Availity Essentials Overview for Magellan Healthcare of Idaho Providers | February 2024

Topics and applications covered in the Idaho provider webinar:

1. **General Availity Essentials Navigation**

2. **Eligibility and Benefits Inquiry**

3. **Claim Status**

4. **Remittance Viewer**

5. **Claim Submission (Claims & Encounters)**

6. **Payer Spaces**

Roles & permissions needed:

To access applications in Availity Essentials, your user account will need the correct role(s) assigned. For the application we covered in the Idaho provider webinar, you will need the:

❖ **Eligibility and Benefits** role to access the Eligibility & Benefits application.

❖ **Claims** role to access the Claims & Encounters application.

❖ **Claim Status** role to access the Claim Status and Remittance Viewer applications.

Your organization's Availity Essentials Administrator assigns your roles and permissions. To locate who your organization's Availity Administrator is, navigate to Your Account at the top of your Availity Essentials home page. Select **My Account** | **Organization(s)** | **Open My Administrator(s).**

Are you the Availity Essentials Administrator for your organization?

❖ Click here for an FAQ to learn more about your role as the administrator, including Manage My Organization.
  o Add providers with Manage My Organization (MMO) for easy data entry in many Essentials applications.
    Note: Adding providers to MMO does *not* update the provider's information with individual payers.

Key Takeaways

- ✓ To access Availity Essentials self-service tools, pop-ups must be enabled in your browser tab. Click here for a guide to enable pop-ups.
- ✓ Prior to completing a transaction, check the state dropdown from your home page. The state selected will dictate which payers you will see.
- ✓ From Magellan Healthcare of Idaho's Payer Space, access single sign-on to certain Magellan Healthcare of Idaho applications, resources, and more.
- ✓ Run an Eligibility and Benefits Inquiry prior to using other applications in Availity Essentials. This confirms the patient's eligibility and the patient's information will be saved for you to access in other Availity Essentials applications.
- ✓ Use the Remittance Viewer application to access remittance information.
  - ○ **Important note:** Prior to accessing remittance information, your organization's Availity Essentials Administrator needs to validate a check in Availity Essentials. Refer to the Need help getting access to EOP/EOBs? demo for more information and to view the quick validation process.

Help & Training Resources

From the Availity Essentials home page, select **Help & Training,** then:

Find Help:

Search by keyword(s) or Magellan Healthcare of Idaho for specific content. You can also locate general application content in the provider help center by selecting the application tile for:

Eligibility and Benefits	Claim Status	Remittance Viewer	Claims & Encounters

Get Trained:

Find training demos, sign-up for live webinars, or read forum posts in the Availity Learning Center (ALC).

Quick Links to Training demos:
- Eligibility and Benefits Inquiry – Training Demo
- Claim Status – Training Demo
- Remittance Viewer – Training Demo
- Professional Claim Submission – Training Demo

Other helpful courses and webinars in the ALC for getting started:
- Payer List – Training Demo
- My Account Dashboard – Training Demo
- Safeguarding Your Availity Essentials Account – Training Demo
- Using Availity Support Tools for Self-Service – Training Demo
- We recommend signing up for the quarterly webinar *Tips for Navigating Availity Essentials* or you can watch the recorded webinar at any time!

*To access the Availity Learning Center or the Quick Links to the demos, you would need to be logged into Availity Essentials.

Availity Support: (From the Help & Training menu)

Access online support tickets and online chat. Or Call 1-800-AVAILITY (282-4548).