

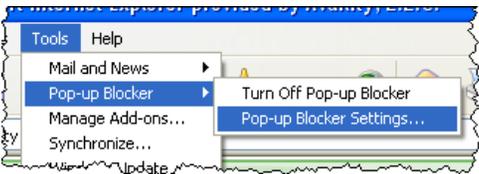
Welcome New Availity User!

Quick Reference Card

Setting Pop-up Blockers to Allow Availity

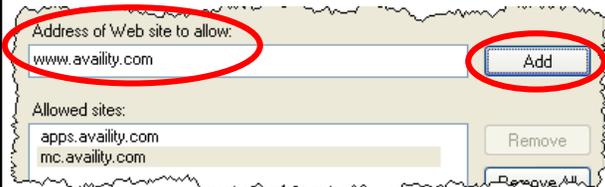
Pop-up blockers can prevent some Availity windows and features from displaying. Allow Availity URLs in any pop-up blocker you use, such as Internet Explorer.

1. In Internet Explorer, click **Tools | Pop-up Blocker | Pop-up Blocker Settings**.



2. In **Address of Web site to allow**, type the following URLs, clicking **Add** between them:

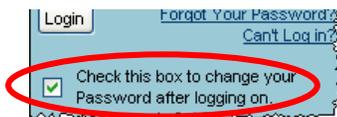
apps.availity.com
mc.availity.com
www.availity.com



3. Click **Close**.

Resetting Your Password

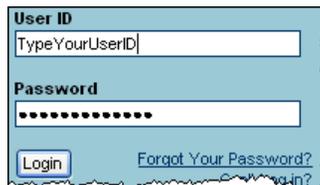
1. On Login page, type user ID and password, click **Check this box to change your Password after logging on**, and click **Login**.



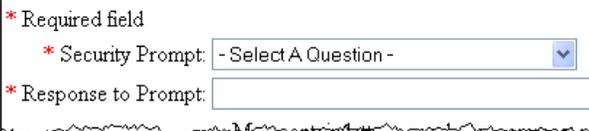
2. Type a new, valid password in both fields. Click **Next**.

Logging in the First Time

1. Go to <http://www.availity.com> and click **Registered Users Login**.
2. Type your user ID and password, and click **Login**.



3. Select a prompt and type a response. It identifies you if you need to change your password later.



4. Read the statement and agreement and, if you agree, click **Agree** for both.
5. Type a new, valid password in both fields and click **Submit**. **Note:** Do not share your user ID or password.



Resetting Your Forgotten Password

If you've forgotten your user ID, too, contact Availity. Otherwise, follow these steps:

1. On Login page, type user ID and click **Forgot Your Password?**.



2. Type the response to the prompt to identify yourself and click **Next**.
3. Type new, valid password in both fields. Click **Next**.

Uploading EDI Batch Files

1. In Availity, click **EDI File Management | Send and Receive EDI Files**.



2. Select the organization and click **Submit**.
3. Click **SendFiles**.



4. Click **Browse**.



5. In dialog box, locate the file, and click it. Then click **Open**.

6. Click **Upload File**.



Accessing EDI Response Files

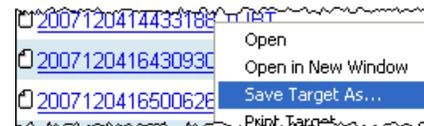
1. In Availity, click **EDI File Management | Send and Receive EDI Files**.

2. Select the organization and click **Submit**.

3. Click **ReceiveFiles**.

4. To view a file, click the name.

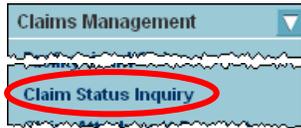
5. To download, right-click the name, and select **Save Target As**. In dialog box, browse to the folder in which to save the file. Click **Save**.



6. Need help? Click **Help** at top of page. Open **EDI File Management** book and browse topics. Or, on Home page, click **EDI Commercial Claim Submission (pdf)** under **Availity Services**.

Inquiring About Claim Status

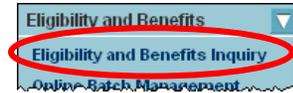
1. In Availity, click **Claims Management | Claim Status Inquiry**.



2. Complete the fields in order. For help on a field, click **?**. For help with the form, click **Help** (top of page).
3. Click **Submit**.
4. In results, click **View Details** to see more information.
5. Click **Help** (top of page) for more information.

Inquiring About Eligibility and Benefits

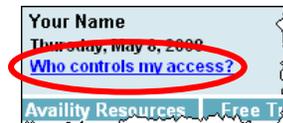
1. In Availity, click **Eligibility and Benefits | Eligibility and Benefits Inquiry**.



2. Complete the fields in order. For help on a field, click **?**. For help with the form, click **Help** (top of page).
3. Click **Submit**.
4. For information about how to view the results, click **Help** (top of page).

Determining Your PAA, Changing Your PAA

1. In Availity, at the top of any page, click **Who controls my access?**.



2. Look at the PAA listed.

Organization Name	PAA Information
ABC Organization	Jane Doe (123) 456 - 7890

Requesting Authorizations and Referrals

1. In Availity, click **Auths and Referrals | Health Care Services Review**.



2. Select the transaction type.
3. Complete the fields in order. For help on a field, click **?**. For help with the form, click **Help** (top of page).
4. Click **Submit**. The information in the result returned varies by payer.

Adding Web Transactions to Online Batch

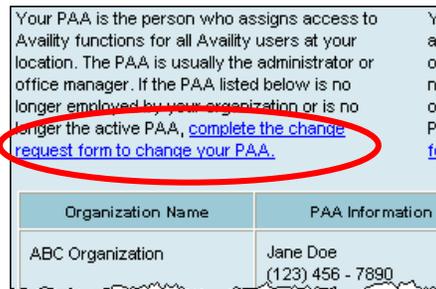
You can add any web transaction forms to an online batch to submit later.

1. At the bottom of the form, click **Add to Batch** instead of **Submit**.
2. Select an existing batch and click **Add to Batch**, or specify a new batch by name and click **Create & Add**.
3. To submit the batch, click **Submit Batch**.
4. For more information, click **Help** (top of page).

Note: Return here later by clicking **Online Batch Management** in the Availity menu.

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3. If the PAA has left and you can designate the new PAA, click the **complete the change request form to change your PAA** link.



Need Assistance?

Availity Help

For more information, see Availity Help:

1. In Availity, click **Help** at the top of the page.
2. Browse the books and topics as necessary.

Show Me Demos

For an animated demonstration of many of these tasks:

1. In Availity, on the Home page under **Availity Training and Resources**, click **Show Me Demos**.
2. Click any of the categories to expand them.
3. Click a blue triangle to launch a demo.

Live Webinar Training

Availity offers live training conducted by phone and teleconferencing tools. To see the schedule or enroll:

1. In Availity, click **Free Training** on any page.
2. Click **Live webinar schedule**.
3. To enroll, click a webinar title and follow the instructions on the page that displays.

Availity EDI Guide

1. On Availity's Home page (displays after log-in), click **EDI Commercial Claim Submission (pdf)** under **Availity Services**.

2. Click any of the links on the table of contents that displays, such as the **EDI Guide** link.

Still Need Help?

Contact Availity Client Services

Phone: 800.AVAILITY (800.282.4548)

E-mail: support@availity.com

Monday – Friday 8 am to 7 pm ET (excludes holidays)

(continued)

4. In step 1 of the help topic, click **Change Request Form to Replace the Primary Access Administrator**.
5. Print, complete, and submit the form as instructed.

The PAA should be able to:

- Check Availity regularly for notices and updates
- Commit time for adding users, granting access, resetting passwords, and other PAA tasks

The PAA can be:

- A staff member who has advanced responsibilities
- The office administrator or manager