Streamline workflows with multi-payer access
Users

Getting started
The Availity Portal is a secure, multi-payer platform where healthcare providers and health plans collaborate by exchanging administrative and clinical information.

Register for the Portal by using the “Register” link on www.Availity.com. Once you’ve verified your identity and email address, you can log in to verify your patients’ eligibility and benefits, submit claims, track remittances, and more.

When you log in for the first time, Availity prompts you to:

- Accept privacy and security statements
- Accept a confidentiality agreement
- Choose three security questions and answers
- Create a new password
- Verify your email address

It's important that you not share your User ID or password with others.

You'll get a verification email after you enter this information. Click the link in the email to complete your registration with Availity.

Getting set up
The Availity Portal works best on the latest versions of Internet Explorer, Chrome, or Firefox browsers. For security reasons, the Portal does not support Internet Explorer versions older than 11.

Popup blockers can prevent some Portal windows and features from displaying properly. If you need help turning your popup blocker off, consult the Help files for your browser or your organization’s IT support staff. You’ll need to allow the following web addresses to generate new windows (popups):

- www.availity.com
- apps.availity.com
- mc.availity.com

The Portal is best used at high resolution, between 1024 x 768 pixels and 1280 x 1024 pixels.

Getting to know you
You can edit your profile (including contact information, password, and security questions), or find out who manages your access on the My Account page, which you can access by clicking your name at the top of the Availity Portal.

If you forget your User ID or password, you can retrieve them using the links on the login screen. If you call Availity Client Services for login assistance, they'll ask you your security questions to validate your identity.

If you are not the administrator for your organization and want to find out who is, click My Administrators on the My Account page.

Getting personal
No one knows your job better than you do—that’s why you can personalize many features of the Portal.

The My Top Applications section of the home page shows tiles for your four most frequently used applications. The tiles can change based on the applications you use. You can also add applications to your favorites. Just click the heart icon next to an application in any menu. You can access your favorite applications by clicking My Favorites at the top of the Availity Portal.

Getting to your payers
The Payer Spaces menu is where you’ll find news, policy, and process updates, as well as payer-specific collaboration tools. Your list will vary based on your region and the payers who participate in your area.
Getting around

The top navigation bar (1) stays the same no matter where you go in the Portal. You can always get back to your home page by clicking the Availity logo (2), or Home (3).

The menus give you access to the tools you need to get your work done. Payer-specific features may be found in the Payer Spaces menu.

Patient Registration
- Eligibility & benefits inquiries
- Authorizations & referrals
- Patient care summary inquiries

Claims & Payments
- Claim status inquiry
- Professional claim
- Facility claim
- Claim reconciliation tool
- Claims (research and batch management)
- Send and receive EDI files
- EDI reporting preferences
- EDI file management (send/receive, file restore, reporting)
- File restore
- Medical attachments
- Secure messaging
- Remittance viewer

- Patient payments (card on file, pre-authorization forms, administration, manage merchant accounts)
- Collect payments

My Providers
- Express Entry
- Provider Data Management
- Enrollments Center

More
- Account administration (add/maintain user, maintain organization)
- Availity payer list
- Patient care summary audit report
- My account

Reporting will vary according to your permissions, organization type, and region. Contact your administrator for assistance.

Getting local
Portal transaction availability varies by health plan and by state.

Getting help and training
The Availity Learning Center (ALC) has a large collection of recorded and live training opportunities, and extensive online help. You can get to both by clicking Help & Training at the top of the page.

For further assistance, click My Support Tickets in the Help & Training menu to open a support ticket or browse articles in the support community.
Administrators

As an administrator for your organization, you should log in to the Portal frequently to:

- Check for important notices and service updates
- Set up and manage user accounts
- Assign roles to your users
- Maintain your organization's information

Administrators must provide their email address. Please also provide your phone and fax numbers. To update your information, click your name at the top of the Availity Portal, and then click My Info on the My Account page.

Administrators have several roles that are not available to other users. While logged in to the Portal as an administrator, you can:

ADD USER Add new or existing Availity users to your organization(s).
- Before you begin, see the Availity Help topic Understanding Availity Roles and Permissions for guidance.
- Availity assigns a temporary password to each new user account. Your new user must log in to Availity with his or her user ID and temporary password within 60 days. During login, Availity will prompt the user to create a new password.

MANAGE USERS Maintain existing user accounts, including:
- Unlock user accounts and reset passwords
- Assign or remove roles for existing users
- Revoke or reactivate user accounts

EXPRESS ENTRY Associate providers with your organization and pre-populate the Express Entry fields for quick data entry. You can add providers one at a time or use a spreadsheet to upload multiple providers.

MANAGE MY ORGANIZATION Enter, update, and attest to the accuracy of demographic information, such as address, phone, fax, and e-mail. Access forms to change the tax ID, NPI, and organization type.

REPORTING
Administrator Reports — Generate administrative reports for your organization, including User Status, User Login, User History, Roles and Permissions, and Organization History.

My Organization Reports — View detailed information about Web and EDI transactions submitted for the entire organization.

VALUE-ADDED SERVICES Enroll or set up your organization with value-added services from Availity such as patient payments, electronic remittance advice (ERAs), and more.

Request a demo today and see how the Portal can help your organization streamline claims submission and get real-time access to multiple payers. Availity.com