Availity Enrollment

May 3, 2023

Dr. Maddison Schuller, PharmD
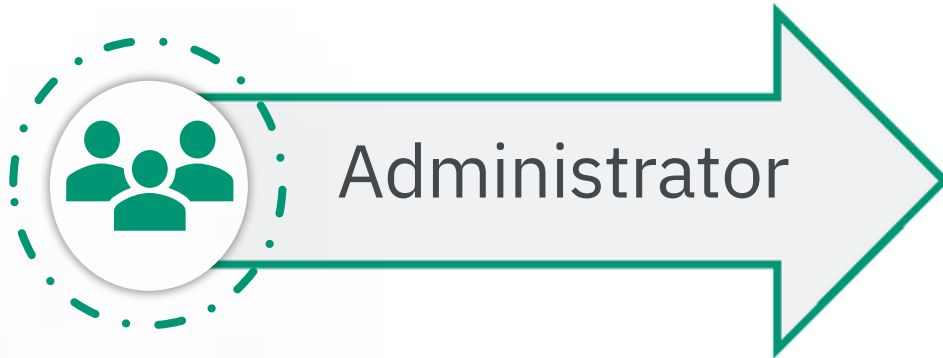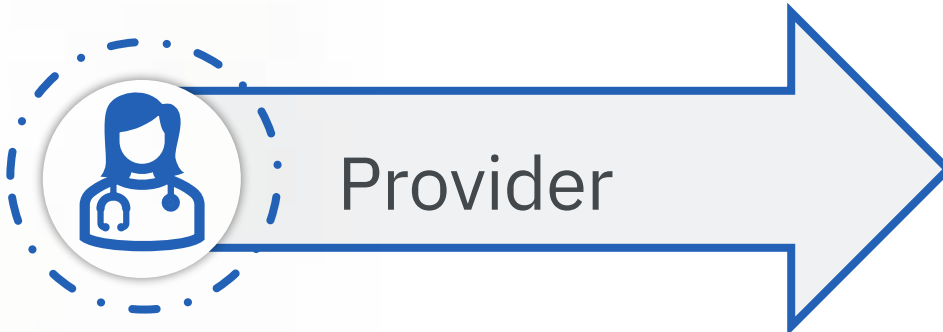
Register and Get Started for Arkansas BlueCross BlueShield Pharmacy Providers

How to register a Provider Organization on Availity Essentials

October 2022

Availity Essentials terms

Administrator → Individual who accesses Availity Essentials to register an organization, add new users, administrative duties for the organization, and other tasks.

Provider → Individual or organization that provides healthcare services and products.

Organization → Business or entity that manages day-to-day operations.

Download registration quick reference guides

Are there tips for registering for Availity Essentials?

Yes, there are quick guides! Check out the quick reference guides linked to the right.

- Availity Essentials Registration for Health Care Providers
- Availity Essentials Registration for Billing Services
- Infographic for New Users Who Register with Availity
- Infographic for Availity Essentials Login Process and Your Data Privacy
- Infographic for Availity Essentials Login Process for Primary Admins

Availity Essentials Supported Internet Browsers

Google Chrome

Mozilla Firefox

Microsoft Edge

Allow for pop-ups.

Remember to clear your temporary internet files often and allow pop-ups from:

- Availity Essentials: apps.availity.com

- Availity website: www.availity.com

- Availity Learning Center (ALC): https://availitylearning.learnupon.com

- Or any third-party websites accessed from Availity Essentials, such as a payer's website

Important Notes about Using Availity Essentials

Secure

Compliant

Multi-payer

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

Registering for Essentials also gives you options to set up EDI Gateway, batch, and FTP services (or transactions).

Select Register at the top of Availity.com

Select an organization type

Select this option if you are a healthcare provider.

If you are a healthcare provider – i.e., physician practice, mental health provider, specialist, medical transportation service, or non-physician provider – click below to register. Questions about registering? Join us for a live webinar or explore other registration resources on our training microsite.

Register

If you are a medical billing services company, select this option.

If your business submits claims or other transactions on behalf of one or more providers (provider groups) – click below to register. Questions about registering?

Billing Services

Create an account

Create a password and select a primary region

Select Continue

Select security questions

Enter answers for security questions

Verify your information and select Create Account

Check inbox for verification email

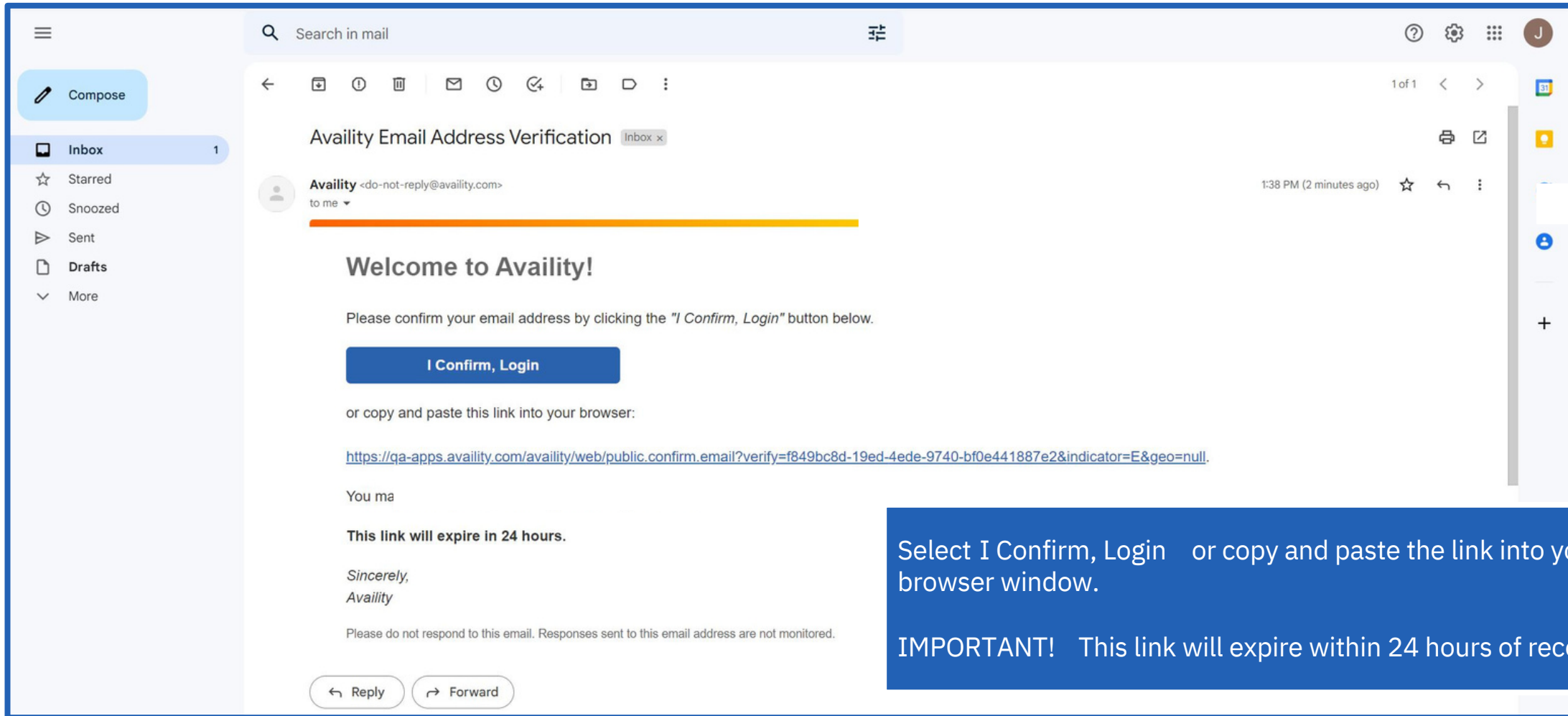Please check your inbox and confirm your email address.

A verification email has been sent to your inbox. Please locate this email and verify your email address to create your Availity account.

Already have an account?
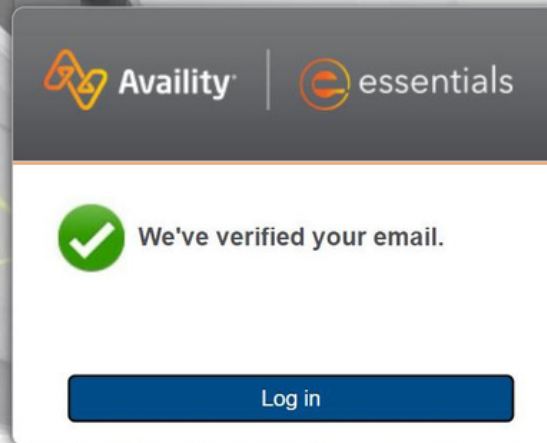
Log In

Availity

Verify email within 24 hours of receipt

Select I Confirm, Login   or copy and paste the link into your browser window.

IMPORTANT!   This link will expire within 24 hours of receipt.

Select Log in after verifying email

Log in with your newly created User ID and Password

Setup 2-step authentication

Name your device and enter a phone number

What's 2-step authentication?

2-step authentication is an extra layer of security designed to make sure you're the only person who can access your account, even if someone else knows your password.

With 2-step authentication, when you log in, you'll be asked for two pieces of information: your username and password combination, plus a six-digit code that will be sent to you.

🅰 Get answers to common questions. ⤢

2-Step Authentication

Set up 2-step authentication

If we detect unusual activity with your account, we will send you a code.

How would you like to receive your code? ❓

○ Use the Google Authenticator app to generate the code

◉ Text me the code

○ Call me with the code

Device Name (Helps identify your phone, tablet or computer) ❓

> MyPhone

Device Phone Number

>

My organization requires a different authentication method. ❓

Continue

Verify phone number and select Continue

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📄 Get answers to common questions. ↗

2-Step Authentication

We will text you with your code at this number:
(555) 555-5555

NOTE: Standard text message and data rates may apply.

Call me instead.   Back   Continue

Enter the verification code and select Verify Code

Availity

✓ — 2 — 3
Start — Set up 2-step authentication — Complete

What's 2-step authentication?

2-step authentication is an extra layer of security designed to make sure you're the only person who can access your account, even if someone else knows your password.

With 2-step authentication, when you log in, you'll be asked for two pieces of information: your username and password combination, plus a six-digit code that will be sent to you.

📄 Get answers to common questions. ⬚

2-Step Authentication

Verify your account

We've sent a code to **5555**. For added security, we require that you enter this code to access your account.

You have **10** minutes to enter your code.

Code

263979

☑ Trust this browser and device (Uncheck if on a public or untrusted device) ❓

[Go Back] [Resend Code] [Verify Code]

You're all set!

Confirmation

You're all set!

Thanks for protecting your account. To update your 2-Step Authentication methods or retrieve an updated list of backup codes:

1. **From the homepage, open My Account**
2. **Click the Security tab.**
3. **Click Update 2-Step Authentication.**

Add Another Device   Continue

Select Manage My Organization

Select Take me to Identity Verification

Select your Identity verification preferred method

Manual Verification
Verify Identity Manually

Takes days to weeks to complete

- By mail; items may be lost or stolen in the mail resulting in delays.
- Delayed processing; you will have to wait for your documents to reach their destination before processing can begin.
- Requires a printer; you will be required to print out your application.
- Requires a notary; you will be required to have your application notarized or it will be denied.

Online Verification
Verify Identity Online

Takes only minutes to complete

This option is preferred by the majority of the users registering for our platform.

- ✔ Online verification is simple, safe, and secure.
- ✔ Real time processing allows you to be on your way in minutes.
- ✔ Paperless, eliminate unnecessary waste.
- ✔ Online verification will be digitally notarized.

Manual ID Verification Steps

Manual ID verification longer to verify and therefore your organization application will take longer to approve. Manual ID verification requires a notarized signature.

Manual ID verification page

Identity Verification

Verifying Your Identity Manually

Please double check and verify the information below is correct. We will use this information to pre-fill your identity verification application.

Legal First Name

Legal Last Name

Date of Birth ❓

mm/dd/yyyy

What do you do the most?

Select... ⌄

Personal Phone Number ❓

Extension

Phone Type

Select... ⌄

Additional instructions regarding next steps are included in the PDF that will be sent to:

ExampleProvider@email.com

Back   Continue

Manual ID verification email with pdf

Manual ID verification pdf form

Online ID Verification Steps

Online verification will be quicker than manual verification and there is no notarization required for online ID verification.

Complete online ID verification page

What's Identity Verification?

It's important for us to keep your patients' health information safe. This means asking you some questions to make sure you are who you say you are before you can access certain areas of the portal.

📄 Get answers to common questions.

Identity Verification

Make sure your contact information is up to date.

> Please take a moment to enter in your information, not the provider's. It is important that we know how to contact you if there are any changes with the account or if you request our help with an issue.

Legal First Name

Legal Last Name

☐ I'd like to use my nickname and not my legal name for this account.

Date of Birth ❓ What's this used for?

mm/dd/yyyy

What do you do the most?

Select...

Personal Phone Number ❓   Extension   Phone Type

Select...

Review Identity Verification page and select Continue to start identity quiz

What should I expect?

When you take the verification quiz, you'll be asked a series of questions based on the information we could gather about you from public databases.

📄 Get answers to common questions. ↗
📄 Consejos para usuarios en Puerto Rico. ↗

Identity Verification

Verify your identity.

For your security, we must verify your identity through a series of questions based on the information you previously provided.

Important

Please start your verification quiz when you won't be interrupted. When you continue, you'll have a limited amount of time to finish.

[Back] [Continue]

IMPORTANT!   Be sure to have uninterrupted time before continuing with the identity quiz.

Answer ID verification quiz questions and receive success message!
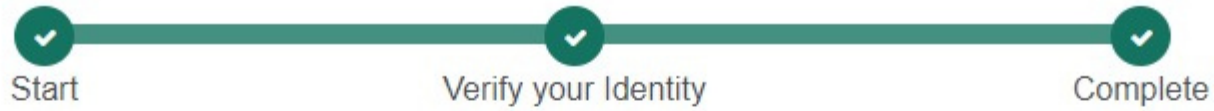
Availity

Start — Verify your Identity — Complete

What's Identity Verification?

It's important for us to keep your patients' health information safe. This means asking you some questions to make sure you are who you say you are before you can access certain areas of the portal.

📄 Get answers to common questions.

Confirmation

✅ You're all set!

[Continue]

Organization Registration Steps

Review step #1

Review step #2

Select Register a Provider/Billing Service

Organization Registration Step #1

Enter your information as the organization's administrator:

1. Preferred Name
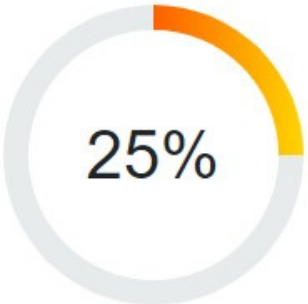2. What you do the most?
3. Personal Phone number
4. Phone Type

Organization Registration Step #2

Organization Registration Step #3

Enter information about your organization:

1. Organization Name
2. Tax ID
3. Type
4. Organization's NPI
5. Select the box identifying you agree to be the administrator for the organization.
. SelectNext

25%

COMPLETE

What's Next? Organization Service Information

What's an Availity organization administrator?

As the administrator for your organization, you are responsible for creating a user account for each user in your organization. When creating a user account, you will assign it the appropriate roles based on that user's job function

Tell us about your organizat

What type of organization are you registering?

> Healthcare Provider or Health Service Provider   ①

Organization Name
Enter the name of the company you work for.

Tax ID   ②

EIN   ③

☐ This organization is an atypical provider and does not provide healthcare, as defined under HIPAA in Federal regulations at 45 CFR section 160.103.

Organization's NPI
If you have an both individual (entity type 1) and organization (entity type 2) NPIs, enter the organization's NPI.   ④

☐ I agree to be one of the administrators for this account, and I have the organization's authority to, and do, accept Availity's Organization Agreement.   ⑤

Back   Next   ⑥

Organization Registration Step #5

Enter the Organization's Primary Service Location information.

1. Street Address
.   City
2. State
.   Zip/Postal Code
3. Select the box if the billing and primary service location are the same
4. Organization Phone Number

Organization Registration Step #6

What's Next? Check verification

What's a taxonomy code?

Taxonomy codes are administrative codes for identifying the provider type and area of specialization for healthcare providers. Each taxonomy code is a unique ten character alphanumeric code that enables providers to identify their specialty at the claim level.

☑ Billing and primary service location addresses are the same

Organization Phone Number   Extension

Taxonomy and Specialty

Primary Specialty/Taxonomy **①**

Select...

Additional Specialties/Taxonomies Optional **②**

Select...

It's okay to select more than one.

Payers' Regions **③**

This organization is contracted in the following states:

Select...

☐ We need to securely exchange batches of EDI files with payers using Availity's SFTP.
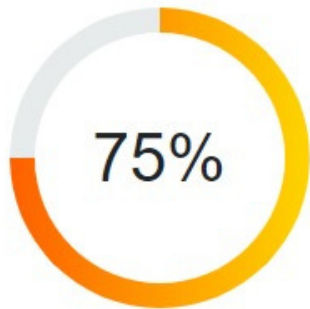
Back   Next

④

Organization Registration Step #7

If you have a recent payment from one of the payers, select the payer from the drop-down.

NOTE:

The payers listed will vary based on the regions you entered in the previous step. This is an optional step and not required. Select None of these if you do not have payment information from one of the listed payers.

1. Payer dropdown

Organization Registration

MY REGISTRATION IS

75%

COMPLETE

What's Next? Review Organization

What might delay us in creating this organization account?

Time Saver Tip

Expedite your organization account's setup

Did you know all organizations go through an extensive approval process that from 24 hours to a couple weeks?

One way to expedite approval is by providing check or EFT information from payers. The check or EFT must have been issued between **01/08/2022** and **0**

Payer

Don't have a check or EFT from the payers listed? Select 'None of these'.

① Select... ⌄

Back   Next

Organization Registration Step #7, cont'd

75%

COMPLETE

What's Next? Review Organization

What might delay us in creating this organization account?

We can create most organization accounts in less than 24 hours. With check validation, it's even quicker. However, delays can occur if your organization's information matches another's on file, or if we have trouble verifying your identity.

from 24 hours to a couple weeks?

One way to expedite approval is by providing check or EFT information from payers. The check or EFT must have been issued between **01/08/2022** and **0**

Payer

Don't have a check or EFT from the payers listed? Select 'None of these'.

> Payer

Primary Tax ID

(1) 111222333

Check/EFT Trace Number

(2)

Check/EFT Amount

(3) $00.00

Check/EFT Date (MM/DD/YYYY)

(4) mm/dd/yyyy

Back   Next   **(5)**

Enter the payment information.

1. Primary Tax ID
2. Check/EFT Trace Number
3. Check/EFT Amount
4. Check/EFT Date (MM/DD/YYYY)
5. Select Next

Organization Registration Step #8 –Review, Edit and Submit

Review the information entered and select Edit as needed to update the information. Select Submit.

1. Submit

Organization Registration

MY REGISTRATION IS

99%

COMPLETE

What's Next? Next Steps

Review

Review your application

Please review the information and make sure we have it right before submitting your application for a new organization account.

ACCOUNT INFORMATION

Email Address test@email.com

User ID TestAccount1234

ABOUT ME

Name Test Account (Admin Assistant/Secretary)

Phone Number (555) 555-5555 (My direct line)

✎ Edit

Back Submit

Organization registration success!

Your organization is now registered! You will receive an application ID and that is useful if you need to call Availity Client Services for support.

Select Manage My Organization to stay updated on your organization's progress and add providers to your organization.

1. SelectManage My Organization

Organization Pending Approval

Manage My Organization

Organizations

Register an Organization ▾

Org ... | ▾ | Search... | 🔍

Newest to oldest ↓≡ ▾

| Active | Pending 1 | Rejected |

Billing Test Org

Tax ID	NPI	PENDING
123456789	N/A	

2

Organization Status

☁ Upload document   💬 Ask a question about this application

Application ID	Application Date	Status	Notes
1234567	N/A	PENDING	Your application is being reviewed.

1

▾ Organization Activity

Availity Support   07/02/2022 04:54 AM

We were unable to find sufficient information during our research to confirm your association to the Organization named in your application.

Please call Availity Client Services (1-800-282-4548) for next steps to resolve the authorization issue.

Availity Support   07/01/2022 08:32 PM

Your registration was submitted.

Organization Rejected

Test Org

Tax ID	NPI	
333444555	N/A	**REJECTED**

Administrator Verification Status

Admin Name	Email Address	Status	Notes
Test Org	test@email.com	N/A	N/A

Organization Status

Application ID	Application Date	Status	Notes
7654321	N/A	**REJECTED**	Your application has expired or has been rejected.

1

▼ Organization Activity

Availity Support   06/10/2022 09:51 AM
Unfortunately, your registration was rejected or expired. If you would like to register again, select Register an Organization.

Availity Support   04/11/2022 09:29 AM
Your registration was submitted.

Organization Approved!

Your organization is now approved! You can now edit your organizations information and add providers to your organization.

1. To add providers, select   Add Provider(s)
   2. To edit your organizations information, (2) select the active organization on the left and then the (3) Edit button on the right.

Manage My Organization

Organizations

Register an Organization ▼

| Org ... ▼ | Search... | 🔍 |

Newest to oldest ⬇ ▼

Active 1   Pending   Rejected

2 Manual AV Org

Customer ID	Tax ID	NPI
123456	333444555	N/A

Manual AV Org   Customer ID 123   **3** ✎ Edit

View Roles | View Identifiers | Maintain Identifiers

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service
333444555	N/A	FL	251S00000X Agen Community/Beha Health	

Helpful Hint:

Great! Your organization has been registered. Add the providers associated with your organization to begin submitting transactions on the Availity portal.

Got it!

Providers   **1** Add Provider(s)

| Search for a provider by name, taxonomy code, or address... | 🔍 | A-Z ⬇ ▼ |

No providers found.

Availity Essentials Navigation

Learn what to look for and where to find it in Availity Essentials.

Top navigation tool bar options

Availity | essentials | 🏠 Home | 🔔 Notifications 1 | ♡ My Favorites ⌄ | State ⌄ | ❓ Help & Training ⌄ | 🌼 Test's Account ⌄ | 🔒 Logout

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

Find Help
Get Trained
Availity Support
View Network Outages
Share My Screen

N Notification Center

It's a new quarter and time once again t[...]
🚩 information!

Quarterly submissions build trust with pati[...]

⭐ TIP:Use Help & Training options to launch the Provider Help Center, navigate to the Availity Learning Center, or create an online support ticket.

[...]signed
Unread
Pending
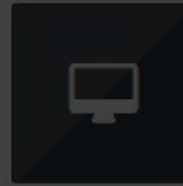Recently Resolved

My Top Applications

EB
Eligibility and Benefits Inquiry

CS
Claim Status

🖥️
Payer List

🖥️
Manage My Organization

My Account Dashboard

My Account
Manage My Organization
'How To' Guide for Dental Providers
Enrollments Center
FTP and EDI Connection Services
EDI Companion Guide

Test Account
Test@email.com
My Job Title

Secondary toolbar and Availity menu options

TIP: Select the heart icon next to a tool or application name to save it as a favorite.

Notifications Center

My Top Applications

News and Announcements

My Account Dashboard

Notification Center

It's a new quarter and time once again to verify and submit your provider directory information!

Quarterly submissions build trust with patients that your information is correct and reliable.

6/24/2022 9:42 pm

Take Action

My Top Applications

EB
Eligibility and Benefits Inquiry

CS
Claim Status

Payer List

Manage My Organization

TIP:Users can select My Account to learn who to reach out to if they need additional roles assigned to their account.

Messaging

Unassigned
Unread
Pending
Recently Resolved

6

My Account Dashboard

My Account
Manage My Organization
'How To' Guide for Dental Providers
Enrollments Center
FTP and EDI Connection Services
EDI Companion Guide

Test Account
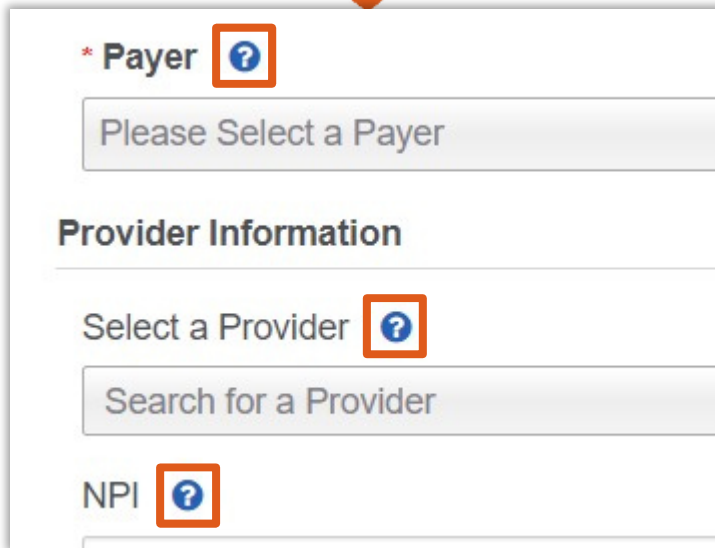Test@email.com
My Job Title

Tips and Timesavers

01

Use field-level help

Select question mark icons to access field-level help.
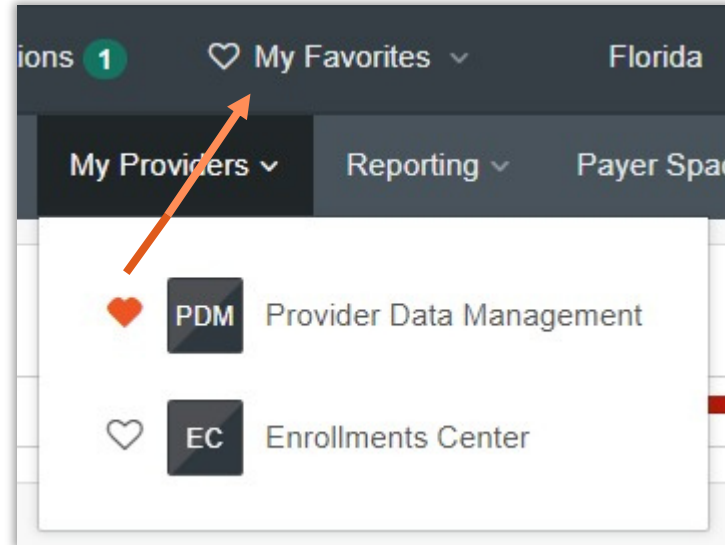
* Payer ❓

Please Select a Payer

Provider Information

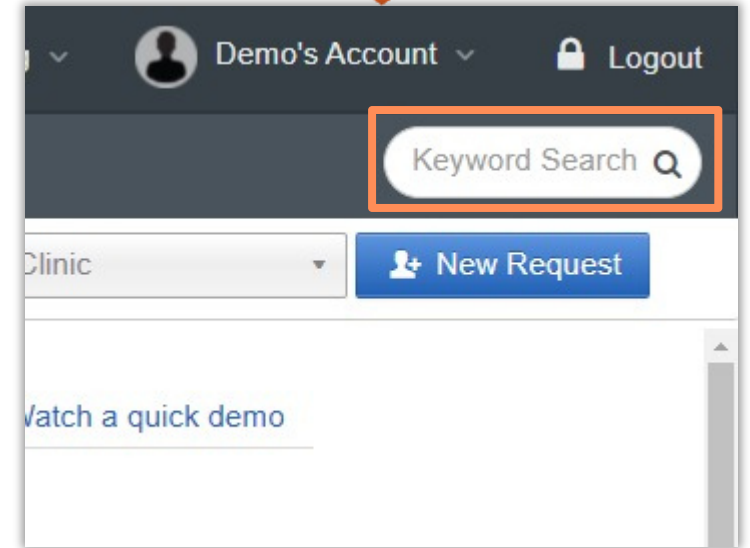Select a Provider ❓

Search for a Provider

NPI ❓

02

Add items as favorites

Select the heart icon next to an item to mark it as a favorite. Find it in My Favorites to access it.

♡ My Favorites ∨   Florida

My Providers ∨   Reporting ∨   Payer Spac

❤ PDM Provider Data Management

♡ EC Enrollments Center
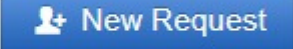
03

Use Keyword Search

Use the Keyword Search field to find applications or places in Payer Spaces.

👤 Demo's Account ∨   🔒 Logout

Keyword Search 🔍

Clinic   ▼   👤 New Request

Watch a quick demo

Help & Training

Help & Training |Find Help | Administrators

Browse the help topic Administrators for information on managing your Availity organization, users, providers, and more.

Help & Training |Get Trained

In the Search field, search by keyword, and then view demo. Or, select the Watch a demolink on pages to view a demo.

Help & Training |Get Trained | Forum

Select the drop-down arrow on the left, and then select Forum. Search for helpful forum posts based on category or key word.

Help & Training |Availity Support

Select My Account Open a ticket
Or, select | Help & TrainingAvaility Support.
Or, call toll free 1.800.AVAILITY (282.4548).

Pharmacy Specific Training

- Go to "Help and Training"
- "Get Trained"
- Search "Pharmacy" in the course catalog

Arkansas BCBS Pharmacy - Administrator Training - Recorded Webinar   ≣ 1

Arkansas BCBS Pharmacy Providers - EDI Reports & Claim Submission - Recorded Webinar   ≣ 1

Availity Introduction for Arkansas BCBS Pharmacy Providers - Recorded Webinar   ≣ 1

Claims Management, Claim Status, and Remittance Viewer for ABCBS Pharmacy Providers - Recorded Webinar   ≣ 1

Use Availity Essentials to Submit CareSource Pharmacy Claims - Recorded Webinar   ≣ 2

AHIN

There is a "Crosswalk" guide to AHIN available under "Help and Training"

Last Things...

Make sure to attend the APA Conference in Little Rock on June 15th & 16th!!

Thank You!