



Availity Provider Solutions

Where healthcare **connects.**

October 19, 2021

Availity is the nation's largest network, connecting every payer to every provider, coast to coast



Note: Representative relationships. Not intended to be all-inclusive.

Connectivity with **every health plan**,
nationwide

1.2M

Daily Logins

112M

Covered lives carried exclusively
through Availity

2M

Providers on Platform

13B

Transactions, annually

2K

Vendor Partners

2.7K

Hospitals



Availity Provider Solutions



Provider Portal

EDI Clearinghouse

Revenue Cycle Management (RCM)

Availity is a HITRUST CSF-certified company.



For Arkansas Blue Cross Blue Shield providers: Availity provider solutions available now and coming soon

✓ Available now

Availity Provider Portal

- Eligibility and benefits inquiry
- View member ID card
- Direct-entry claims
- Claim status
- Correct this claim
- Remittance viewer
- Payer space
- Message the payer

✓ Available now

EDI Clearinghouse

- Claims (837D, 837P, 837I)
- Claim/payment advice (835)
- Real Time (SOAP), REST API**
- Eligibility and benefits (270/1)
- Claim status inquiry (276/7)

+ Coming soon

Availity Provider Portal

- Patient cost estimator
- Medical attachments
- Overpayments
- Care reminders
- Fee schedule
- Provider data management / credentialing
- Authorization management



Where does the data come from?

Data comes from payer systems. Availity formats and provides it to you through response pages, reports, and dashboards.

Example of a request / response data exchange



What about Blue Card members?

You can use Availity Portal. For Eligibility & Benefits (E&B) and Claim Status, select the other Blue Plans option. For direct-entry claim submission, select the in-area Blue Plan.

Example of E&B payer list filtered on "Arkansas"

* Payer ?

Please Select a Payer

arkansas

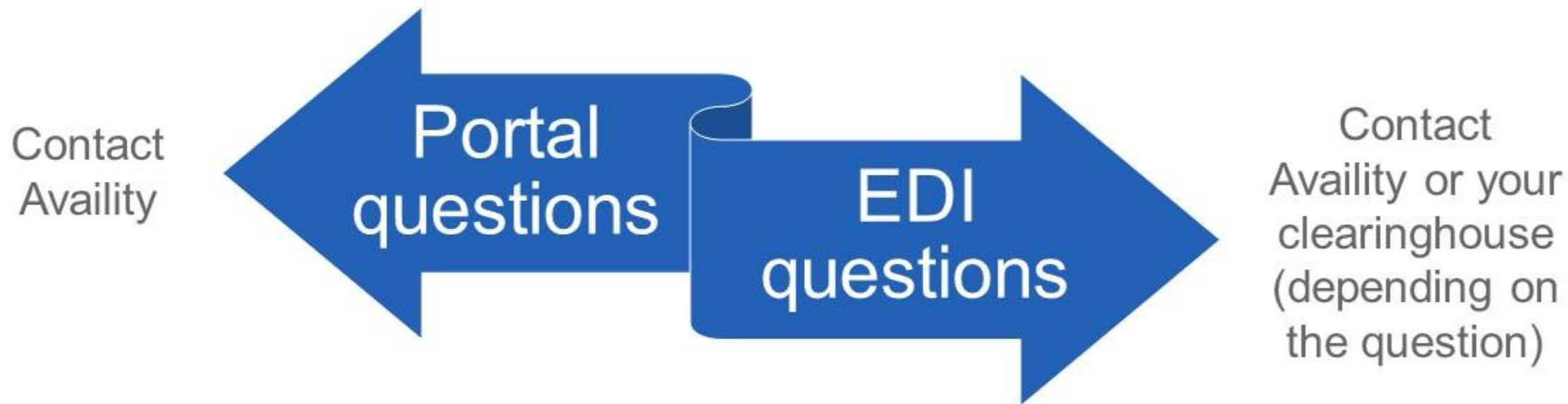
Frequently Used

- ARKANSAS BCBS
- ARKANSAS BCBS OTHER BLUE PLANS

Other Payers

- ARKANSAS BCBS
- ARKANSAS BCBS OTHER BLUE PLANS
- ARKANSAS TOTAL CARE





Explore this topic in **Help & Training > Find Help: *Who to contact for help***



Who to contact for help

If you are experiencing problems with Availity, please refer to this help system, the field-level help accessed by F1 next to some fields, and product training device before you reach out for assistance. Availity strives to keep these self-help tools accurate, complete, and up-to-date and, in many cases, you can find the solution to your problem quickly and easily by referring to them.

If you are not able to find answers or the answer you find indicates you need further assistance, contacting the correct resource can solve your issue more quickly.

Contact the appropriate payer customer service center for questions about these issues:

- Payer responses or results, such as rejected, denied, or pending claims, or insufficient or incorrect eligibility, benefits, and claim status
- Payer-specific errors that you cannot resolve, which usually display in red at the top of the online transaction page
- Payer rules about transactions
- Verifying payer-assigned provider IDs, member IDs, and other identifiers
- Reimbursements, coinsurance, copayments, and deductibles
- Payer-provider contracting issues or demographic changes
- Appeals, grievances, and complaints related to any of the above

Contact your administrator for these issues:

- You do not see something in the Availity Portal menu to which you expect access
- You are a new user and cannot log in to Availity Portal
- If you have been using a shared or inherited user account

 **Note:** Especially when you need to enroll in 2-step authentication, you will need to have your own Availity user account, one that is unique to you, and not share your credentials with anyone else at your office.

Contact the vendor for your PMS, HIS, or other system for these issues:

- If you are an administrator and you are setting up your office to use EDI through Availity and coordinating with the vendor to establish the level to which you want to integrate Availity with your system
- Issues you cannot resolve related to errors in loops, segments, and data elements in your system, often identified in an acknowledgement file received from Availity or another clearinghouse
- Errors such as PA03 that involve a problem with your system's ability to configure the loops, segments and data elements in batch files, to match Availity's requirements

 **Note:** If you don't have a vendor or have not been able to resolve the issue with your vendor, contact Availity Client Services.

Contact Availity Client Services for these issues:

- HIPAA-related errors that you cannot resolve, which usually display in a pop-up window
- Most recurring AV or PA errors.

 **Note:** In the case of PA03 errors, contact the vendor for your PMS, HIS, or other system first. If you don't have a vendor, contact Availity Client Services.

- Difficulty interpreting EDI errors
- Problems with links or other technical problems with Availity
- When you need to set up new users and the administrator listed for your user account no longer works at your company
- Any other problems with which other resources listed here cannot assist you

Florida Providers

Contact FloridaHealth customer service at 888-FLORIDAHEALTH for issues with Patient Communications

- Technical questions or problems with the FloridaHealth website
- Billing for Patient Communications or other FloridaHealth services

* Please do not post sensitive information in this comment area.

Related information

- Search Availity Portal
- Use the Availity payer ID
- Availity Client Services

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Submit and
manage
support tickets

Click **Help &
Training >
Availity Support**

Call
1.800.282.4548

Monday – Friday
8am to 8pm ET
7am to 7pm CT
excluding major holidays



When contacting Availity Client Services (ACS), have your transaction ID handy.
And be sure to ask for your Availity case ticket number for reference.



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.

8/24/2021 2:49 pm

Take Action

- Find Help
- Get Trained
- Availity Support
- View Network Outages

Help & Training menu:

- Find Help
- Get Trained
- Availity Support
- View Network Outages

Tip: Use keyword search to help find things.

My Top Applications




Eligibility and
Benefits Inquiry




Claim Status

News and Announcements **NEW ALERT**



 Availity | Provider Help Center

Search 

[Home](#) / [Payer spaces and payer tools](#) / [Arkansas Blue Cross and Blue Shield](#) / [Crosswalk from AHIN to Availity Portal](#)

▼ Payer spaces and payer tools

[Payer spaces](#)

[Access a payer space](#)

[Payer tools](#)

▶ Aetna

▶ Allina Health

▼ Arkansas Blue Cross and Blue Shield



[Crosswalk from AHIN to Availity Portal](#)

Crosswalk from AHIN to Availity Portal

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 Portal.

In the table below:

- Column 3 refers to the menus at the top of Availity Portal. For example, to access the eligibility and benefits application, you would click **Patient Registration** at the top of Availity Portal, and then click **Eligibility and Benefits Inquiry**.

Patient Registration ▼				Claims & Payments ▼	My Providers ▼	Reporting	Payer Spaces ▼
		Eligibility and Benefits Inquiry					

- Column 4 identifies the role you need to perform the function. For example, to submit an eligibility and benefits request, you



Home > Select > Search

Watch a demo links

Need Help? [Watch a demo](#) for Claim Status

Give Feedback

Give Feedback

Question mark icons

cs Claim Status

Organization

TEST - Demo Org - Provider

Payer

ARKANSAS BCBS

Member Search

HIPAA Standard

Provider Information

Is the provider the same as the organization name?

☒ Yes ☐ No

Select a Provider optional

Select...

Provider NPI

2234567891

Patient Information

Select a Patient optional

Select...

Member ID

Patient Last Name

Patient First Name



Best viewing experience



Allow pop-ups from Availity

www.availity.com, www.apps.availity.com



Use a supported browser

Microsoft Edge (version 79 and higher), Google Chrome (version 22 and higher), Mozilla Firefox (version 27 and higher)



Clear your internet history

Periodically clear these types of data: temporary internet files (cached images and files), browsing/download history, and cookies.



For more tips like these, check out the **Troubleshooting** section of the Availity Provider Help Center. Click **Help & Training > Find Help**.



Arkansas Blue Cross Blue Shield providers submitters

Top reasons for rejected 837 claims (and how to avoid them)

Error code / message	Related issue / tips to avoid
0x3939312 / Element NM109 is used. It is not expected to be used when it has the same value as element NM109 in loop 2010AA. Segment NM1 is defined in the guideline at position 2500. Invalid data: #####	Service facility address not required when same as billing address / work with your system's vendor ensure only required data is included with your 837 transactions.
AP0073 / Member Prefix is required as part of the Member ID. Please resubmit with correct Member ID.	Patient ID is missing prefix / obtain a copy of the patient's ID card or run a Member Search in claim status to get the info, then update your system's records.
AP0056 / The HCPCS code ##### and NDC code ##### submitted are not a valid combination.	HCPC and NDC combo invalid / double-check HCPC and NDC code combinations that are accepted for the claim.
AP0069 / Either the patient first name or patient date of birth is incorrect.	Patient information submitted doesn't match payer info / verify patient info with the payer (i.e. run an E&B on Availity Portal) and update your system's records.



Register and get started with Availity



Go to [availity.com](https://www.availity.com) and click the REGISTER button.

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



Someone with legal authority registers the organization and is the Administrator. Administrators can then add a user account for every person who needs access.



Questions



How well did you learn?

**True
or
False**

1. Availity is a HITRUST CSF-certified company.
2. It is okay to share Availity user IDs.
3. You can use Availity Portal for Blue Card members.
4. Availity Portal application training is free.
5. Availity's toll free number 1.800.282.4848 is the only way to contact Availity Support.

