

Availity Enrollment



May 3, 2023

Dr. Maddison Schuller, PharmD

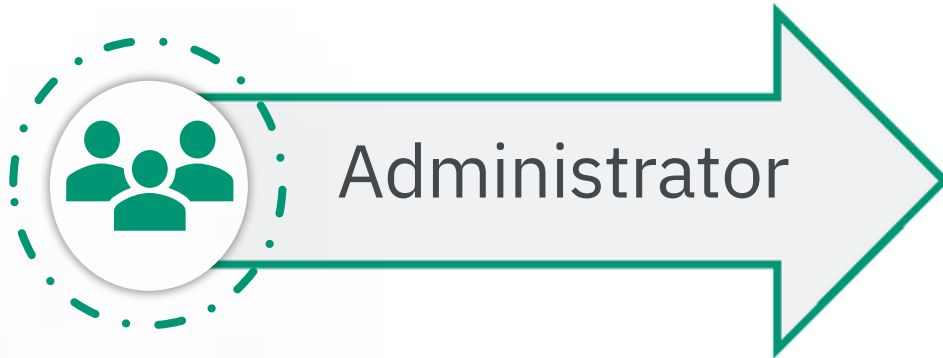




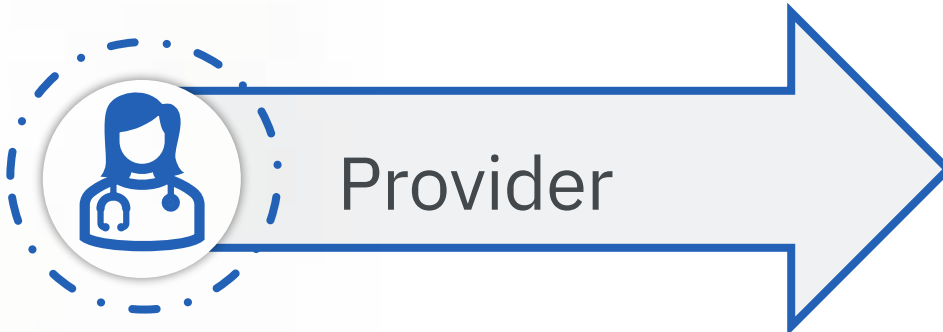
Register and Get Started for Arkansas BlueCross BlueShield Pharmacy Providers

How to register a Provider Organization on Availity Essentials

Availity Essentials terms



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



Individual or organization that provides healthcare services and products.



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?



Create an account

Create Account

First Name

Last Name


Email Address

User ID

Password



Choose a region where you do business

 *Select one, don't worry, you can add more later*

Select U.S. state or territory



Continue



Already have an
account?

Log In

Create a password and select a primary region



Note: We understand you might do business in more than one state or region – however, just pick one here to get the process started. You'll be able to add the rest later.

Create Account

First Name

Last Name

Email Address

User ID

Password

Choose a region where you do business

Select one, don't worry, you can add more later



Continue



Already have an account?

Log In

Your new password must...

- Have 8 to 15 characters
- Have at least one number
- Have at least one uppercase letter
- Have at least one lowercase letter
- Have at least one special character
- Not contain your user ID
- Contain no spaces

Select Continue

Create Account

First Name

Last Name

Email Address

User ID

Password



Choose a region where you do business

Select one, don't worry, you can add more later



Continue



Already have an account?

Log In



Select security questions

Security Questions

Question 1

Select a Question

Question 1 Answer

Your Answer

Question 2

Select a Question

Question 2 Answer

Your Answer

Question 3

Select a Question

Question 3 Answer

Your Answer

Back

Continue



Already have an account?

Log In



Enter answers for security questions

Security Questions

Availity

Question 1

Who was your first employer? | v

Question 1 Answer

Your Answer

Question 2

What was the name of your first pet? | v

Question 2 Answer

Your Answer

Question 3

What was your first vehicle? | v

Question 3 Answer

Your Answer


Back Continue

Already have an account?

Log In



Verify your information and select Create Account



Your Information

Verify the information below is correct, changing this later will be difficult.

Name
Test Account

Email Address
test@email.com


User ID
TestAccount123


By clicking Create Account, I agree to the [Availity Privacy and Security Statement](#) and [Confidentiality Agreement](#).

Already have an account?



Check inbox for verification email





Please check your inbox and confirm your email address.

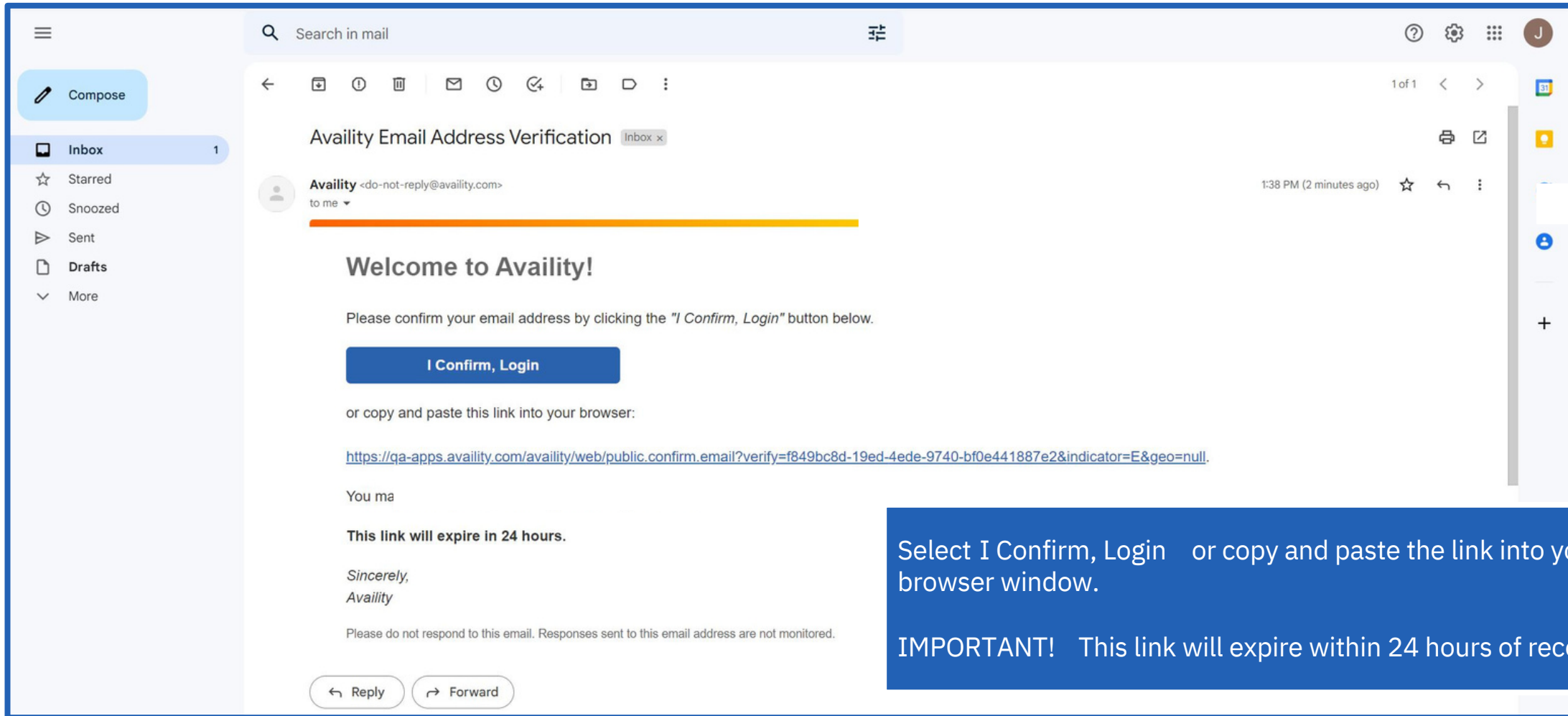
A verification email has been sent to your inbox. Please locate this email and verify your email address to create your Availity account.

Already have an account?

[Log In](#)



Verify email within 24 hours of receipt



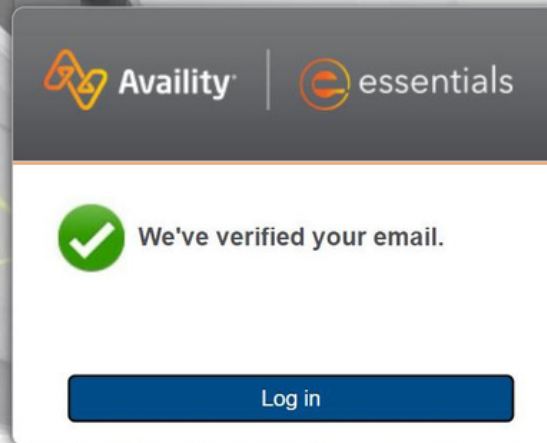
The screenshot shows an email client interface. The email is titled "Availity Email Address Verification" and is from "Availity <do-not-reply@availity.com>". The main content of the email reads: "Welcome to Availity! Please confirm your email address by clicking the 'I Confirm, Login' button below." Below this text is a blue button labeled "I Confirm, Login". The email also provides a URL: <https://qa-apps.availity.com/availity/web/public.confirm.email?verify=f849bc8d-19ed-4ede-9740-bf0e441887e2&indicator=E&geo=null>. A warning states: "This link will expire in 24 hours." The email is signed "Sincerely, Availity" and includes a disclaimer: "Please do not respond to this email. Responses sent to this email address are not monitored." The email was received at 1:38 PM (2 minutes ago). The interface also shows a sidebar with folders like Compose, Inbox, Starred, Snoozed, Sent, Drafts, and More. At the bottom of the email, there are "Reply" and "Forward" buttons.

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



Please enter your credentials

User ID:

Password:

Show password

[Forgot your password?](#)
[Forgot your user ID?](#)

[Log in](#)

Setup 2-step authentication



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

[My organization requires a different authentication method.](#)

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) 

Device Phone Number

[My organization requires a different authentication method.](#) 

Continue



Verify phone number and select Continue



Start

2

Set up 2-step authentication

3

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

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



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

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

The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Florida', 'Help & Training', 'Example's Account', and 'Logout'. A search bar with the text 'Keyword Search' is also present. The main content area is partially obscured by a modal dialog box titled 'Welcome to Availity!'. The dialog contains the following text:

Welcome to Availity!

Begin by registering your organization.

Before you can start using Availity tools and applications you must first register your organization using Manage My Organization.

Let's head there now and get started.

[Go to Manage My Organization](#)

Below the dialog, a button labeled 'Take me to Identity Verification' is visible.



Select Take me to Identity Verification

Home > Organization Registration

Organization Registration

Give Feedback

Help us keep your organization information secure!

It is important to us that any sensitive information belonging to you or anyone in your organization is kept secure. Before you can register a new organization, you will need to verify your identity.

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 ?

What do you do the most?

Personal Phone Number ?

Extension

Phone Type

Additional instructions regarding next steps are included in the PDF that will be sent to:
ExampleProvider@email.com



Manual ID verification email with pdf

The screenshot shows a Gmail interface. On the left is a sidebar with navigation options: Compose, Inbox (1), Starred, Snoozed, Sent, Drafts, More, Labels (+), and Conversation History. The main area displays an email from 'Availity <do-not-reply@availity.com>' to 'me' received at 2:08 PM (2 hours ago). The subject is 'Availity Portal Identity Verification'. The email body contains the following text:

Hi Example,

Thank you for choosing to secure your Availity account with Identity verification. To complete your Identity verification, download the attached Availity Portal Identity Verification Form and mail the completed and notarized form to:

Attn: Availity ID Verification

For questions about your account, please call Availity Client Services at 1-800-AVAILITY (282-4548). Assistance is available Monday through Friday from 8 a.m. ET - 8 p.m. ET.

Please do not reply to this message. This is an automated message and we do not monitor this e-mail box.

Below the text is a PDF attachment titled 'Availity_Identity_...' with a thumbnail showing a form with fields for 'Example' and 'Example Provider'.

At the bottom of the email are 'Reply' and 'Forward' buttons.



Manual ID verification pdf form



v2.2 Rev. 1/8/2021

Identity Verification Form

Availity takes your privacy very seriously. One more step is required to validate your identity. Once completed, this step will provide you with access to additional, secured services.

To complete your final step:

Print this form and present it, along with a valid government-issued ID, to a notary public and have your signature notarized. Complete the User Information section and follow all user instructions. You will be notified by email when the form has been processed.

| USER INFORMATION | | USER INSTRUCTIONS |
|-----------------------|----------------------------|---|
| Legal First Name | Date of Birth (MM/DD/YYYY) | In this section, the user must complete all three steps: 1. Enter your personal information in the fields. 2. Enter the Availity user ID that is used with your Availity account. 3. Sign your name and enter today's date. |
| Jane | 01/01/1950 | |
| Legal Last Name | Availity User ID | |
| Doe | janedoe11 | |
| State (if applicable) | Country | |
| Signature | Date (MM/DD/YYYY) | |

Note: Manual verification takes longer to verify and therefore your organization application will take longer to approve.



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?](#)

What do you do the most?

Personal Phone Number [?](#)

Extension

Phone Type



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.

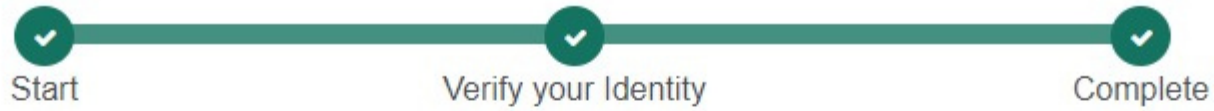
Back

Continue

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



Answer ID verification quiz questions and receive success message!



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

The screenshot shows the Availity user interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', and 'My Favorites'. On the right side of the navigation bar, it shows 'Florida', 'Help & Training', 'Test's Account', and 'Logout'. A search bar labeled 'Keyword Search' is also present. Below the navigation bar, the breadcrumb 'Home > Manage my Organization' is visible on the left, and a link 'Need help? Watch a demo for registering an organization.' is on the right. The main content area is titled 'Manage My Organization' with an 'MMO' icon. A 'Give Feedback' button is located in the top right corner of the main content area. A modal dialog titled 'Welcome to Availity' is open in the center, containing the text: 'Please register an organization to get started using the portal.' and a 'Next' button. Below the modal, the page content is dimmed. It features a 'Register an Organization' button, a search bar with 'Org Name' and 'Search...' fields, a sorting dropdown set to 'Newest to oldest', and tabs for 'Active', 'Pending', and 'Rejected'. The text 'No organizations found.' is displayed at the bottom of the main content area.



Review step #2

The screenshot shows the Availity user interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications 1', and 'My Favorites'. On the right side of the navigation bar, it shows 'Florida', 'Help & Training', 'Test's Account', and 'Logout'. Below the navigation bar is a search bar labeled 'Keyword Search'. The main content area has a breadcrumb 'Home > Manage my Organization' and a link 'Need help? Watch a demo for registering an organization.' The main heading is 'Manage My Organization' with a 'Give Feedback' button. A modal window titled 'Register an Organization' is open, containing the text 'Select the type of organization you would like to register.' and '2 of 2' with an 'End Tour' button. The background page shows a section for 'Organizations' with a 'Register an Organization' dropdown menu, a search bar, and tabs for 'Active', 'Pending', and 'Rejected'. The text 'No organizations found.' is visible at the bottom of the organizations section.



Select Register a Provider/Billing Service

MMO Manage My Organization

Give Feedback

Organizations

Register an Organization

Register a Provider/Billing Service

Newest to oldest

Active Pending Rejected

No organizations found.

Welcome to the Availity portal!

It looks like you aren't linked to an organization yet.

Click *Register an Organization* to set up your office and start using the Availity portal.

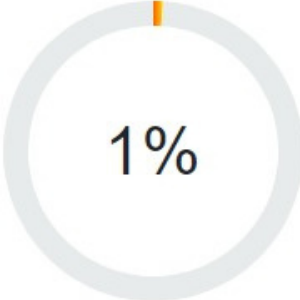
If you have already registered an organization, try checking the pending or rejected tab on the left to see it's current status.



Organization Registration Step #1

Organization Registration

MY REGISTRATION IS



1%

COMPLETE

What's Next? Organization Information

Why is up-to-date contact information important?

When you create an Availity account, you become the main point of contact for your organization. It is important for us to have

Let's keep in touch

Make sure you
Please take a moment to v

Legal First Name
Test

Legal Last Name
Account

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

Preferred Name
Test

What do you do the most?
Select... | v

Personal Phone Number Extension Phone Type | v

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

Enter your information as the organization's administrator:

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

1

2

3

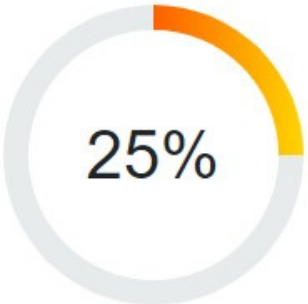
4



Organization Registration Step #2

Organization Registration

MY REGISTRATION IS



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.

Organization Information

Tell us about your organization

What type of organization are you registering?

1

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

Tax ID

Type [?]

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](#).

Select your type of organization and allow the page to refresh.

1. What type of organization are you registering?

1



Organization Registration Step #3



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 organization

What type of organization are you registering?

Healthcare Provider or Health Service Provider

Organization Name

Enter the name of the company you work for.

Tax ID

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.

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](#).

Back

Next

6

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



Organization Registration Step #5

Organization Registration

MY REGISTRATION IS

50%

COMPLETE

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

Organization Information

Organization's Primary Service Location

Street Address

City

State

ZIP / Postal Code

Billing and primary service location addresses are the same

Organization Phone Number

Extension

Taxonomy and Specialty

Primary Specialty/Taxonomy

Enter the Organization's Primary Service Location information.

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



Organization Registration Step #6

Enter the Organization's Taxonomy and Specialty and additional Payers' Regions.

1. Primary Specialty/Taxonomy
2. Additional Specialty/Taxonomy
3. Payers' Regions
4. Select Next

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

Additional Specialties/Taxonomies Optional

2

It's okay to select more than one.

Payers' Regions

3

This organization is contracted in the following states:

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

Back

Next

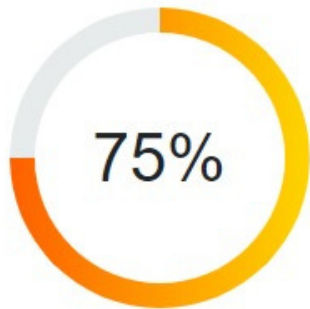
4



Organization Registration Step #7

Organization Registration

MY REGISTRATION IS



COMPLETE

What's Next? Review Organization

What might delay us in creating this organization account?

1

Time Saver Tip

Expedite your organization account's setup

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

One way to expedite approval is by providing check or EFT information from one of the listed payers. The check or EFT must have been issued between **01/08/2022** and **01/08/2023**.

Payer

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

Select...

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

Back

Next



Organization Registration Step #7, cont'd



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 your payers. The check or EFT must have been issued between **01/08/2022** and **01/08/2023**.

Payer

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

Primary Tax ID

Check/EFT Trace Number

Check/EFT Amount

Check/EFT Date (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

1

2

3

4




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

1



Organization registration success!

Organization Registration

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. Select Manage My Organization

MY REGISTRATION IS



COMPLETE

What's Next? Manage Organization

Next Steps

Thanks for registering to create an organization account.

Your application ID is **1234567**.



WHAT'S NEXT?



Print this page and the [Organization Agreement](#) for reference.



We are processing your application. Please visit [Manage My Organization](#) to view the status of your registration.

Print

Home

Manage My Organization

1



Organization Pending Approval

1. Review the Organization Activity field for next steps.
2. Use the Ask a Question tool to receive support or upload supporting documentation.

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

Organization Status

2  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 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. | 07/02/2022 04:54 AM |
| Availity Support Your registration was submitted. | 07/01/2022 08:32 PM |



Organization Rejected

Review the Organization Activity field for next steps.

Test Org

Tax ID 333444555
NPI 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 organization's information and add providers to your organization.

1. To add providers, select **Add Provider(s)**
2. To edit your organization's 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 Agency/Community/Behavioral 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

1

The screenshot shows the top navigation tool bar of the Availity system. The bar includes the Availity logo, 'essentials', 'Home', 'Notifications' (with a '1' badge), 'My Favorites', 'State', 'Help & Training' (with a dropdown arrow), 'Test's Account' (with a dropdown arrow), and 'Logout'. Below the bar is a secondary navigation bar with links for 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword Search' is on the right. The main content area is dimmed, showing a 'Notification Center' with a message about quarterly submissions, 'My Top Applications' with icons for 'Eligibility and Benefits Inquiry', 'Claim Status', 'Payer List', and 'Manage My Organization', and a 'My Account Dashboard' with links for 'My Account', 'Manage My Organization', 'How To' Guide, 'Enrollments Center', 'FTP and EDI Connection Services', and 'EDI Companion Guide'. A user profile for 'Test Account' is also visible.

Help & Training dropdown menu options:

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

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



Secondary toolbar and Availability menu options

2

The screenshot displays the Availity user interface. At the top, a dark navigation bar contains the Availity logo, 'essentials', 'Home', 'Notifications' (with a '1' badge), 'My Favorites', 'State', 'Help & Training', 'Test's Account', and 'Logout'. Below this is a secondary toolbar with menu items: 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' box is on the right. The 'Reporting' menu is open, showing two columns: 'Reporting' and 'Portal Reports'. Under 'Reporting', there is 'Availity 360' (with a heart icon and a '360' badge) and 'Transaction Log' (with a heart icon and a 'LOG' badge). Under 'Portal Reports', there is 'Administrator Reports' (with a heart icon and a computer monitor icon). Below the toolbar is a 'Notification Center' with a message about quarterly submissions. At the bottom, 'My Top Applications' includes 'Eligibility and Benefits Inquiry', 'Claim Status', 'Payer List', and 'Manage My Organization'. A callout box with a yellow star contains a tip: 'TIP: Select the heart icon next to a tool or application name to save it as a favorite.' An arrow points from the tip to the 'My Favorites' dropdown menu in the top navigation bar.



Notifications Center

The screenshot displays the Availity web application interface. The top navigation bar includes links for Availity, essentials, Home, Notifications (with a '1' badge), My Favorites, State, Help & Training, Test's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area is divided into several sections. The 'Notification Center' section is highlighted with a red box and a red circle containing the number '3'. It features a notification titled 'It's a new quarter and time once again to verify and submit your provider directory information!' with a sub-message: 'Quarterly submissions build trust with patients that your information is correct and reliable.' The notification is dated '6/24/2022 9:42 pm' and includes a 'Take Action' button and a menu icon. Other sections include 'Messaging' with filters for Unassigned, Unread, Pending, and Recently Resolved; 'My Top Applications' with tiles for Eligibility and Benefits Inquiry (EB), Claim Status (CS), Payer List, and Manage My Organization; and 'My Account Dashboard' with links for My Account, Manage My Organization, 'How To' Guide for Dental Providers, Enrollments Center, FTP and EDI Connection Services, and EDI Companion Guide, along with a user profile for Test Account (Test@email.com, My Job Title).



My Top Applications

The screenshot displays the Availity user interface. At the top, there is a navigation bar with icons for Availity, essentials, Home, Notifications (with a '1' badge), My Favorites, State, Help & Training, Test's Account, and Logout. Below this is a secondary navigation bar with menu items: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is on the right.

The main content area is divided into several sections:

- Notification Center:** A notification titled "It's a new quarter and time once again to verify and submit your provider directory information!" dated 6/24/2022 9:42 pm. It includes a "Take Action" button.
- Messaging:** A section with a speech bubble icon and a list of message statuses: Unassigned, Unread, Pending, and Recently Resolved.
- My Top Applications:** A section highlighted with an orange border and a circled number '4'. It contains four application tiles:
 - EB Eligibility and Benefits Inquiry:** Represented by an orange square with 'EB'.
 - CS Claim Status:** Represented by a green square with 'CS'.
 - Payer List:** Represented by a dark grey square with a computer monitor icon.
 - Manage My Organization:** Represented by a dark grey square with a computer monitor icon.
- My Account Dashboard:** A section with a user profile picture and the text: "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", and "My Job Title".



News and Announcements

My Top Applications



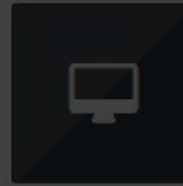
Eligibility and
Benefits Inquiry



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

5

News and Announcements **NEW ALERT**

⚠ Simply wants to hear from YOU

06/02/2022

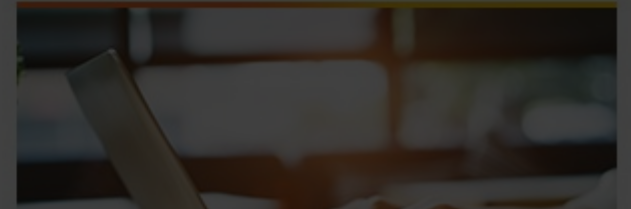
We would appreciate you taking part in this quick survey for us to determine what we could do more of, where we fall
[More...](#)

Claim your spot at our live Availity Claim Status webinar on Wednesday, July 20!

07/05/2022

Need some help learning how to use the Availity Claim Status tool? Register for our live webinar on Wednesday, July 20th.

Have you added your providers to
Manage My Organization?



My Account Dashboard

The screenshot shows the 'My Account Dashboard' interface. At the top, there is a navigation bar with links for Availity, essentials, Home, Notifications (1), My Favorites, State, Help & Training, Test's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of this bar.

The main content area is divided into several sections:

- Notification Center:** A notification titled "It's a new quarter and time once again to verify and submit your provider directory information!" dated 6/24/2022 9:42 pm. It includes a "Take Action" button.
- Messaging:** A section with a speech bubble icon and a list of message statuses: Unassigned, Unread, Pending, and Recently Resolved.
- My Top Applications:** A row of application tiles including "Eligibility and Benefits Inquirv" (EB), "Claim Status" (CS), "Payer List", and "Manage My Organization".
- My Account Dashboard:** A highlighted section with a profile picture of a pink flower and the name "Test Account" with email "Test@email.com" and "My Job Title". It lists several links: "My Account", "Manage My Organization", "'How To' Guide for Dental Providers", "Enrollments Center", "FTP and EDI Connection Services", and "EDI Companion Guide".


A callout box with a yellow star icon and the text "TIP:Users can select My Account to learn who to reach out to if they need additional roles assigned to their account." is positioned over the "My Account" link in the dashboard section.

6

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

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

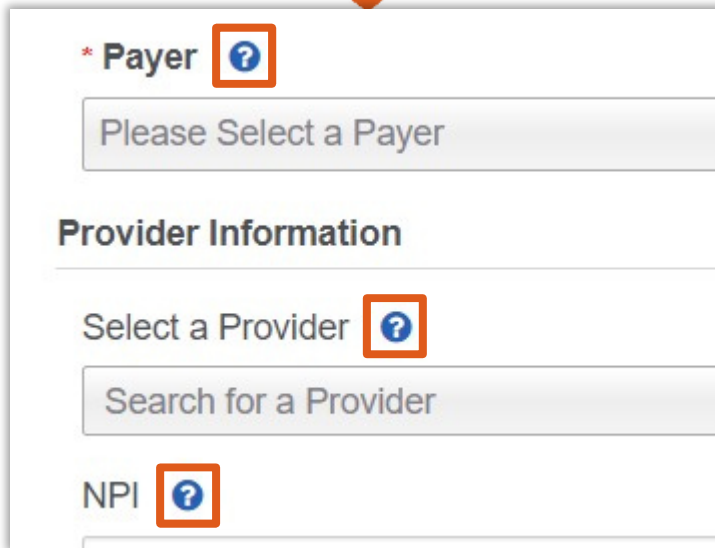



Tips and Timesavers

01

Use field-level help


Select question mark icons to access field-level help.




* Payer 

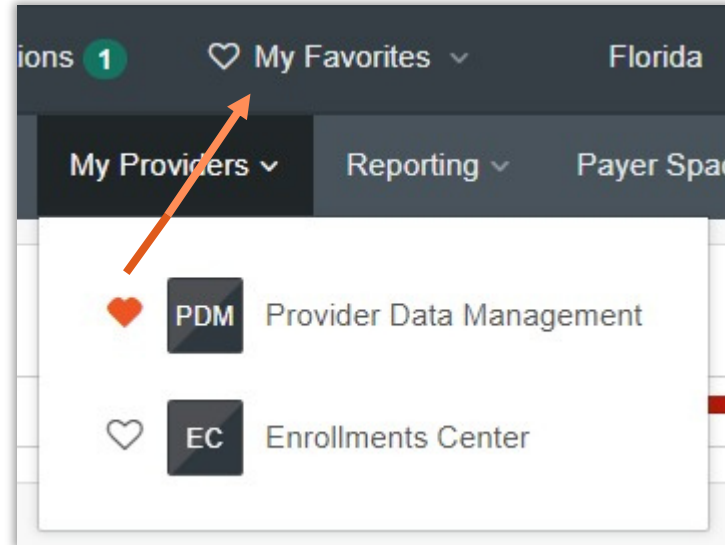
Please Select a Payer

Provider Information

Select a Provider 

Search for a Provider

NPI 



02

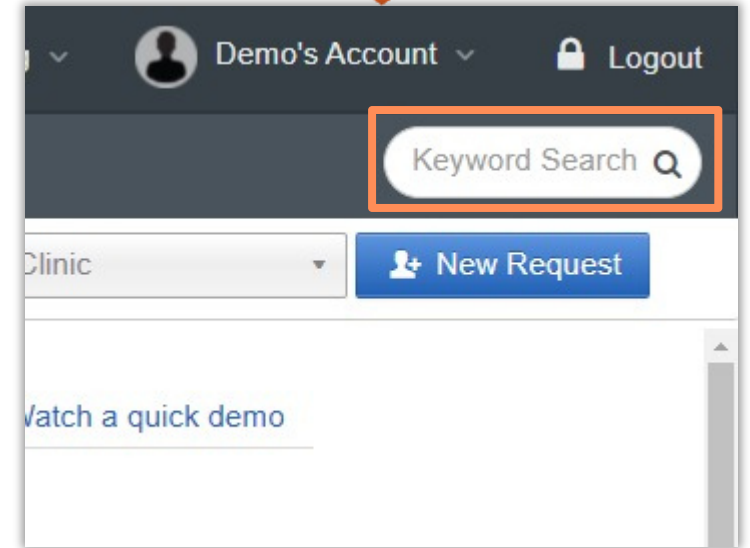
Add items as favorites

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


03


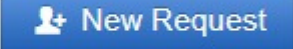
Use Keyword Search

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



Demo's Account Logout

Keyword Search 

Clinic  

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
- 

 *pharmacy*

-  Courses
-  Path
-  Resources
-  **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”

The screenshot shows the Availity Essentials Provider Help Center interface. At the top, the logo 'e essentials' and 'Provider Help Center' are visible. Below is a search bar with the placeholder text 'Search'. A breadcrumb trail on the left reads: Home / Payer spaces and payer tools / Arkansas Blue Cross and Blue Shield / Crosswalk from AHIN to Availity Essentials. To the right of the breadcrumb are two filter dropdowns: 'Region:' set to 'All regions' and 'Payer-specific content:' set to 'Not applicable'. A left-hand navigation menu is partially visible, listing 'Payer spaces and payer tools' with sub-items: 'Payer Spaces', 'Access a Payer Space', 'Use a Payer Space', and 'Access external applications from Payer Spaces'. The main content area features the article title 'Crosswalk from AHIN to Availity Essentials' in a yellow highlight. The article text states: 'Arkansas Blue Cross and Blue Shield providers can use this crosswalk to identify the tool or function they accessed in AHIN and then cross reference where the corresponding tool is in Availity Essentials. In the table below:'. A bullet point follows: 'Column 3 refers to the menus at the top of Availity Essentials. For example, to access the eligibility and benefits application, you would click Patient Registration at the top of Availity Essentials, and then click Eligibility and Benefits Inquiry.' At the bottom of the page, a navigation bar contains links for 'Online Registration', 'Claims & Payments', 'My Provider', 'Billing', and 'Payer Spaces'.



Arkansas Pharmacists Association
140th Annual Convention

From razed to raised, it's time to come home!
Homecoming
June 15-16, 2023

Last Things...

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



Thank You!

