Manage My Organization: How to Add/Edit Providers in Availity

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Find Out or Manage How Your Providers are Set Up

1. Go into your Account.

2. Select **Manage My Organization**.

Manage My Organization Screen

General:

A. Search for a specific Organization. **OR**

B. Select Your Organization from the Active list.

C. The selected Organization will show on the right.

D. Select the record you wish to review. To assist with finding a Billing Group/Provider, you can use the search window in the provider list section.

- If Billing Group NPI is not there, reach out to your Admin to have them add the group/provider to list by clicking on **Manage Providers**. (*The following slides show the Admin how to complete these steps.*)

OR

- View/edit the Group/Provider information to ensure it has been set up correctly. (*See slide 9.*)

Add a Provider
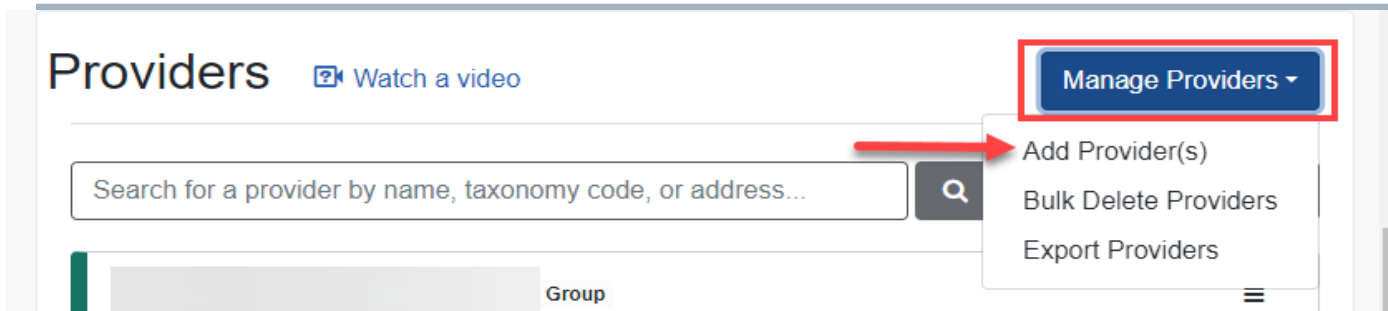
NOTE: As mentioned previously, only your organization's Availity Administrator (there may be more than one) can add a new or missing Group/Provider.

- Enter the Provider's information into the required (*) fields.

- If this is an atypical Provider as described, click the **atypical provider** check box.

- Click **Find Provider**.

Add a Provider (cont'd)

- If the Provider already exists, you will see this window.

- Check and correct any of the displayed information, if needed.

Add a Provider (cont'd)

- If the Provider is not already within Availity, you will see this window.

- Enter the required (*) information.

Add a Provider (cont'd)

- Enter or validate the Provider Address information.

Add a Provider (cont'd)

- Review the information you have added for this Group/Provider and verify it is accurate.

- **NOTE:** Please be sure to look at the question underneath the table **"What is the provider's relationship to your organization?"** → IF this group/provider is part of your organization, **be sure** you check the **"This provider is part of my organization"** button (the default is the 'third-party' option).

- *This step is critical to ensure that your Billing Provider shows appropriately in the Provider dropdowns for all Highmark functions within Availity, including Payer Space applications.

- After you have reviewed and approved the information, click the '**I certify**…' button and **Submit** to complete adding this Group/Provider.

View/Edit Provider Information

- If a search is performed and the Billing Group/Provider is showing under the Provider list, but not showing in the Availity Application Provider dropdown or Payer Spaces applications, the Administrator should confirm the following:
  - Navigate to the Providers menu.
  - Click on **View/Edit** and make edits as needed.
  - Verify the "This provider is a part of my organization" question is selected.

NOTE: This question defaults to "This is a third-party not directly affiliated with my organization".

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