



## Forgot My Password

Change your password prior to login if you've forgotten it.

**Note:** You must know the answers to the security questions you provided during initial login.

On the Availity login page, enter your user ID and click **I forgot my password**.

## My Profile

Maintain your own user account after login, including:

- User password
- Security questions and responses
- Name, title, and e-mail address

In the Availity menu, click **My Account | My Profile**.

## Message Center

View messages from Availity, including announcements about training and new products, newsletters, and communications about upcoming releases.

In the Availity menu, click **My Account | Message Center**, or click **Message Center** at the top of any Availity page.

## My Favorite Codes

Manage frequently used procedure and diagnosis codes for use in **Express Entry** fields.

In the Availity menu, click **My Account | My Favorite Codes**.

## Maintain Provider

Associate providers with your organization and prepopulate the **Express Entry** field for quick data entry.

In the Availity menu, click **My Account | Maintain Provider**.



## Availity Help

For more information, see Availity Help:

- In the portal, click **Help** at the top of any page.
- Browse the books and topics as necessary.

## Live Training—Availity Webinars

Availity offers free training conducted by phone and web conferencing. To view the schedule and register:

- In the portal, click **Free Training** at the top of any page.
- Follow instructions on the page to view a schedule.
- To register, click a webinar title and follow the instructions on the page that displays.

## Online Demonstrations

To view animated demonstrations of many Availity tasks:

- On the Availity Home page under **Training and Resources**, click **Online Demonstrations**.
- Click the link for the topic of interest.



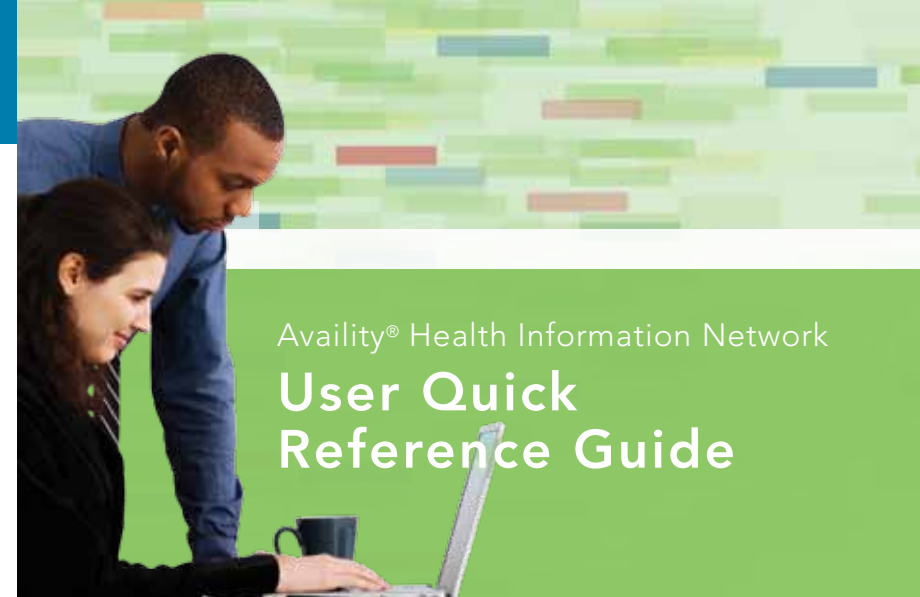
### Still need help? Contact Availity Client Services

- Call 1.800.AVAILITY (282.4548) toll free
- E-mail support@availity.com



### Hours of operation

Monday through Friday 8 a.m. to 7 p.m. Eastern time (excluding holidays)



## Availity® Health Information Network User Quick Reference Guide

Welcome to Availity, where we help you focus on patients, not paperwork.

A leader in health care technology and information exchange, Availity provides a secure, Web-based network to optimize the flow of business and clinical transactions among health care stakeholders.

The Availity Health Information Network helps providers, health plans and technology companies save time and money. Whether you work with one health plan or many, you can quickly and easily file claims, check eligibility and benefits, review clinical history, process payments and more using Availity.

This guide will help ensure you get the most out of your Availity experience.



## GETTING STARTED

### Your Primary Access Administrator is Important

Every Availity organization has a Primary Access Administrator (PAA) who sets up and maintains user accounts and organization information, and performs other administrative tasks.

- To view the name of your PAA, click **Who controls my access?** at the top of any page in the Availity portal.

Your organization's PAA is responsible for assigning access to features in Availity. Contact your PAA if you believe you should have access to a specific feature but do not.

### Logging in the First Time

When you log in for the first time as a new user, Availity prompts you to **(a)** accept an Availity Privacy and Security statement, **(b)** accept a

Confidentiality Agreement, **(c)** choose three security questions and provide a response to each and **(d)** create a new password.

**It is important that you do not share your user ID or password with others.**

In the future, if you forget your password during login, Availity will prompt you with one or more security questions to validate your identity. If you want to change your security questions at any time after initial setup, click **My Account | My Profile** in the Availity menu.

If you call Availity Client Services for login assistance, an Availity representative will ask you the security questions to validate your identity.

**Note:** If you are having trouble logging in to Availity, click **I can't log in** on the Availity login page.

### Setting Pop-up Blockers to Allow Availity

Pop-up blockers in your Internet browser (such as Windows® Internet

Explorer®) can prevent some Availity windows and features from displaying well. To ensure your browser is configured to allow full display of the Availity portal, follow these steps:

1. In Windows Internet Explorer, click **Tools | Pop-up Blocker | Pop-up Blocker Settings**. **Note:** This menu option is available only if you have pop-up blockers turned on.
2. In the **Address of website to allow** field, type the following URLs, clicking **Add** after you type each one.
  - apps.availity.com
  - mc.availity.com
  - www.availity.com

### Setting Your Screen Resolution

While a low resolution, like 800x600 pixels, makes everything on your screen large and easier to see, objects may not fit well on the screen. Availity is best viewed at higher resolutions, such as those between 1024x768 pixels and 1280x1024 pixels. To change your screen resolution, see the Availity Help topic "Can't See Everything on the Screen."



## USING AVAILITY

### Eligibility and Benefits Inquiry

Verify eligibility for patients and confirm the benefits covered under the member contracts.

- In the Availity menu, click **Eligibility and Benefits | Eligibility and Benefits Inquiry**.

### Claim Status Inquiry

Check the status of a submitted claim.

- In the Availity menu, click **Claims Management | Claim Status Inquiry**.

### EDI Guide

View Availity-specific EDI requirements and other information, including report and response formats and examples.

- At the top of any page, click **Availity Resources**. Under **Resources**, click **Reference**.
- Under **EDI Documents**, click **EDI Guidelines**. In the document that displays, click **EDI Guide**.

### EDI Send and Receive Files

Submit EDI batch files and review response files for EDI batch files submitted. Also, view payer responses to claims submitted using the Availity Web-based claim forms.

- In the Availity menu, click **EDI Management | Send and Receive EDI Files**.

### Health Plan Partners

View a comprehensive list of Availity's health plan partners, including payer IDs and the Availity products and services each payer supports.

- On the Availity Home page, under **Training and Resources**, click **Availity Health Plan Partners**.

### Authorization and Referral Request

Submit referral and authorization requests.

- In the Availity menu, click **Auths and Referrals | Referrals**.
- In the Availity menu, click **Auths and Referrals | Authorizations**.

### Authorization and Referral Inquiry

View the results or status of referral and authorization requests.

- In the Availity menu, click **Auths and Referrals | Auth/Referral Inquiry**.

### Facility Claim

Submit an electronic facility claim or encounter.

- In the Availity menu, click **Claims Management | Facility Claim**.

### Professional Claim

Submit an electronic professional claim or encounter.

- In the Availity menu, click **Claims Management | Professional Claim**.

### Payer Resources

View payer-specific resources, such as payer companion guides, user manuals, directories, forms and links to payer-specific tools.

- At the top of any page, click **Payer Resources**. Click the link for the appropriate payer.



To Register, visit [www.availity.com](http://www.availity.com)