

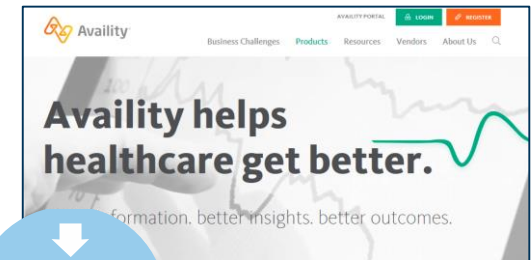


Welcome to the Availity Portal

Overview and highlights

Availity overview

Use the Availity Portal to get the tools and real-time information exchange you need to drive measurable and meaningful organizational improvements and enjoy the vitality of a healthy business. Best of all, health care providers can use a single login to access multiple health plan providers at **no cost**.

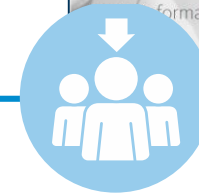


Availity helps you:



Improve:

- Administrative efficiency
- Payments and collections
- Regulatory compliance



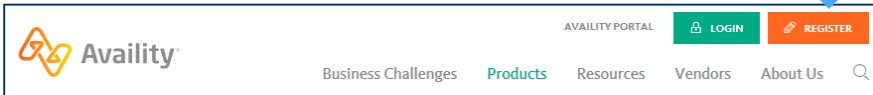
Reduce:

- Administrative costs
- Revenue cycle complexities
- Abrasion between plans and providers

Registering to use Availity

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

- Go to <https://www.availity.com> and select **REGISTER**.



- After your registration is finished, you can log in to verify patient eligibility and benefits, submit claims, track remittances, and more.

- Accept privacy and security statements. Accept a confidentiality agreement.
- Create a new password:
 - It's important you don't share your user ID or password with others.
- Verify your email address.

After you complete the steps above, you'll receive a verification email. Select the link in the email to complete registration.

Need help with registration?
[Watch a quick demo.](#)

Right select and
open the hyperlink.

Availity navigation basics

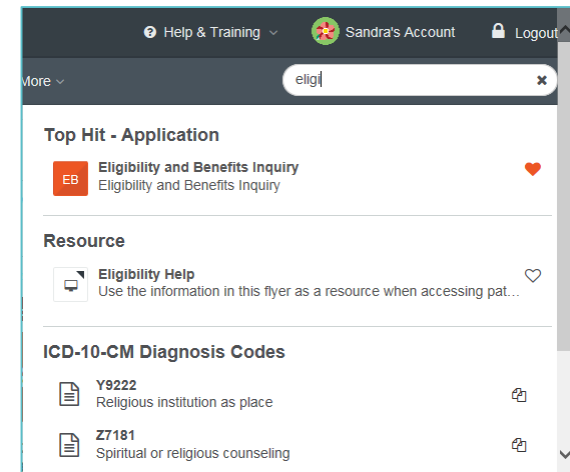
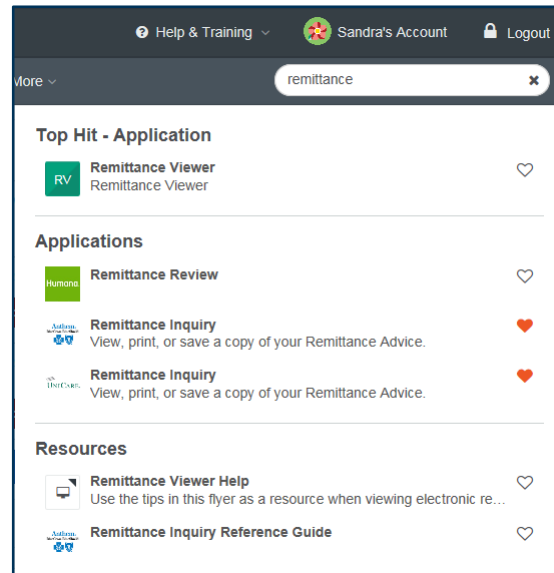
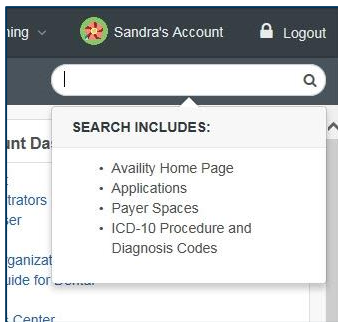
Top navigation highlights

- Use persistent top navigation options to search (a), manage favorites (b), and access help, training and support options (c).

The screenshot displays the Summit Community Care user interface. The top navigation bar includes the Avality logo, Home, Notifications (4), My Favorites (b), Help & Training (c), Sandra's Account, and a Logout button (a). Below the navigation bar, there are several sections: a Notification Center with three notifications, a My Account Dashboard with links for My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center; a My Top Applications section with four tiles: EB (Eligibility and Benefits Inquiry), MA (Medical Attachments), PC (Professional Claim), and A&R (Authorizations & Referrals); and a Question of The Week section with the question: "How many authorizations/precertifications do you submit per week?". A promotional banner for "Sign up for Patient Payments today" with a "\$150 Activation Bonus" is also visible.

Search

- Type keywords in the *Search* window to locate items on the home page, across applications and in *Payer Spaces*. Select an item to quickly jump to it. Select a heart icon to mark an item as a favorite.
- The search results also include ICD-10 procedure and diagnosis codes. Select the copy icon to copy a code to your computer's clipboard.



My Favorites

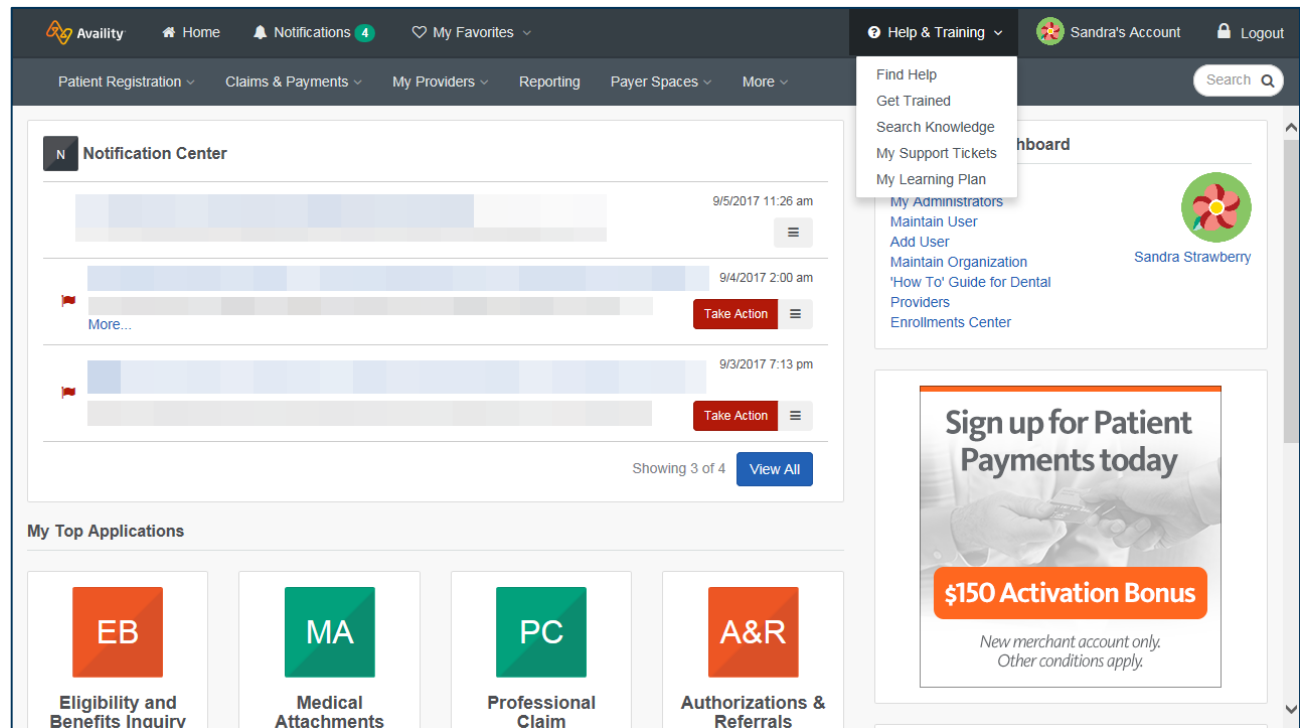
- Select **My Favorites** (a) to quickly access and manage tools you have marked as favorites.
- To mark a favorite tool, select the heart icon (b).

The screenshot displays the Summit Community Care user interface. At the top, there is a navigation bar with 'Home', 'Notifications 4', and 'My Favorites'. Below this is a secondary navigation bar with categories like 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is divided into several sections: 'Claim Status & Payments', 'Claims', 'Manage File Transfers', and 'Patient Payments'. Each section contains a list of tools, some with heart icons indicating they are favorites. A callout box labeled 'a' points to the 'My Favorites' dropdown menu, which is open and shows a 'Manage My Favorites' option and a list of favorite tools including 'Eligibility and Benefits Inquiry', 'Professional Claim', and 'Remittance Inquiry'. Another callout box labeled 'b' points to a heart icon next to a tool in the 'Claims' section. A third callout box labeled 'b' points to a heart icon next to the 'Remittance Inquiry' tool in a separate panel at the bottom right, which also contains other favorite tools like 'Clear Claim Connection', 'Fee Schedule', and 'Patient360'.

Help & Training

Select **Help & Training** and then select:

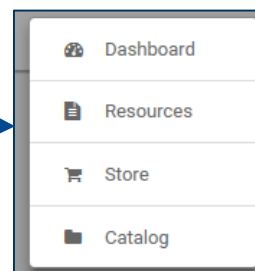
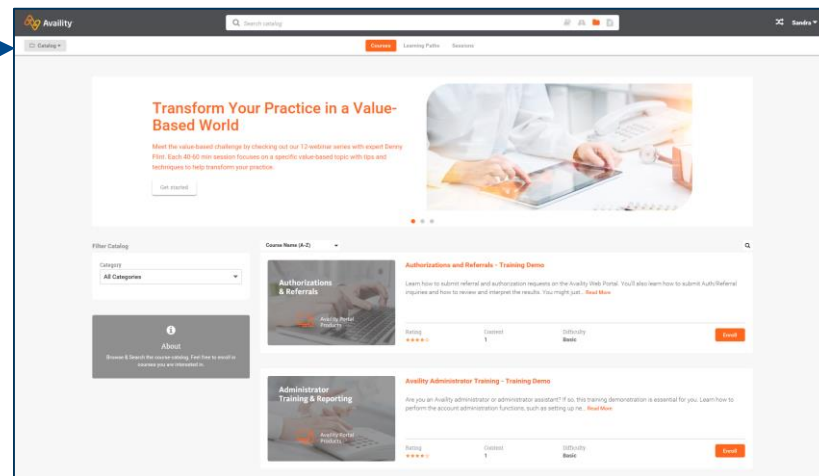
- **Find Help.**
- **Get Trained.**
- **Search Knowledge.**
- **My Support Tickets.**
- **My Learning Plan.**



The screenshot displays the Avallity user interface. At the top, the navigation bar includes the Avallity logo, Home, Notifications (4), My Favorites, and a Help & Training dropdown menu. A blue arrow points to the Help & Training dropdown, which is open, showing options: Find Help, Get Trained, Search Knowledge, My Support Tickets, My Learning Plan, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center. The main content area features a Notification Center with three notifications, each with a 'Take Action' button. Below this is a 'My Top Applications' section with four tiles: EB (Eligibility and Benefits Inquiry), MA (Medical Attachments), PC (Professional Claim), and A&R (Authorizations & Referrals). On the right side, there is a user profile for Sandra Strawberry and a promotional banner for a '\$150 Activation Bonus' for new merchant accounts.

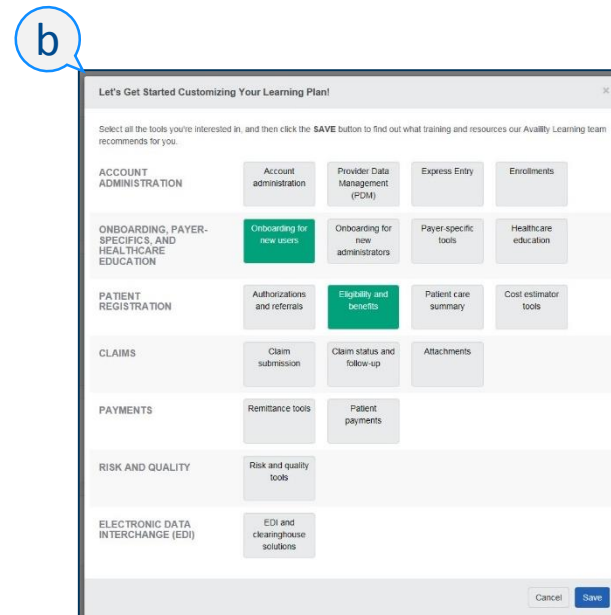
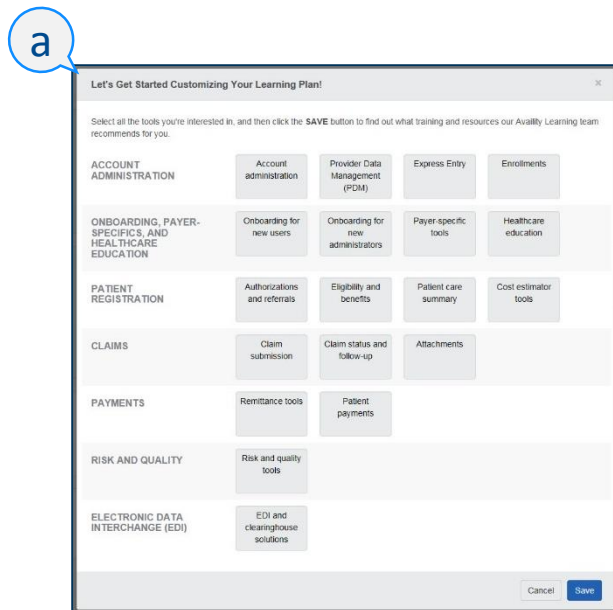
Get Trained

- When you select **Help & Training | Get Trained**, the Availity Learning Center (ALC) opens in a new browser tab and you'll land in the *Catalog*.
- Click the list for other options, including:
 - **Dashboard:** access your courses
 - **Resources:** access PDFs, tours and URLs to additional resources
 - **Catalog:** search by keyword or category to enroll for free training
 - **Store:** search by keyword or category to add health care education courses to your cart



My Learning Plan — set it up

- Select **Help & Training | My Learning Plan**, and you'll land on a tool that displays on top of your *My Account* page (a).
- To customize your learning plan, select options and select *Save* (b).



My Learning Plan — use it

- Select topics in the *My Learning Plan* section (a) on your *Account* page to display more information in a new browser window (b).
- In a topic, choose a hyperlink to go straight to a related course in the ALC.

The image shows a screenshot of the Avality 'My Account' page. The page is titled 'My Account' and features a user profile for 'Sandra Strawberry'. The main content area is divided into several sections: 'About Me' (My Avatar, My Password and Security, My Administrators, My Info), 'My Training' (Take your Avality learning to the next level with the Avality Learning Center's: Complementary & Premium Training Courses, HIPAA Training Courses), 'My Enrollments' (Enrollments Center), 'My Learning Plan' (Quick Reference Topics, Onboarding for new users, Eligibility and benefits), and 'My Providers' (Express Entry, Provider Data Management). A blue callout bubble labeled 'a' points to the 'My Learning Plan' section.

Overlaid on the right side of the screenshot is a browser window titled 'Eligibility and Benefits - Internet Explorer'. The window displays the 'ELIGIBILITY AND BENEFITS' page, which includes sections for 'Get trained', 'Use the tools', and 'Save time'. A blue callout bubble labeled 'b' points to the top right corner of the browser window.

Menu options

- Use persistent top navigation to use menu options.

The screenshot displays the Availity user interface. At the top, there is a dark navigation bar with the Availity logo, a Home icon, a Notifications bell with a '4' badge, and a My Favorites heart icon. On the right side of this bar are links for Help & Training, Sandra's Account, and Logout. Below this is a secondary navigation bar with dropdown menus for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the far right of this bar.

The main content area is divided into several sections:

- Notification Center:** A list of notifications with dates and times (e.g., 9/5/2017 11:26 am, 9/4/2017 2:00 am, 9/3/2017 7:13 pm). Each notification has a 'Take Action' button and a menu icon.
- My Account Dashboard:** A sidebar on the right containing links for My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center. It also features a profile picture of Sandra Strawberry.
- My Top Applications:** A row of four application tiles: EB (Eligibility and Benefits Inquiry), MA (Medical Attachments), PC (Professional Claim), and A&R (Authorizations & Referrals).
- Sign up for Patient Payments today:** A promotional banner offering a \$150 Activation Bonus for new merchant accounts.
- Question of The Week:** A section with the question: 'How many authorizations/precertifications do you submit per week?'

At the bottom left, there is a 'News and Announcements' section.

Payer Spaces

A closer look at where you go to find tools

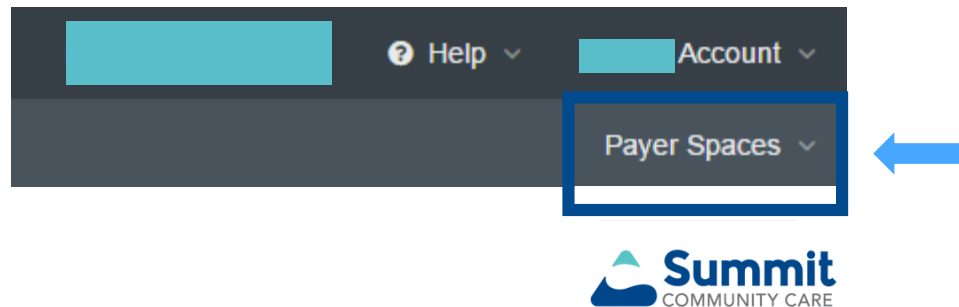
Payer Spaces

The screenshot displays the Avallity web application interface. At the top, a dark navigation bar includes the Avallity logo, Home, Notifications (3), My Favorites, Kentucky, and Help & Training. Below this, a secondary navigation bar contains Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces (highlighted with a blue box and arrow), and More. The main content area features a large blue box with the text "You will see welcome message and brand here" and a photograph of a doctor examining a young girl. Below this, there are several tool cards:

- Applications** (selected), Resources, News and Announcements (1), Sort by A-Z
- Claims Status Listing**: Retrieve a list and status of the claims you've submitted.
- Clear Claim Connection**: Research procedure code edits and receive edit rationale.
- Education and Reference Center**: Locate important policies, forms and educational resources.
- Patient360**: Access member-centric clinical and case management data.
- Precertification Look Up Tool**: Check if preauthorization is required for your Medicaid or Medicare patients.

How to access Payer Spaces

- Select **Payer Spaces**, located on the right side of the top menu bar in Availability.
- Choose the Summit Community Care tile from the drop down menu.



Payer Spaces landing page

- Availity administrators and assistants can assign roles to users needing access to the applications.

The screenshot shows the Payer Spaces landing page. A blue box in the top left corner contains the text: "You will see welcome message and brand here". A callout box on the right lists menu options: Applications, Resources, and News and Announcements. A blue box highlights the navigation menu at the bottom, which includes "Applications", "Resources", and "News and Announcements" (with a notification icon). The main content area features five cards: "Claims Status Listing", "Clear Claim Connection", "Education and Reference Center", "Patient360", and "Precertification Look Up Tool".

You will see welcome message and brand here

Menu options:

- Applications
- Resources
- News and Announcements

Applications Resources News and Announcements **1** Sort by A-Z

Claims Status Listing
Retrieve a list and status of the claims you've submitted.

Clear Claim Connection
Research procedure code edits and receive edit rationale.

Education and Reference Center
Locate important policies, forms and educational resources.

Patient360
Access member-centric clinical and case management data.

Precertification Look Up Tool
Check if preauthorization is required for your Medicaid or Medicare patients.

Remittance inquiry — details

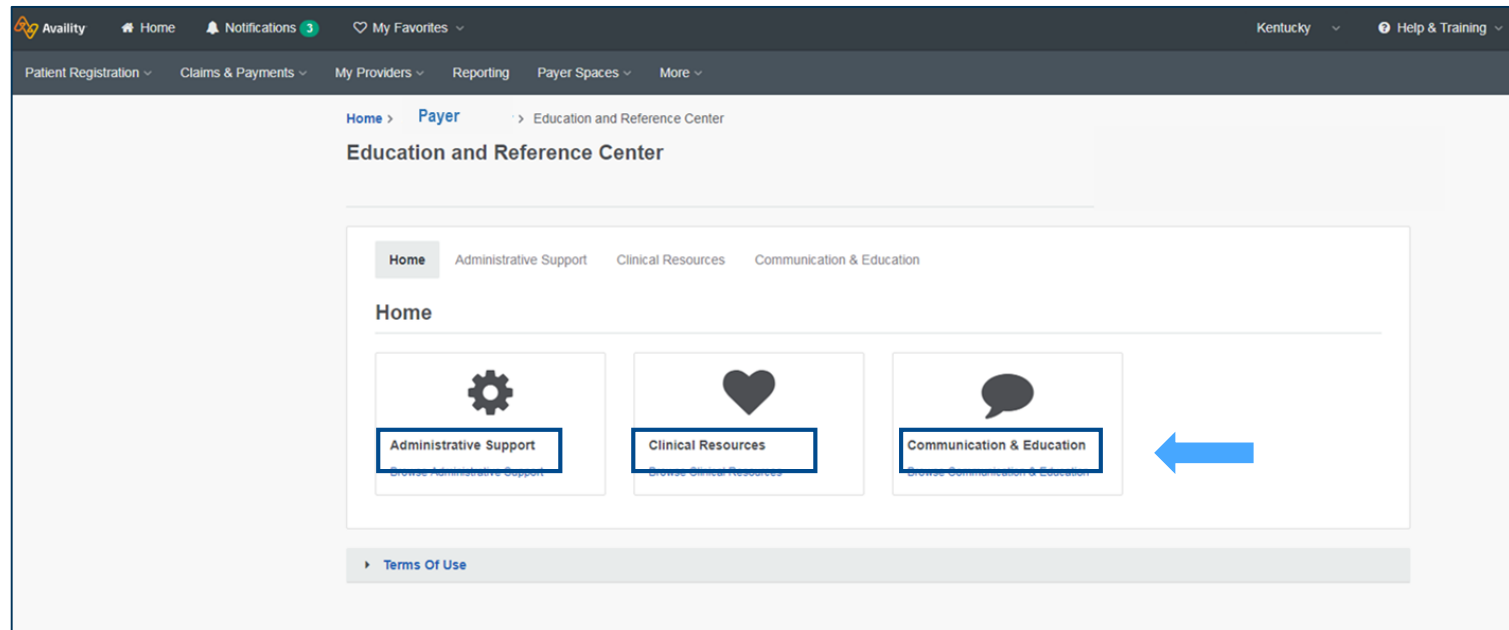
- Remit images are available for most Summit Community Care members.
- Images can be saved to the user's computer or printed.
- You can view past remittances back 15 months.
- Access to view online remittances is associated with the roles of claims or claim status.

Education and Reference Center application

- The Education and Reference Center is where you can locate important forms, policies and educational resources.
- Here you can view categories that may include *Administrative Support*, *Clinical Resources*, and *Communication & Education*.
- Provider users don't need a role assignment in Availity to access the Education and Reference Center.

Education and Reference Center

- You may select from the highlighted links for the listing of additional documents.

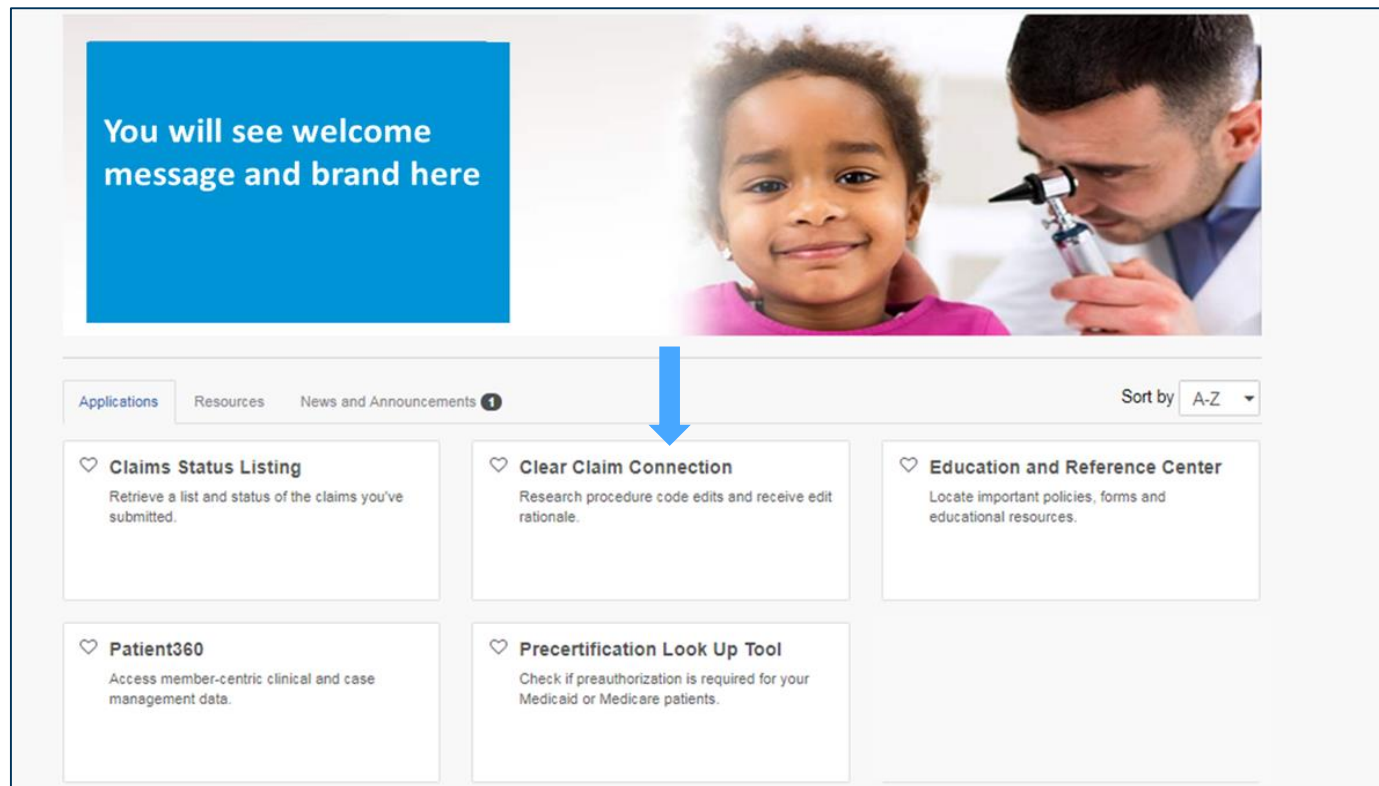


Clear Claim Connection™

- The Clear Claim Connection is a tool for evaluating clinical coding information.
- It provides information according to the claim editing system logic on the date of the provider's inquiry.
- Providers must review and accept the terms and condition of use prior to review of data.

Clear Claim Connection (cont.)

- Select **Applications**, then select **Clear Claim Connection** to open.





Clear Claim Connection (Cont.)


- Make a selection for the *Organization*, *Tax ID* and *Line of Business* drop downs.





Clear Claim Connection




Organization 

Select an Organization 

Tax ID 

Select a Tax ID 

Line Of Business

Select a Line of Business 

[Terms Of Use](#)

Clear Claim Connection (cont.)

Clear Claim Connection™ Disclaimer:

1. Clear Claim Connection is intended as a tool for evaluating clinical coding information and is not a guarantee of a member eligibility or claim payment. Clear Claim Connection will provide information according to the claim editing system logic in place on the date of the provider's inquiry. Clear Claim Connection is not date sensitive for the claim date of service.
2. For additional information, including claim specific information, please contact your local Customer Service Representative.

Clear Claim Connection™ Terms and Conditions

1. Customer discloses its code auditing rules and associated clinical rationale to Providers via an internet-accessible software tool (the "Software") licensed from McKesson Information Solutions ("Licensor"). Customer provides access to the Software to


Reject

Accept

▶ [Terms Of Use](#)

Select **Accept** to continue.

Clear Claim Connection (cont.)



Clear Claim Connection™

[McKesson Edit Development](#) | [Glossary](#) | [About](#) | [Help](#) | [Logoff](#)

Claim Entry

Gender: Male Female **Specialty:**
Date of Birth: / / (mm/dd/yyyy)
Member State:
Provider State:
ICD Code Set:

DX 1	DX 2	DX 3	DX 4	DX 5
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Click grid to enter information.

* For quick entry, use your Down Arrow key after you enter a Procedure Code. Date of Service will default to today's date, and Place of Service will default to 11 (Office). Tabbing through Date of Service and Place of Service will give you the same defaults.

Line	Procedure	Mod 1	Mod 2	Mod 3	Mod 4	Date of Service	Place of Service
1	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	-- select --
2	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	-- select --
3	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	-- select --
4	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	-- select --
5	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	-- select --

Add More Procedures >>

Clear Claim Connection (cont.)

Clear Claim Connection™

McKesson Edit Development

Claim Audit Results

Gender:
Date of Birth:
Member State:
Provider State:
ICD Code Set:

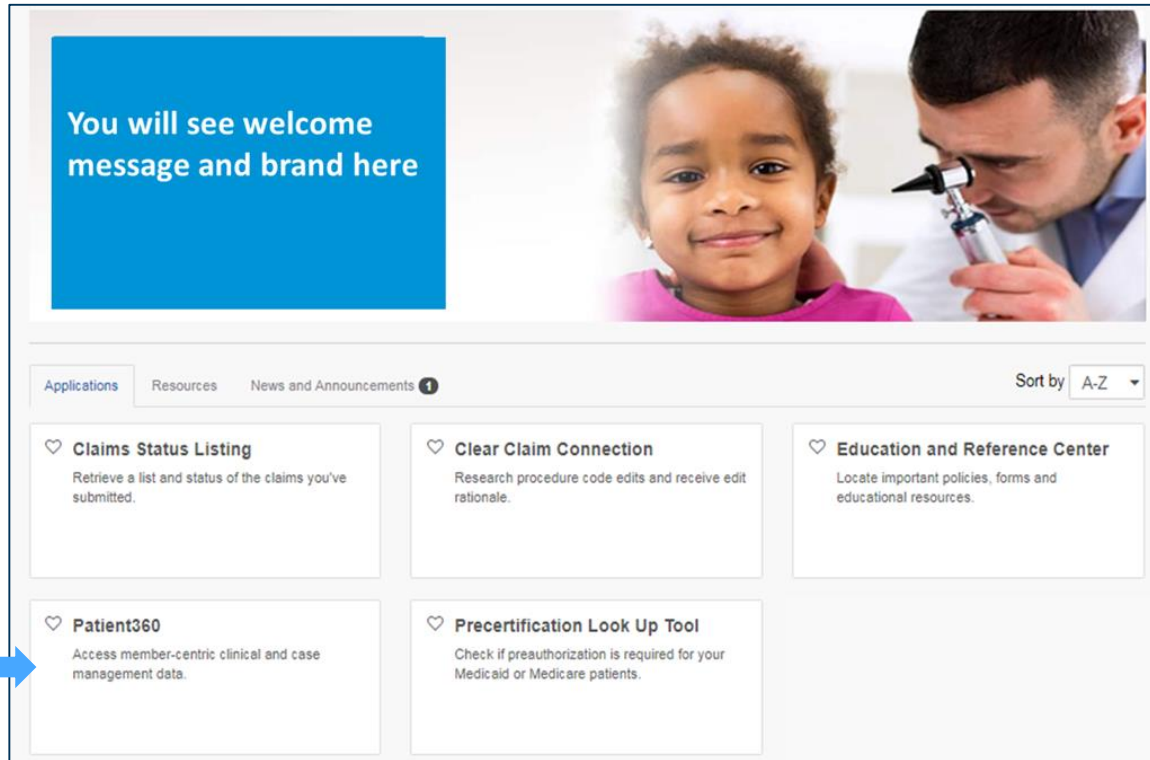
DX 1	DX 2	DX 3	DX 4	DX 5

Click on recommendation of "Disallow" or "Review" to obtain clinical edit clarification.

Line	Procedure	Description	Mod 1	Mod 2	Mod 3	Mod 4	Date of Service	Place of Service	Payment RVU	Pay %	Recommend
1	99212	OFFICE/OUTPATIENT VISIT EST					5/3/2018	11 (Office)	1.24	100	Allow

The results displayed do not guarantee how the claim will be processed.

Patient360



- You can access Patient360 through *Payer Spaces*.
- Select **Applications**, then select **Patient360** to open.

Patient360 (cont.)

- Patient360 is a read-only dashboard that gives instant access to detailed member information including:
 - Demographic information.
 - Care summaries.
 - Claims details.
 - Authorization details.
 - Pharmacy information.
 - Care management related activities.

Patient360 (cont.)

- To assign a user access to Patient360, the role assignment is under *Clinical Roles*.
- Availity Patient360 role assignment:
 - Add User (new user setup)
 - Maintain User (editing user roles)

Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)	Permissions What is this?
User Roles		
<input checked="" type="checkbox"/>	Base Role	More Info
<input type="checkbox"/>	Authorization and Referral Inquiry	More Info
<input type="checkbox"/>	Authorization and Referral Request	More Info
<input type="checkbox"/>	Claim Status	More Info
<input type="checkbox"/>	Claims	More Info
<input type="checkbox"/>	Code Edit Simulator	More Info
<input type="checkbox"/>	EDI Management	More Info
<input type="checkbox"/>	Eligibility and Benefits	More Info
<input type="checkbox"/>	Express Entry	More Info
<input type="checkbox"/>	Medical Staff Humana	More Info
<input type="checkbox"/>	New Eligibility and Benefits	More Info
<input type="checkbox"/>	Physician	More Info
<input type="checkbox"/>	Provider Data Management	More Info
<input type="checkbox"/>	Provider Fee Schedule	More Info
<input type="checkbox"/>	Provider Online Reporting	More Info
<input type="checkbox"/>	Referral Coordinator	More Info
Clinical Roles		
<input type="checkbox"/>	Patient Care Summary	More Info
<input checked="" type="checkbox"/>	Patient360	More Info

Patient360 (cont.)

Patient360

Organization

Tax ID

a Express Entry

NPI

Patient ID
Type ID exactly as it appears on members id card

Patient First Name

Patient Date Of Birth

To access Payer Spaces:

- Complete all fields.
- If the Availity administrator loaded NPI in *Express Entry*, select from the drop down. If not, type the NPI in the field (a).
- To continue, scroll down and select your response to the Service Terms and Conditions (b).

Patient360 Disclaimer

Access, use, or disclosure of information related to certain sensitive medical services is strictly limited by federal and state laws. Such information may only be accessed, used, or disclosed by Patient360 users with the authorization of the patient or for treatment purposes.

Patient360 Sensitive Services Terms and Conditions

By choosing to continue with sensitive information, you are certifying that you are accessing sensitive service information with the express written authorization of the patient, or his/her parent or guardian, or that in your professional judgment such information is needed for treatment purposes. Please note certain information, such as substance abuse disorder information is not available within Patient360.

b I wish to continue without Sensitive Information.

I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.

Patient360 application

Two, Testcase

Address N/A
City / State
Zip

Age / Gender 40
DOB
Home Phone N/A
Work Phone N/A

Medicaid ID N/A
Medicare ID N/A

Member Care Summary | **Claims** | Utilization | Pharmacy | Care Management | Episodic Viewer

Date Range: Oct 13, 2016 to Jul 13, 2017

Active Alerts		
Source	Description	Type
No alerts found		

Immunizations & Preventive Health		
Date	Service	Provider
No immunizations found		

Lab Results			
Date	Type	Value	Acuity
No lab results found			

Inpatient			
Admit Date	Discharge D	Facility Name	Primary Diag
No inpatient data			

Emergency Department		
Date	Facility Name	Primary Diagnosis
No data found		

Pharmacy		
Date	Medication/Strength	Prescriber
No pharmacy data		

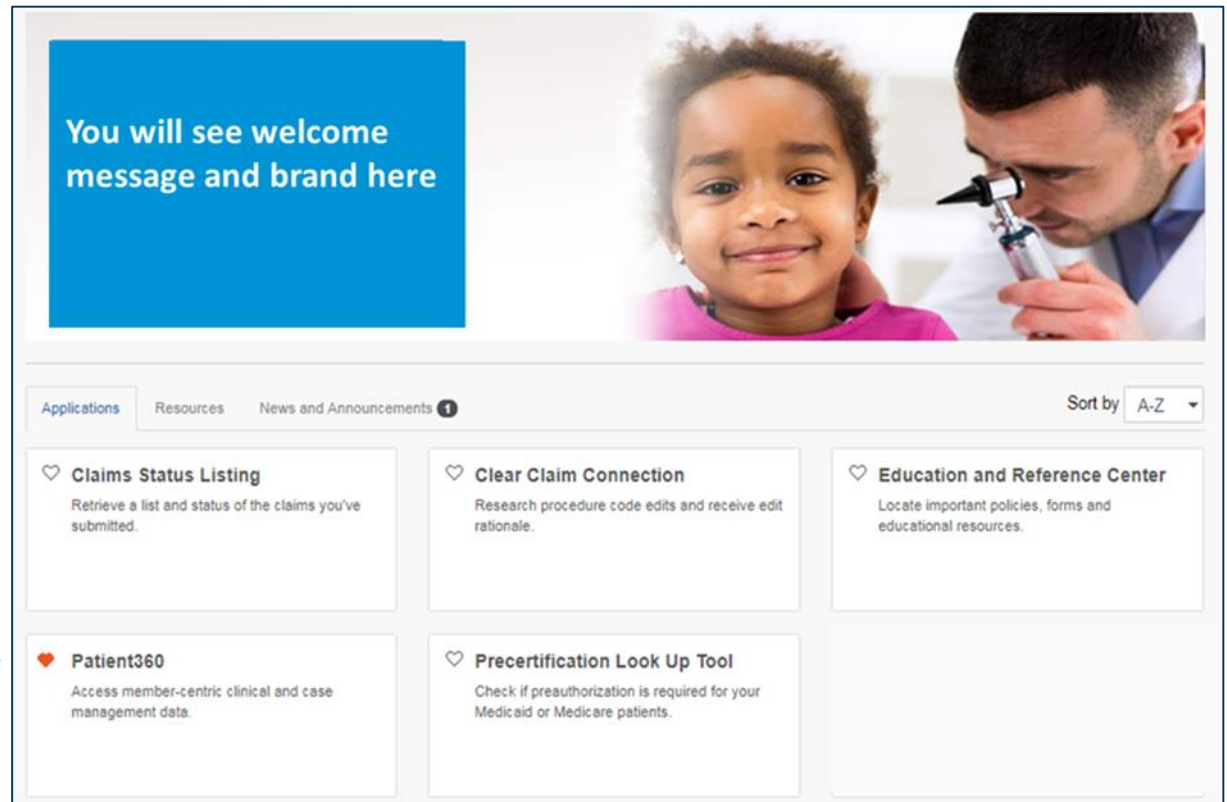
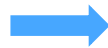
Authorizations					
Auth Number	Start Date	End Date	Place of Service	Referred To Provider	Status
No authorizations found					

Office Visits		
Date	Provider	Primary Diagnosis
No office visits found		

Tips and troubleshooting

Favorites

Selecting the heart next to a tool allows that tool to be saved as favorite.

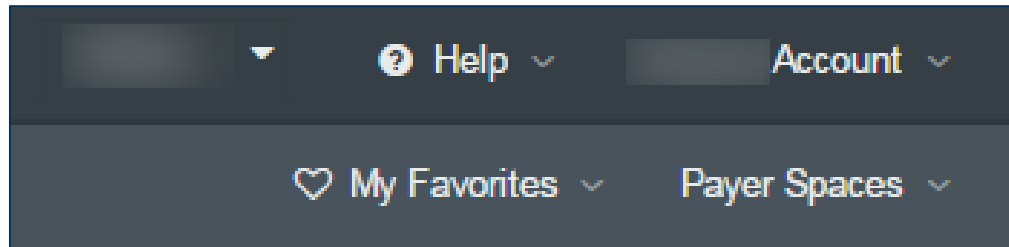


You will see welcome message and brand here

Applications Resources News and Announcements **1** Sort by A-Z ▾

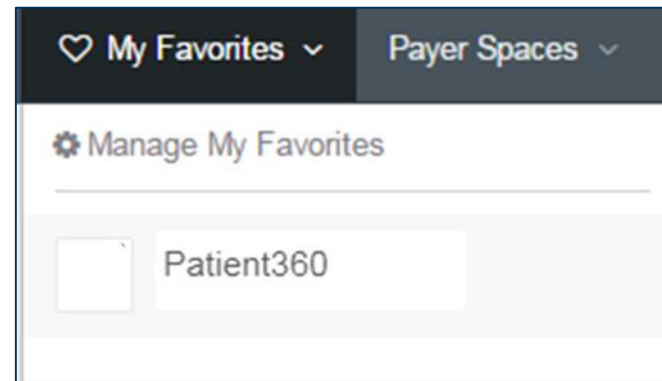
- ♥ **Claims Status Listing**
Retrieve a list and status of the claims you've submitted.
- ♥ **Clear Claim Connection**
Research procedure code edits and receive edit rationale.
- ♥ **Education and Reference Center**
Locate important policies, forms and educational resources.
- ♥ **Patient360**
Access member-centric clinical and case management data.
- ♥ **Precertification Look Up Tool**
Check if preauthorization is required for your Medicaid or Medicare patients.

Favorites (cont.)



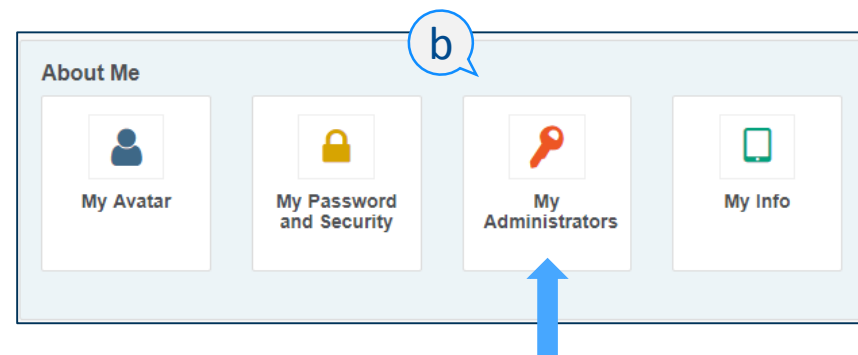
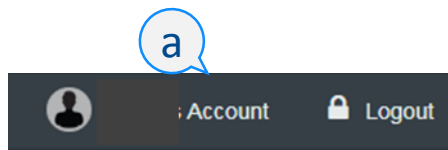
Once saved, navigate to **My Favorites** on the upper-right side of the Availity home page.

From the *My Favorites* drop-down box, users can quickly and easily access the tools they use most.



Troubleshooting tips

- If a user is not seeing a tool they think they should, they should contact their administrator.
- If they do not know who their administrator is, point them to the following:
 - Go to the *Account* section located in the navigation bar (a).
 - In the *About Me* section, select **My Administrators** (b).





All services referenced in this material are funded and provided under an agreement with the Arkansas Department of Human Services.