Bright HealthCare

Thanks for joining! We will get started at 12:05pm PT.

Please note that this training will be recorded.

Slides will be shared after the event.

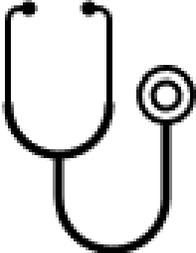August 11, 2023

Bright HealthCare

Brand New Day: Availity Login and Authorization Portal for Utilization Management
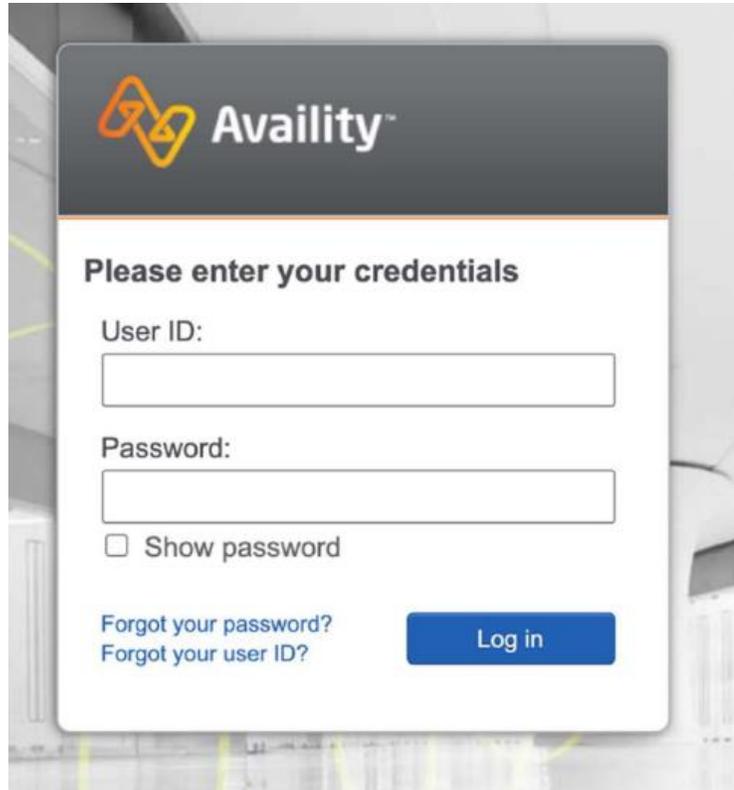
August 2023

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Agenda

- What is Availity? What is the Authorization Portal?
- Why should I use the Authorization Portal?
- Demonstration
    - Availity login
    - Authorization Portal submission
- Question & Answer

Availity vs. Authorization Portal

Single Sign-On, through Availity

Authorization Submission Portal, operated by Bright Health Group

Panorama, utilized by Utilization Management
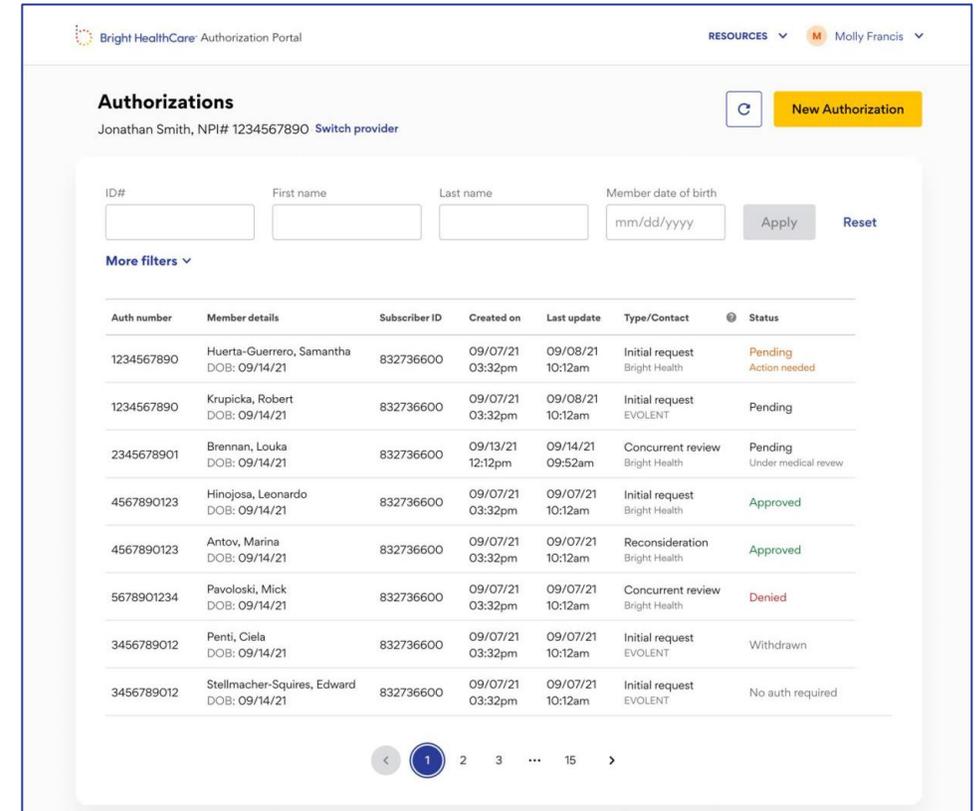
Availity Single Sign-On

- If someone at your organization already has an Availity log-in, then they should add the new user to that organization.
  - [Name]'s Account > Add User
- If not, then the user will need to register: https://www.availity.com/essentials-portal-registration
- Navigate to 'Authorization/Referral Inquiry' or 'Authorization Request' or 'Referral Request'
- Select 'Bright Health' on the Payer dropdown
- System automatically navigates to the Authorization Portal

> If you are having trouble registering, logging on with Availity, please visit: https://www.availity.com/documents/ learning/LP_AP_GetStarted/index.html
>
> You can call Availity support at 1-800-282-4548 between the hours of 8:00 am and 8:00pm ET, Monday through Friday.

Authorization Portal

- Banner looks like: **Bright HealthCare | Authorization Portal**
- You can use the Authorization Portal to:
  - View dashboard of previously submitted authorizations with statuses
  - Submit authorizations with clinical documentation
  - Receive immediate confirmation that a request was successfully submitted
  - View determination letters for any authorization

Why should I submit electronically via Auth Portal?

- Simplified and accelerated authorization process
- View all submitted authorizations at once without waiting on hold
- Respond to requests for additional information instantaneously
- Access and print determination letters immediately
- Obtain authorization decisions and statuses more quickly
- Eliminate manual steps involved with faxing

Demonstration

Availity | **essentials**

Please enter your credentials

User ID:

Password:

☐ Show password

Forgot your password?
Forgot your user ID?

Log in

Privacy - Terms

Patient Registration ⌄ | Claims & Payments ⌄ | Clinical ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

♡ EB Eligibility and Benefits Inquiry

❤️ A&R Authorizations & Referrals

♡ EP View Essentials Plans

Tell us what you think.

🙂 😐 ☹️

You have no notifications.

My Account Dashboard

My Account
Manage My Organization
Enrollments Center
EDI Companion Guide

Natasha Koermer
nkoermer@brighthealthgroup
.com
My Job Title

EB
Authorizations & Referrals

Eligibility and Benefits Inquiry

CS
Claim Status

PC
Professional Claim

News and Announcements

You're all caught up for now.

Availity | essentials   🏠 Home   🔔 Notifications   ♡ My Favorites ⌄   Alabama ⌄   ❓ Help & Training ⌄   👤 Natasha's Account ⌄   🔒 Logout

Patient Registration ⌄   Claims & Payments ⌄   Clinical ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

Home > Authorizations & Referrals

A&R Authorizations & Referrals

Multi-Payer Authorizations and Referrals

AR | **Authorization/Referral Inquiry** ♡
❓ View Payers

A | **Authorization Request** ♡
❓ View Payers

R | **Referral Request** ♡
❓ View Payers

Additional Authorizations and Referrals

♡ Drug Prior Authorization (CoverMyMeds)

♡ Premera Code Check (including Premera and its suite of plans)

👓 **Looking for provider portals?**
Check under the 'Payer Spaces' menu.

Patient Registration ⌄ | Claims & Payments ⌄ | Clinical ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

Home > **Authorizations & Referrals** > Authorizations

Need help? Watch a demo about Authorizations and Referrals.

🅰 Authorizations

Give Feedback | **New Request 👤➕**

SELECT A PAYER

Organization *

Bright Health (Manual) ▼

Template(s) optional ❓ Manage Templates

No template selected ▼

Select a template from the list or contin

Select Bright Health, even for BND authorizations

Payer * ❓

Select a Payer ▼

Request Type * ❓

Select Authorization Type ▼
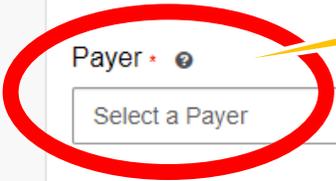
Next

Home > **Authorizations & Referrals** > Authorizations

Need help? Watch a demo about Authorizations and Referrals.

A **Authorizations**

Give Feedback   New Request 👤+

Transaction Type	Organization	Payer	
Inpatient Authorization	Bright Health (Manual)	BRIGHT HEALTH	Bright HealthCare

ℹ **If you click submit,** you will be re-directed to a third-party site away from Availity's secure site, 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 and is not responsible for their content, products, or services. You will remain logged in to Availity.

Back   Submit

v6.726.1

Choose a provider

NPI#

10 digits

State of practice

Select ⌄

Enter Portal

Authorization Portal

August 2023

Summary

- The portal is the fastest, most efficient way to submit and follow up on authorizations

- Providers may submit pre-service and concurrent authorizations for BND members who belong to non-delegated IPAs
  - Or, for non-delegated service types for BND members who belong to delegated IPAs

- If you have any other UM questions, call Customer Service at the number on the back of the member's ID card

Additional Resources

Availity Resources

- Availity registration information and resources are available here: https://www.availity.com/essentials-portal-registration

- If you have issues with registration, login, or accessing the Auth Portal via Availity:

  - Contact Availity support 1-800-282-4548 between the hours of 8:00 am and 8:00pm ET, Monday through Friday.
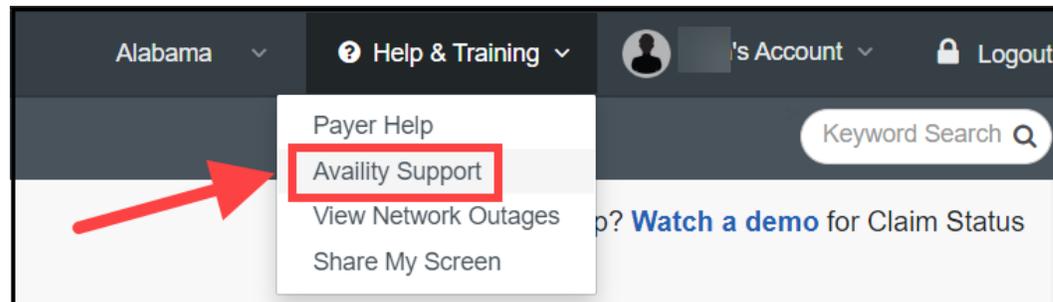
Availity Registration

Registering for Availity

Step 1: About Me	You will be asked about yourself to determine if you already have a user account. If no account exists, you will need to create one
Step 2: Organization Information	1. Select your organization type (provider, billing service, technology company, or MCO) 2. Enter your organization name 3. Enter your tax identification number 4. Enter your organization's National Provider ID 5. Select your provider type (e.g., physician practice, hospital, or multi physician practice 6. Click Next
Step 3: Select your Organization	1. This screen displays if details on your organization exist within Availity 2. The 'Your Organization Information' page will prepopulate based on information previously entered 3. If you don't see your practice or specific practice location, click I don't see my organization
Step 4: Your Organization Information	1. Review your information, edit any incorrect fields and enter any missing information 2. If your organization operated in more than one state, check the box next to 'My organization does business in more than one region' 3. Availity automatically assigns your organization access to payer in your physical address state 4. Click Next
Step 5: Select your Administrators	You must identify the persons that will be responsible for the following roles: 1. Primary controlling authority (PCA): The person who is legally entrusted to sign documents 2. Primary access administrator (PAA): The person who is responsible for maintaining users and organization information 3. Back-up PAA: The person who can serve as a secondary PAA (although this is optional, we encourage the designation of a back-up PAA)
Step 6: Complete your Registration	1. Review all the information entered and edit, if necessary. 2. Click Submit Registration. 3. Print both registration agreements (Application and Business Associate Trading Partner). 4. Documents must be signed by your designated PCA. 5. Fax signed agreements to 904-470-4778 within seven days to avoid delays.
Step 7: Next Steps	1. Your designated PAA will receive a separate email from Availity with his or her user ID and password within three to five business days from the date the agreement is received and approved. 2. Your designated PAA must sign in to Availity within 14 calendar days from receipt of the email. 3. PAAs can register additional users by selecting Account on the Availity menu on the left side of the page.

Authorization Portal Resources

- Recorded demonstration at https://www.bndhmo.com/providers
- User Guide and FAQs available on the Authorization Portal under Resources at https://careteam.brighthealthcare.com/
- If you have issues submitting an authorization on the provider portal, you can call Brand New Day at 1-866-255-4795.
  - You can access the UM team via the following flow currently (subject to change): 1 (English), 4 (provider), 6 (authorization & medical management)