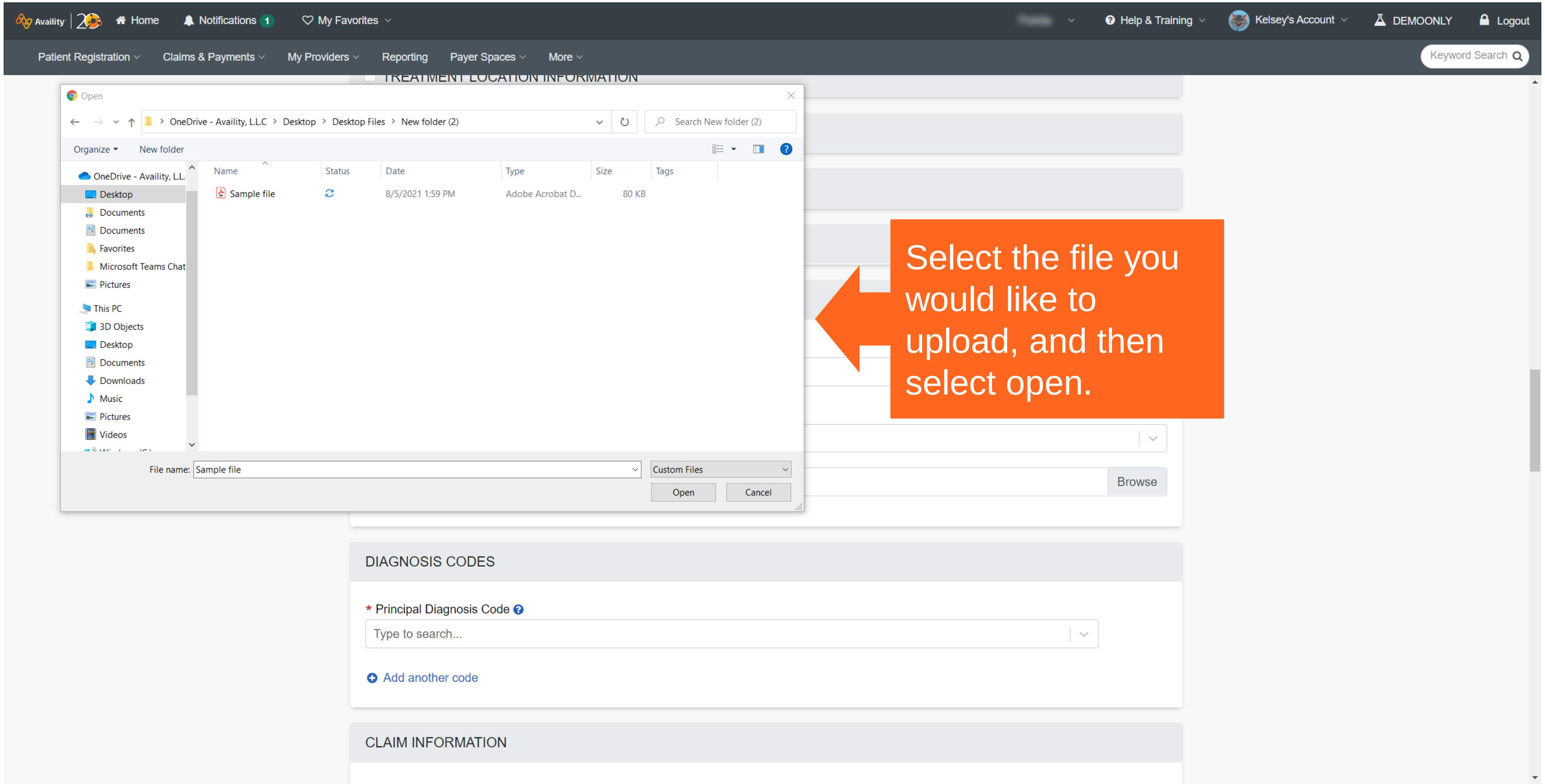
Use the dropdown menu to select the Report Type and Report Transmission.

Select Browse to choose file to upload

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Add an Attachment

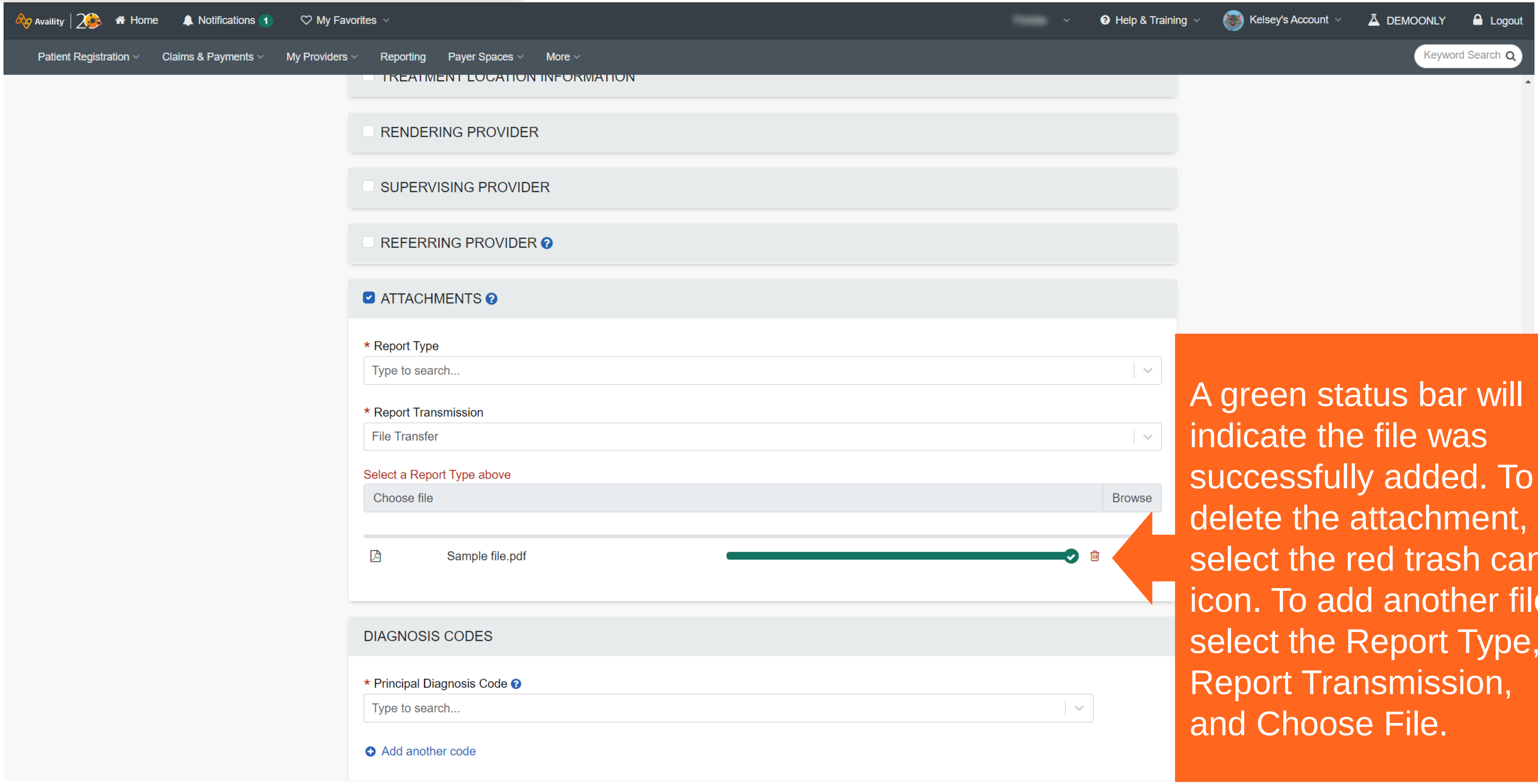


Select the file you would like to upload, and then select open.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Add an Attachment

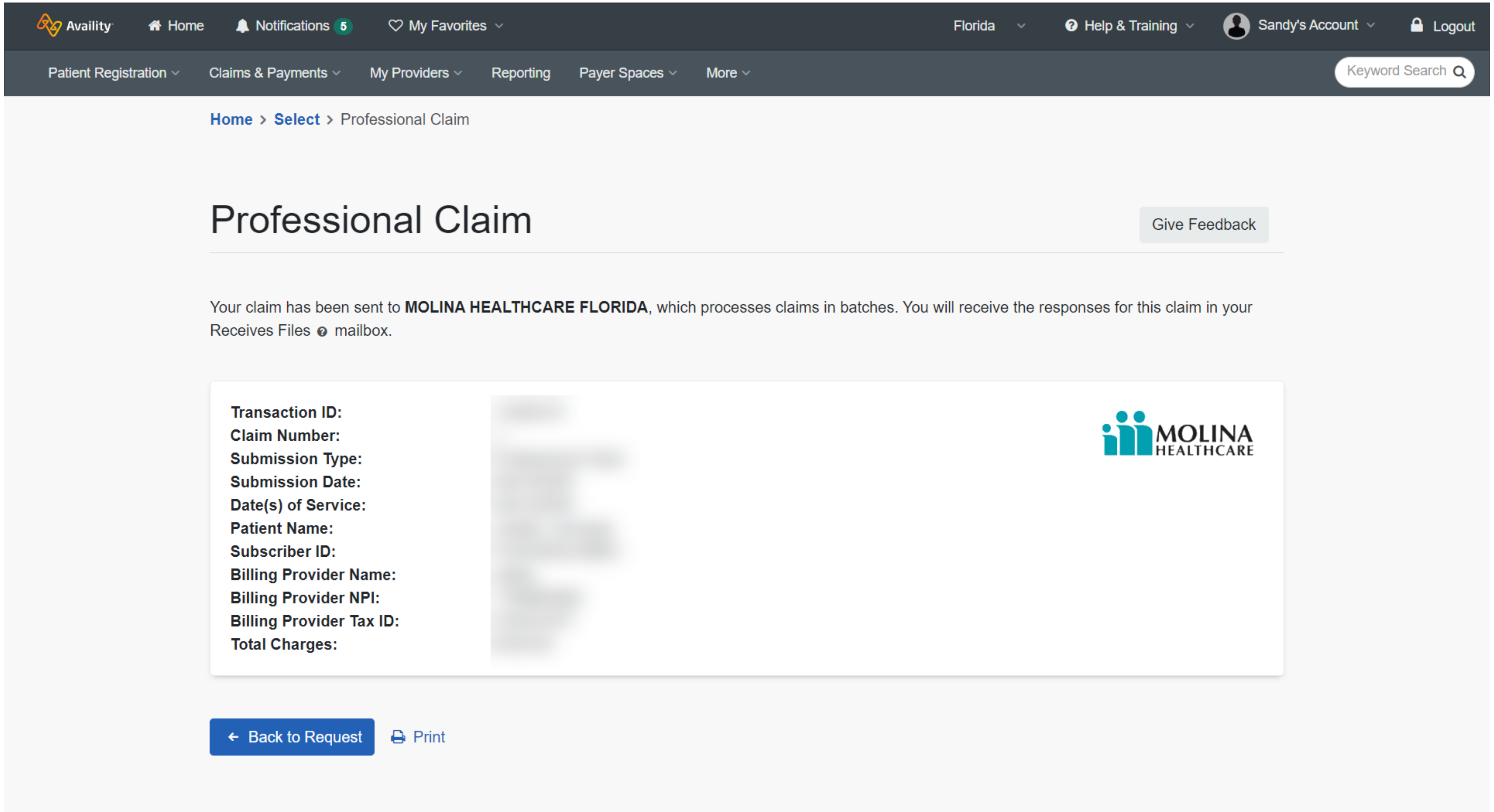


A green status bar will indicate the file was successfully added. To delete the attachment, select the red trash can icon. To add another file, select the Report Type, Report Transmission, and Choose File.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

DE claims

Claim response page



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Attachments

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Attachments

Overview

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

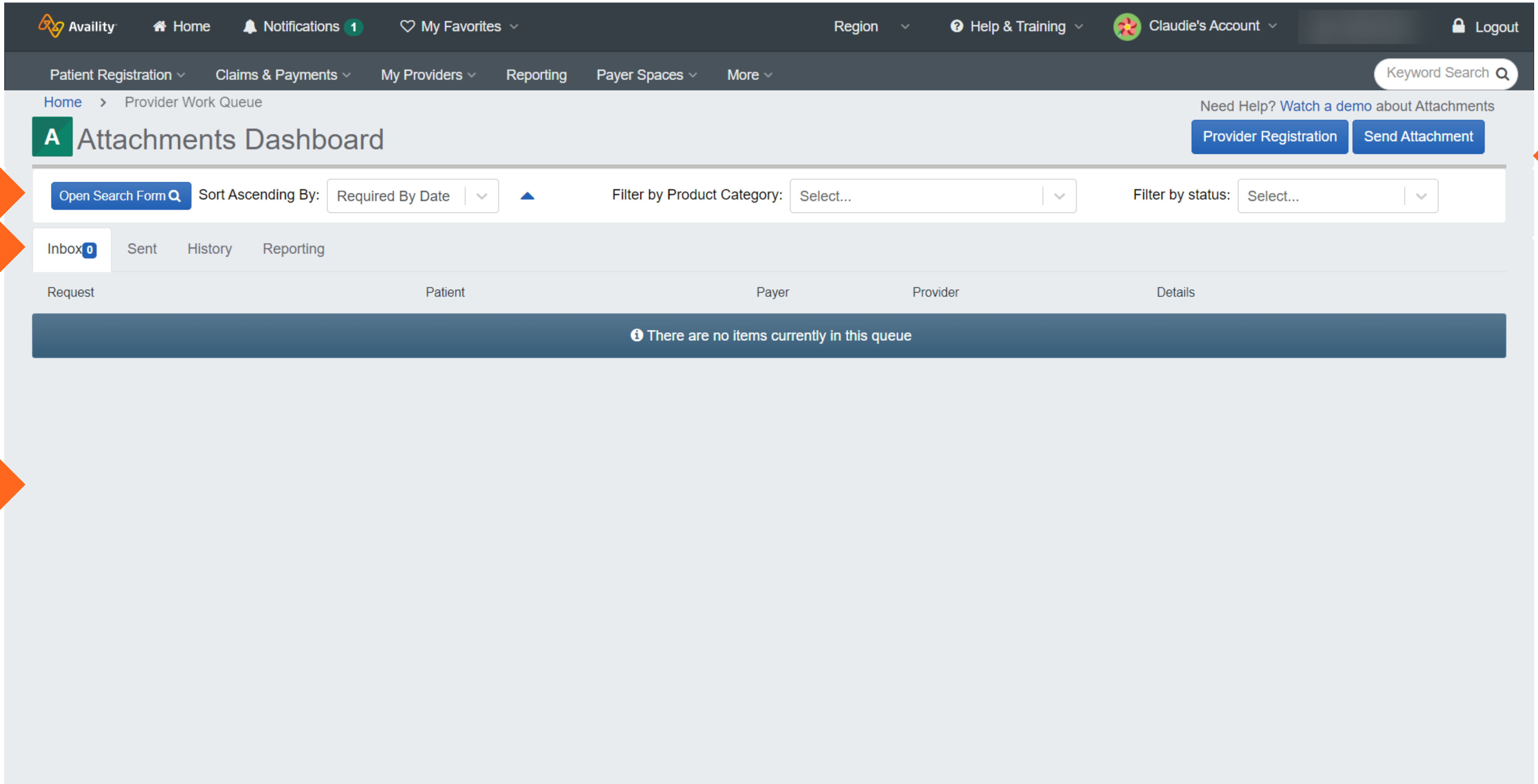
Attachments

Attachments Dashboard – Intro

Options

Tabs

Records

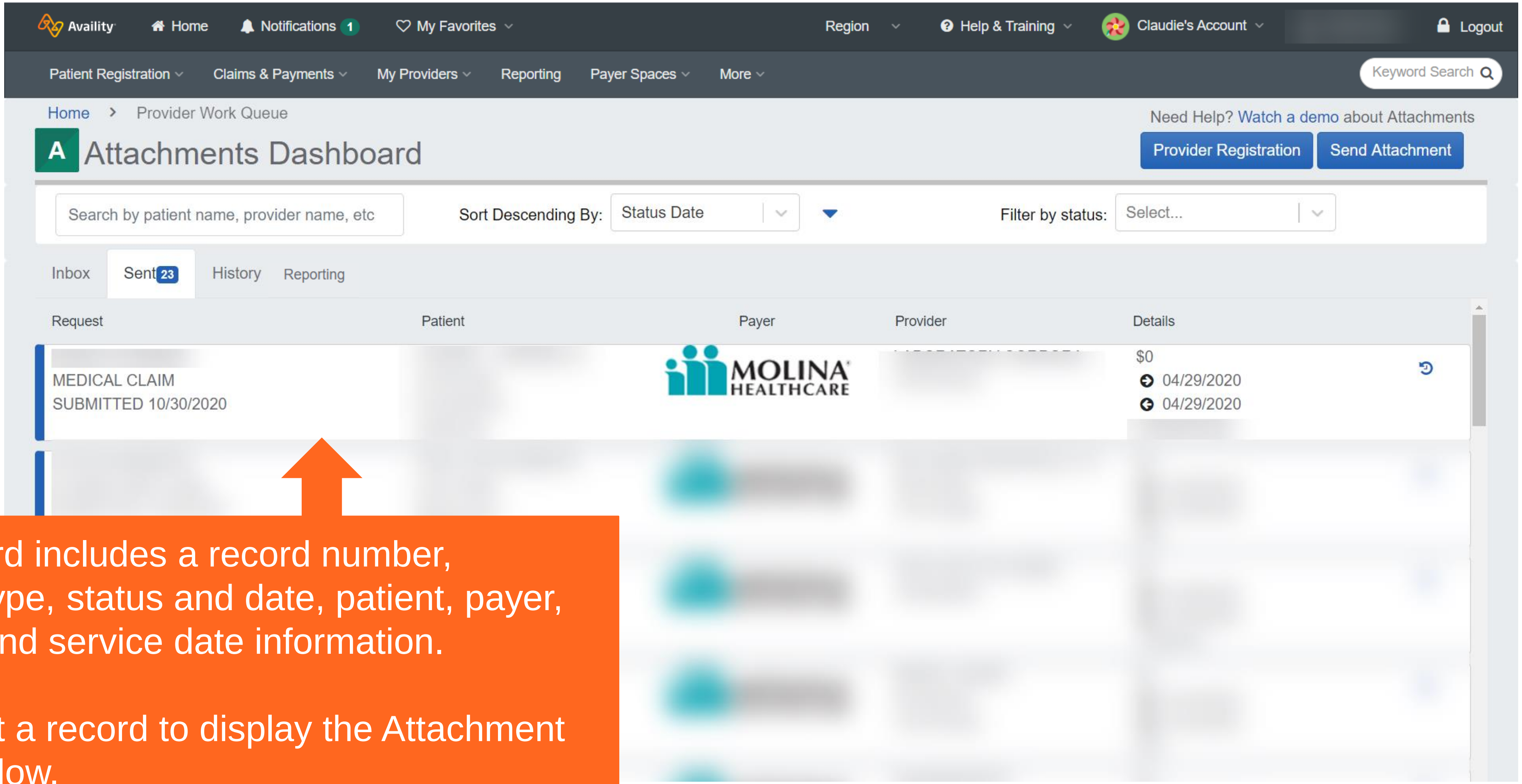


Buttons

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Attachments

Attachments Dashboard – Sent tab



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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Attachments

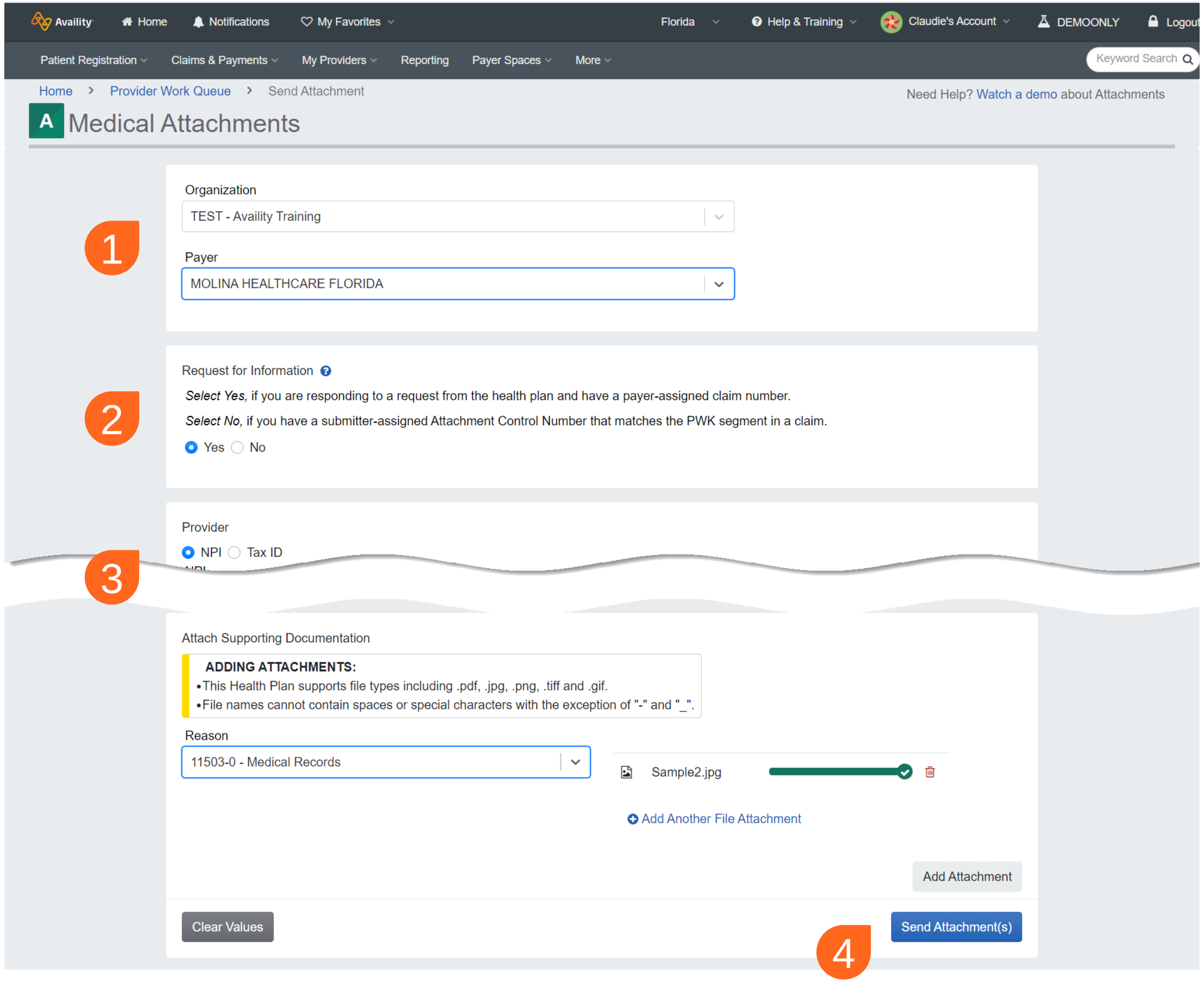
Send Attachments button

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.



© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Remittance viewer

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

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.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

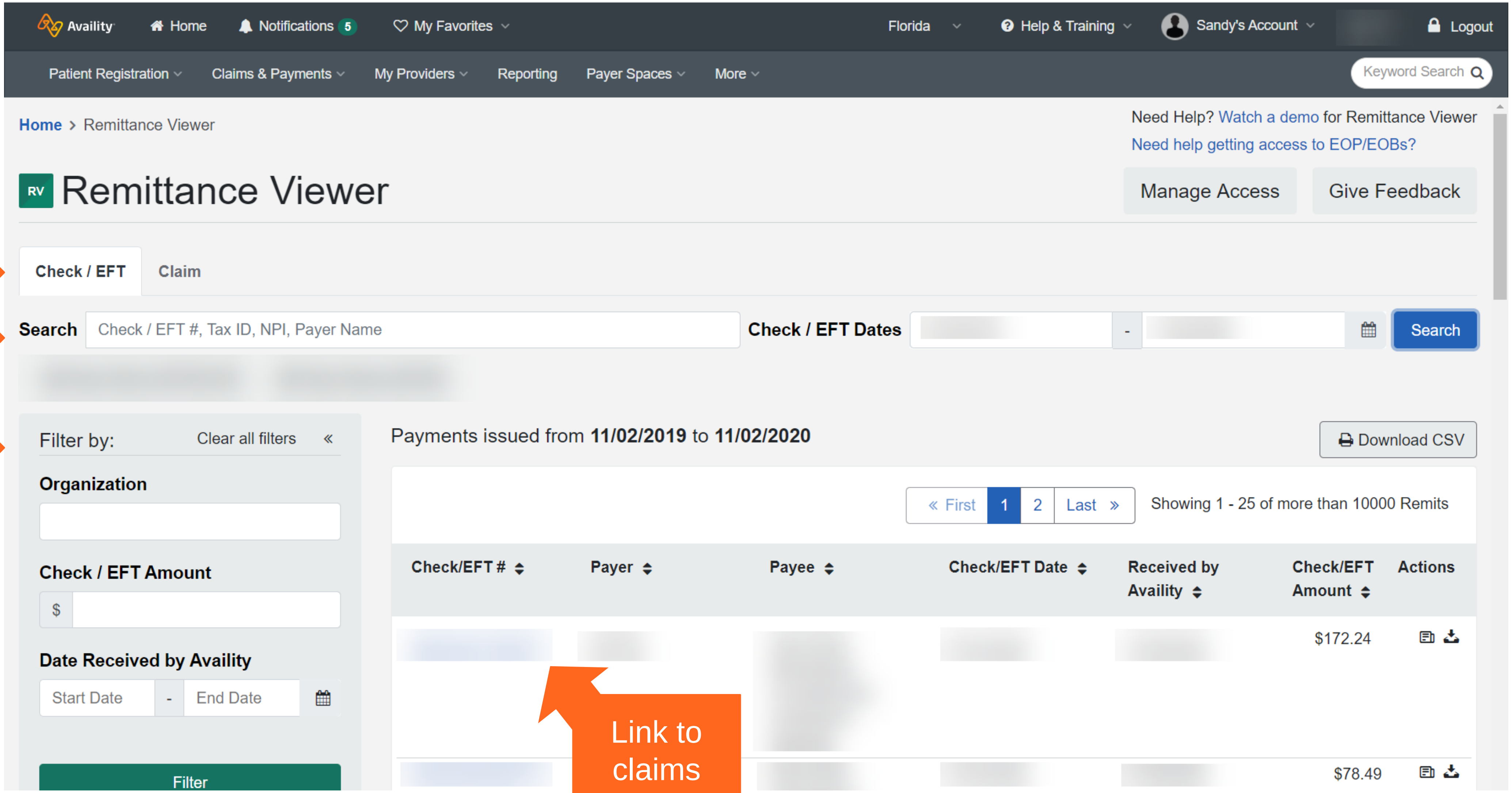
Remittance viewer

Check/EFT tab

Tabs

Search

Filters

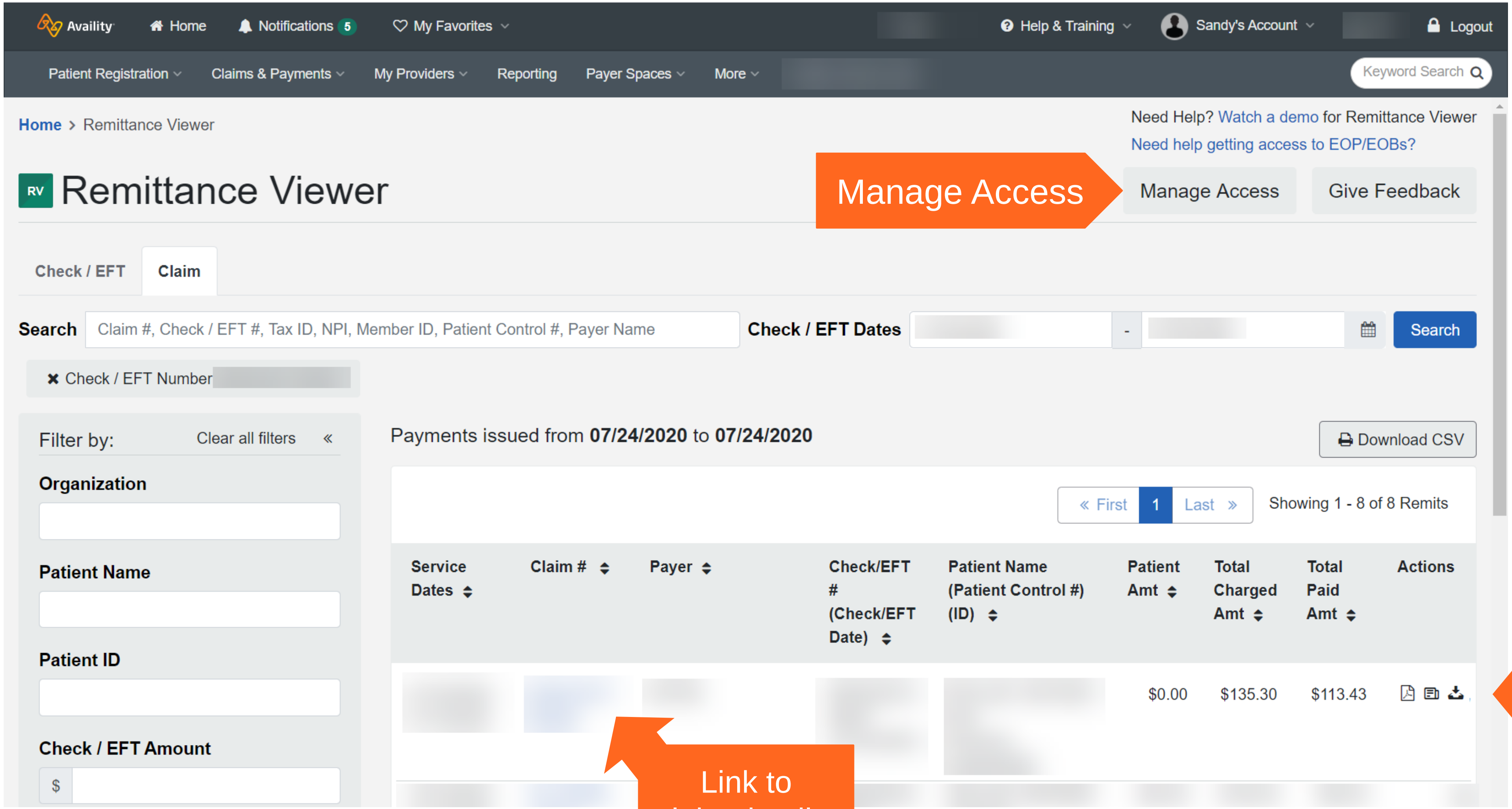


Link to claims

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Remittance viewer

Claim tab



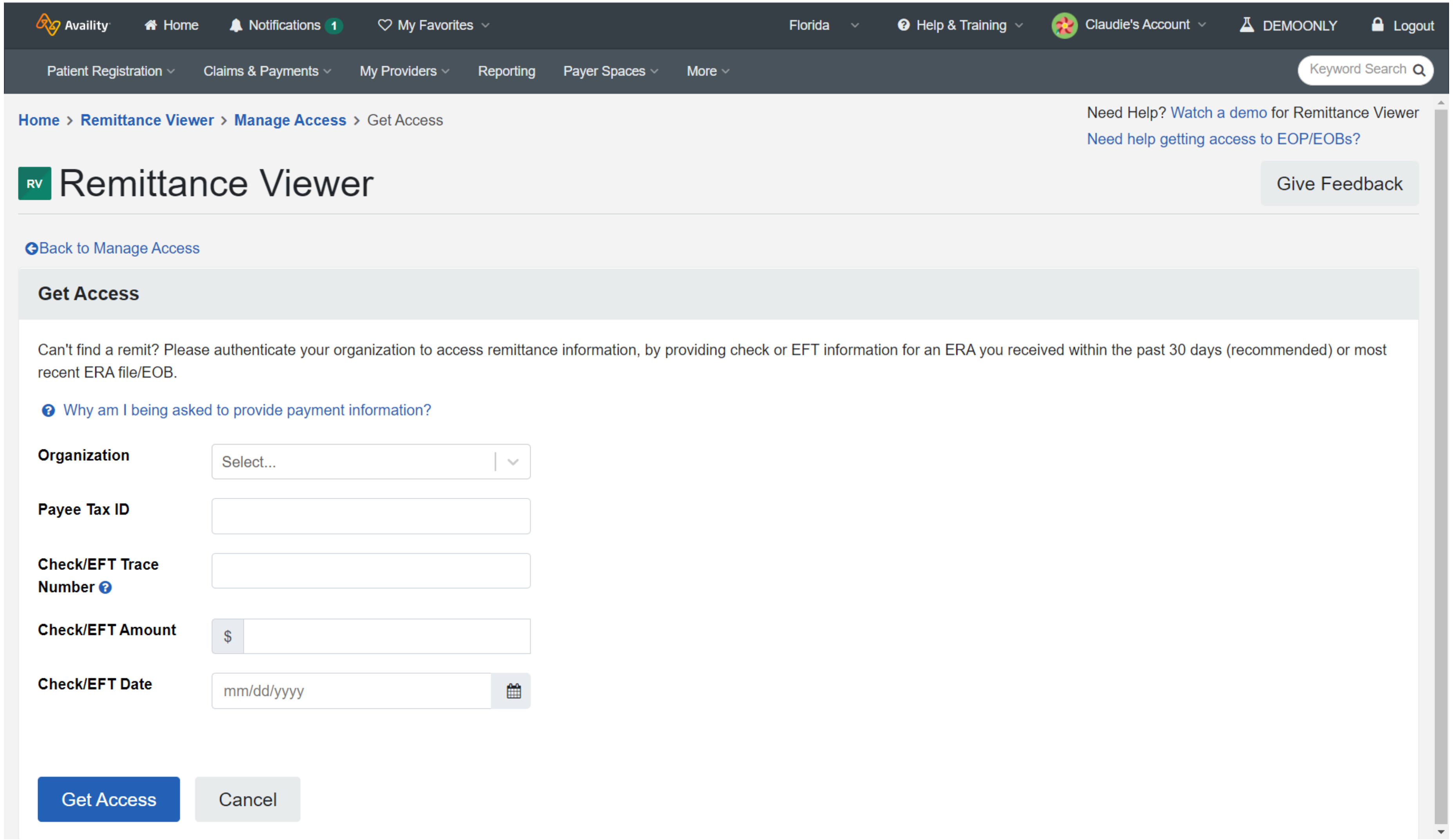
Manage Access

Download EOPs, if available

Link to claim details.

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Get Access page example

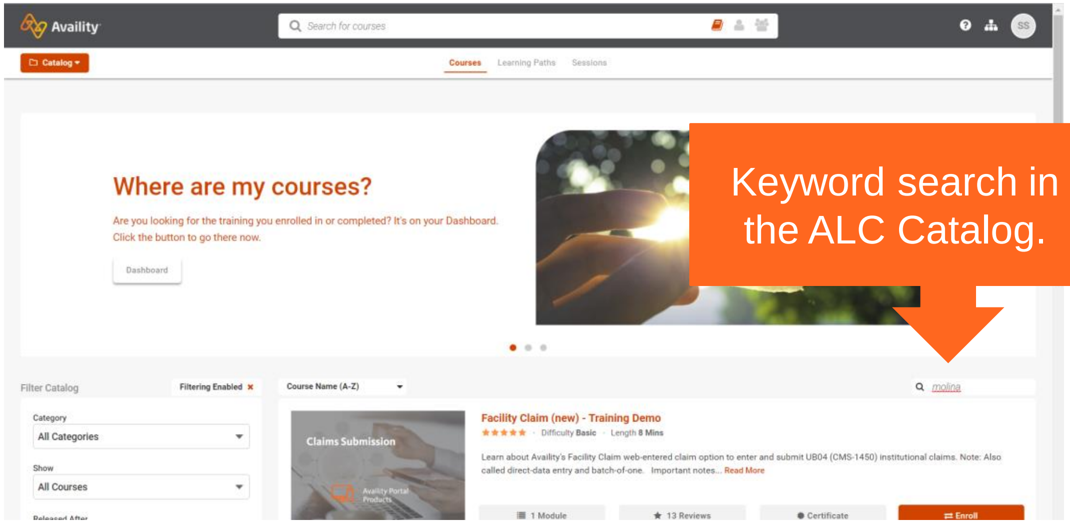


© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Finding courses fast

We've curated some recommended courses for Molina providers

In Availity 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.



Keyword search in the ALC Catalog.

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

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.

Thank you!

Need support?

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

© 2021 Availity, LLC. All rights reserved. Confidential and proprietary—do not distribute.