



Introduction to Availity



1

How to Add Users

How to Add Users



Click Your Name in Upper Right Corner > Administration > Manage Users & Groups > Create New User

The screenshot shows the Availity user management interface. The top navigation bar includes the Availity logo, 'essentials' badge, and navigation links for Home, Notifications, Advanced Dermatolo..., Help & Resources, and a user profile for Stephanie Acheson. Below the navigation bar, there are tabs for Patient Registration, Claims, Payments, Reporting, and Feedback. The main content area is titled 'Setup User' and contains a progress indicator with five steps: 1. Setup User (active), 2. Add User to Groups, 3. Allowed Offices, 4. Add User Overrides, and 5. Summary. The 'Setup User' step includes a 'Next' button. Below the progress indicator, there is a form with the following fields: Office (dropdown menu with 'Advanced Dermatologic & Cosmetic Institute' selected), Username (text input with 'Stephanie@ezderm.com'), First Name (text input with 'Stephanie'), Last Name (text input with 'Acheson'), and Email Address (text input with 'Stephanie@ezderm.com'). There are 'Cancel' and 'Next' buttons at the bottom of the form.

2

Viewing Claim Statuses

Viewing Claim Statuses



Click On Claims > Claim Submission

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with 'Availity', 'essentials pro', 'Home', 'Notifications', and user information for 'Stephanie Acheson'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims', 'Payments', and 'Reporting'. A green arrow points to the 'Claims' dropdown menu, which is open and shows several options: 'CS Claim Submission', 'EEM Edit/Error Management', 'ACE Advanced Claims Editing', 'AMA AMA Terms and Conditions', 'CPM Claims Payer Mapping', 'SM Status Management', 'DM Denial Management', and 'CR Claim Resources'. The 'CS Claim Submission' option is highlighted.

Below the navigation, there is a search bar and a date range filter set to '02/22/2024 - 03/07/2024'. A 'Feedback' button is visible in the top right corner. The main content area displays a list of claim details for ID '20240305-204413'. Each entry shows the filename, status (e.g., 'SENT TO PAYER'), number of claims, charges, and classification. A summary table shows 'Total Charges' of \$153.00 and 'Status' as 'SENT TO PAYER'. Below this is a progress bar with three stages: 'Availity Processing' (1 claim, \$153.00), 'Payer Processing' (0 claims, \$0.00), and 'Batch Distribution' (0 claims, \$0.00). The final stage is 'To Payer Processing'. A footer bar shows '05 of 144 Databases' and a status bar with '0', '5', and '139'.

Viewing Claim Statuses



The screenshot displays the Availity 'Claim Submission' interface. At the top, there are navigation tabs for Patient Registration, Claims, Payments, and Reporting. A search bar and a date filter (02/23/2024 - 03/08/2024) are visible. The main content area is titled 'Claim Submission' and includes a 'Batch Summary' section. A green arrow points to the 'SENT TO PAYER' status in the batch summary. Below this is a processing flow diagram with four stages: 'To Availity Processing', 'Sent', 'Received', 'Processed', and 'Paid'. A second green arrow points to a status indicator at the bottom of the page showing '0 5 139', where the '5' is highlighted in red.

Batch Name	Filename	Total Claims	Total Charges	Status	Date Submitted	Classification
20240305-204413	EDL_837_20240306_014308882.837	1	\$153.00	SENT TO PAYER	03/05/2024	Professional

Availity Processing | Payer Processing | Batch Distribution

To Availity Processing > **0 \$0.00 Sent** > **1 \$153.00 Received** > **0 \$0.00 Processed** > **0 \$0.00 Paid**

25 of 144 Batches | 0 5 139

Shows # of claims with errors and approved



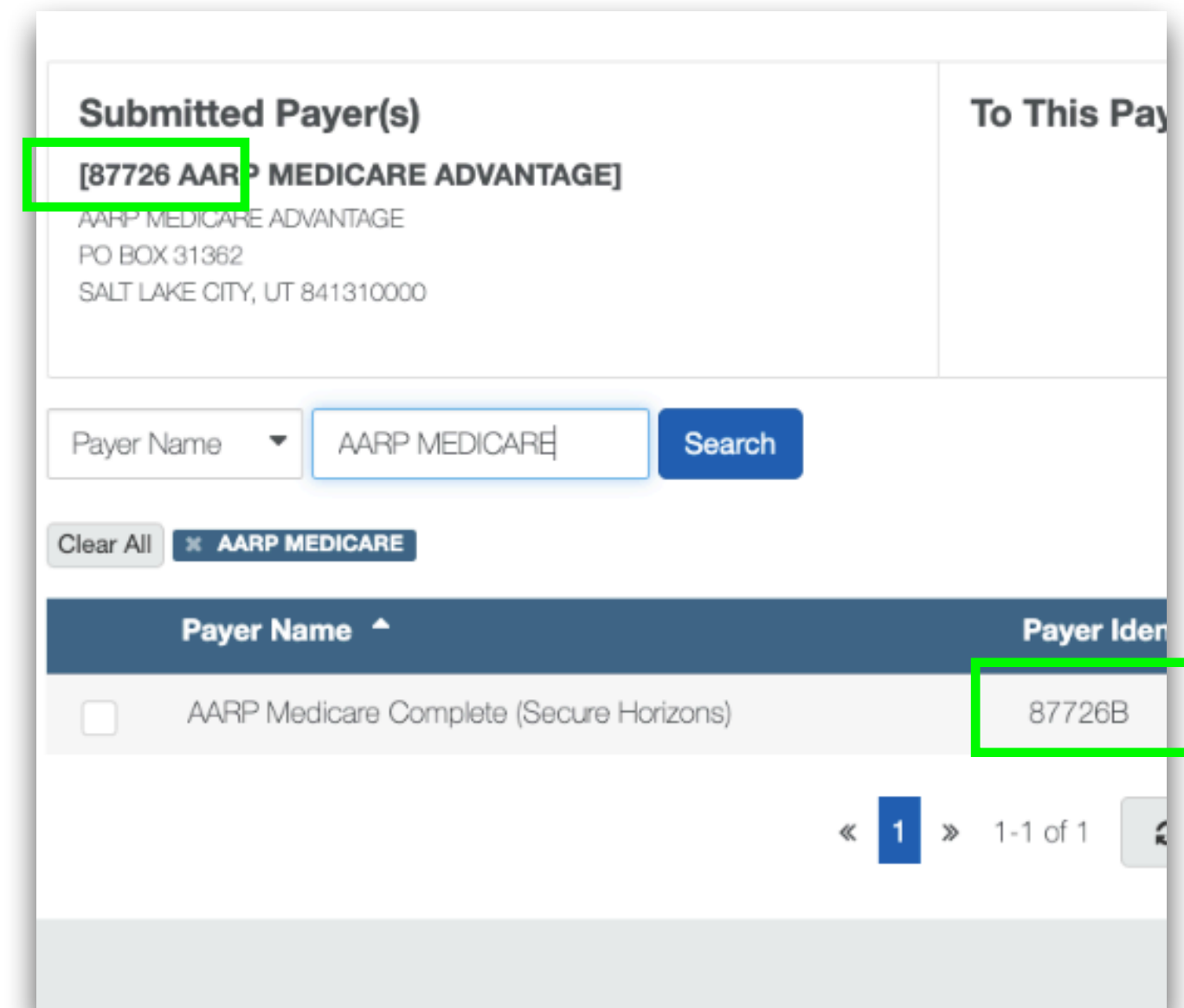
3

Payer Mapping

How to Map Payers:

1. Click Claims > Claims Payer Mapping
2. Click action Menu (3 bars) on the right side of screen > select “Map Payer”
3. Change Payer Identifier to Name > search
4. Select Payer

Tip: A lot of payers will have the first same 5 digits



Submitted Payer(s)	To This Payer
[87726 AARP MEDICARE ADVANTAGE] AARP MEDICARE ADVANTAGE PO BOX 31362 SALT LAKE CITY, UT 841310000	

Payer Name: AARP MEDICARE [Search]

Clear All [X] AARP MEDICARE

Payer Name	Payer Identifier
<input type="checkbox"/> AARP Medicare Complete (Secure Horizons)	87726B

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Payer Mapping

Submitted Payer(s)

[87726 UNITED HEALTHCARE]

UNITED HEALTHCARE
PO BOX 30555
SALT LAKE CITY, UT 841300000

To This Payer

Payer Identifier ▾

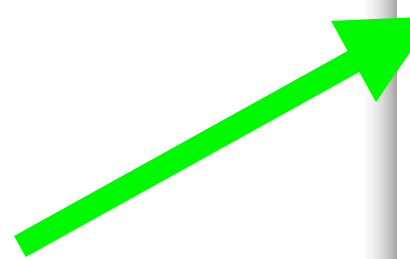
87726

Search

Clear All
× 87726
× UNITED

Payer Name ▲	Payer Identifier ◆	Filing Indicator ◆
<input type="checkbox"/> Mississippi CAN (United Healthcare Community Plan CAN)	87726AZ	Commercial
<input type="checkbox"/> Secure Horizons (United Healthcare)	87726O	Commercial
<input type="checkbox"/> United AmeriChoice of Wisconsin	87726R	Commercial
<input type="checkbox"/> United Healthcare (Definity Health Plan)	87726AR	Commercial
<input type="checkbox"/> United Healthcare (Empire Plan)	87726D	Commercial

You can search
by name or
Identifier



Not sure about a payer ID? Check here:

https://www.claim.md/payer_list.html?search=sb931

Enter the payer id you have in Change, find that payer, then click on "More Info". A new window opens up and it shows other IDs that this payer may go by

Payer Mapping



Ability to see Payers that have been Mapped

Availity | essentials pro | Home | Notifications | Advanced Dermatologic & ... | Help & Resources | Stephanie Acheson

Patient Registration | Claims | Payments | Reporting | Feedback

Unmapped Payers | Mapped Payers

Home > Mapped Payers

CPM **Mapped Payers** Mapped Payers Report

0 Select All Payers | Sort By: Mapped Date | 1-15 of 15

Current Search: OFFICE: ADVANCED DERMATOLOGIC & COSMETIC INSTITUTE

<input type="checkbox"/>	Payer Identifier	Payer Name	Availity Payer Name	EDI Code	Mapped Date	Mapped By	Office	Classification	Responsibility	Update Date	Actions
<input type="checkbox"/>	SB590 BCBS OF FLORIDA SECONDARY (FORMERLY BS022)	BCBS Florida - Florida Blue	BCBS Florida - Florida Blue	00590T	03/05/2024	vnewara	Advanced Dermatologic & Cosmetic Institute	Professional	Primary	03/05/2024	⋮
<input type="checkbox"/>	68299 TRICARE	Wisconsin Physician Service Group Health (WPS)	Wisconsin Physician Service Group Health (WPS)	SX022	03/05/2024	vnewara	Advanced Dermatologic & Cosmetic Institute	Professional	Primary	03/05/2024	⋮

Action Menu

4

Eligibility Checks



How to Check Patient Eligibility:

1. Click Patient Registration > Eligibility & Benefits
2. Click All Patient Requests
3. On left panel, will see all eligibility requests
4. Click “New Request” to submit a new eligibility request
5. Enter the Payer and Patient Information > click submit
6. Click on the card on the left panel to get more information, such as benefits

The screenshot shows the 'Coverages and Benefits' section of a patient's profile. It includes a green header for 'HEALTH BENEFIT PLAN COVERAGE (30)' with an 'ACTIVE COVERAGE' status. Below this, there is a 'Benefit Coverage Summary (30)' section with details for 'Plan / Product' (Choice Fund HSA Open Access Plus) and 'Payer Notes' (Services provided by DRHORTON AIRROSTI OAP CSN are covered under in-network benefits unless otherwise specified. Provider is out of network based on NPI ID provided in request. Preferred Care Management).

The 'Co-Insurance (30)' section is divided into four categories:

Category	Co-Insurance Rate	Notes
Family - In Network	10%	This benefit does apply to member's out-of-pocket maximum
Individual - In Network	10%	This benefit does apply to member's out-of-pocket maximum
Individual - Out Of Network	40%	This benefit does apply to member's out-of-pocket maximum
Family - Out Of Network	40%	This benefit does apply to member's out-of-pocket maximum

How to Check Patient Eligibility



Availity essentials **Home** Notifications **Advanced Dermatologic & C...** Help & Resources Stephanie Acheson

Patient Registration Claims Payments Reporting Feedback

New Request Search

Clear All 03/06/2024 - 03/07/2024

Home > Eligibility and Benefits > All Patient Requests Eligibility Management Report

New Request

Payer: BCBS Florida - Florida Blue Search Type: Patient ID, Patient Last Name, Date of Birth

Provider Information

Provider (Optional): Please Select a Provider

Provider NPI (One of these are required) Tax ID (One of these are required) Payer Assigned Provider ID (One of these are required)

Patient Information

As of Date: 03/07/2024 Service Type: Health Benefit Plan Coverage (30) Patient ID:

Patient Last Name: Date of Birth: mm/dd/yyyy

Reset Submit

4 of 4 Requests 0 0 3 1

Green = active
 Red = inactive
 Yellow = request errors
 Gray = processing

Optional, only one field needed

Defaults to Health Benefit Plan, can change if needed

Availity Learning Center

<https://availabilityessentialspro.learnupon.com/catalog/courses/3267725> (payer mapping, claim status, working errors)

<https://availabilityessentialspro.learnupon.com/.../details>
(eligibility)

Thank you



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