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



Find Out or Manage How Your Providers are Set Up

The screenshot displays the Availity user interface. At the top, there is a navigation bar with the Availity logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'Pennsylvania', 'Help & Training', and 'User's Account'. The 'User's Account' dropdown menu is open, showing options: 'My Account', 'Maintain User', 'Add User', 'Manage My Organization', and 'Manage My Team(s)'. The 'Manage My Organization' option is highlighted with a red box and a '2' in a red circle. A '1' in a red circle is placed above the 'User's Account' dropdown. Below the navigation bar, there is a banner for 'Disruptions in service affect us all' with a 'Learn More' button. The main content area includes a 'Notification Center' with the message 'You have no notifications.', 'My Top Applications' with four tiles: 'Claim Status' (CS), 'Eligibility and Benefits Inquiry' (EB), 'Cash Management' (HIGHMARK), and 'Claims & Encounters' (CE). A 'News and Announcements' section shows a 'NEW ALERT' for 'WebTPA 837 Dental Claim Submissions'. On the right side, there is a 'My Account Dashboard' with a list of links: 'My Account', 'Maintain User', 'Add User', 'Manage My Organization', 'How To Guide for Dental Providers', 'Enrollments Center', 'EDI Companion Guide', 'Spaces Management Tool', and 'Manage My Team(s)'. A 'Messaging' section is also visible with a '2' in a red circle.

1. Go into your Account.
2. Select **Manage My Organization**.

Manage My Organization Screen

The screenshot shows the 'Manage My Organization' interface. At the top, there is a navigation bar with 'Availity' logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'Pennsylvania', 'Help & Training', 'User's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Payer Spaces', 'More', and 'Reporting', along with a 'Keyword Search' field. The main content area is titled 'Manage My Organization' and includes a 'Give Feedback' button. A note states: 'Note: You're viewing your organizations and associated providers. To administer your user accounts, go to Manage My Team(s)'. The interface is divided into two main sections: 'Organizations' on the left and 'Providers' on the right. The 'Organizations' section has a 'Register an Organization' button, a search bar, and a list of organizations. The 'Providers' section has a search bar and a list of providers. Annotations A, B, C, and D point to specific elements: A points to the 'Organizations' header, B points to the first organization in the list, C points to the 'Provider Organization 1' details, and D points to the 'Providers' header.

A Organizations

B Provider Organization 1

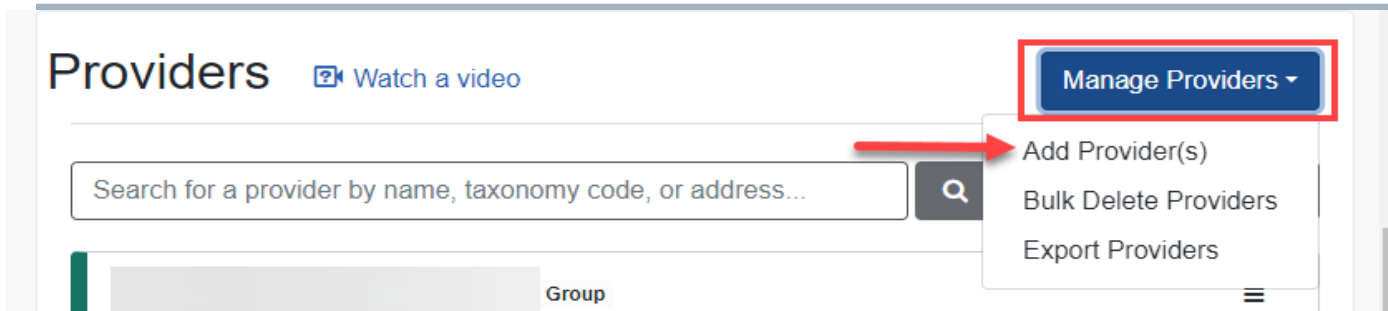
C Provider Organization 1

D Providers

General:

- Search for a specific Organization. **OR**
 - Select Your Organization from the Active list.
 - The selected Organization will show on the right.
 - 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.

A screenshot of the 'Add Provider' form in the Availity system. The form is titled 'Add Provider' and has a close button (X) in the top right corner. Below the title, it says 'LET'S FIND YOUR PROVIDER' and 'Fields marked with an asterisk * are required.' There are three input fields: '* Tax ID Type' with a dropdown menu showing 'EIN - Employee Identification Number', '* Tax ID' with a text input field containing 'Enter Tax ID', and '* National Provider ID (NPI)' with a text input field containing 'Enter NPI'. Below these fields is a checkbox with the text 'This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)'. Below the checkbox is a note: 'When adding atypical providers to the MMO tool, please note that it takes 24 hours before a Quick Claims can be submitted.' At the bottom of the form, there is a question: 'Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload.' and two buttons: 'Cancel' and 'Find 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)

Availity | essentials | Home | Notifications | My Favorites | Pennsylvania | Help & Training | User's Account | Logout

Patient Registration | Claims & Payments | Clinical | My Providers | Payer Spaces | More | Reporting | Keyword Search

Add Provider

1 Provider Information | 2 Identifiers | 3 Addresses | 4 Review

Fields marked with an asterisk * are required.
Looks like there's a match!
Please review and/or update all of this provider's information.

PROVIDER SEARCH RESULTS:

Family Practice Group

* **Provider Type**
Group/Facility

* **Group Name/Facility Name**
Family Practice Group

* **NPI**
XXXXXXXXXXXX

* **Primary Specialty/Taxonomy**
207Q00000X Allopathic & Osteopathic Physicians|Family Medicine|Not Applicable

Back Next

- 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)

The screenshot shows the 'Add Provider' form in the Availity system. The form is divided into four steps: 1. Provider Information (completed), 2. Identifiers (current step), 3. Addresses, and 4. Review. The 'Identifiers' section includes a text input for 'Family Practice Group', a 'Primary Tax ID' section with a dropdown for '* Tax ID Type' (set to 'EIN - Employee Identification Number') and a text input for '* Tax ID' (containing 'xxxxxxxxxx'), and an 'Add additional Tax ID' button. Below this is an 'Identifiers' section with an 'Add identifier' button. The top navigation bar includes 'Availity', 'essentials', 'Home', 'Notifications', 'My Favorites', 'Pennsylvania', 'Help & Training', 'User's Account', and 'Logout'. A secondary navigation bar includes 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Payer Spaces', 'More', and 'Reporting'. A 'Keyword Search' box is also present.

- If the Provider is not already within Availity, you will see this window.
- Enter the required (*) information.

Add a Provider (cont'd)

The screenshot shows the 'Add Provider' modal in the Availity system. The modal has a progress bar at the top with four steps: 1. Provider Information (checked), 2. Identifiers (checked), 3. Addresses (active), and 4. Review. Below the progress bar, the text reads 'Provider Address(es)' and 'Add or edit address and service location information for this provider.' There is a text input field containing 'Family Practice Group'. Below the input field is a button labeled 'Physical/Billing' with a menu icon. At the bottom left, there is a '+ Add an address' link. At the bottom right, there are 'Back' and 'Next' buttons.

- Enter or validate the Provider Address information.

Add a Provider (cont'd)

Availity | essentials | Home | Notifications | My Favorites | Pennsylvania | Help & Training | User's Account | Logout

Patient Registration | Claims & Payments | Clinical | My Providers | Payer Spaces | More | Reporting | Keyword Search

Add Provider

Provider Information | Identifiers | Addresses | Review

Fields marked with an asterisk * are required.
Review all of the information provided below and ensure that everything is correct.

Family Practice Group (Group) [Edit](#)

NPI: [Redacted] Primary Specialty/Taxonomy: 207Q00000X ALLOPATHIC & OSTEOPATHIC PHYSICIANS|FAMILY MEDICINE|NOT APPLICABLE

Identifiers [Edit](#)

Tax ID(s) (EIN - Primary): [Redacted]

Addresses [Edit](#)

Physical/Billing

* What is the provider's relationship to your organization? (Select one) [?](#)

This provider is a part of my organization

This is a third-party not directly affiliated with my organization (example: referred-to provider)

* I certify that this provider's information and relationship to my organization information is correct

[Back](#) [Submit](#)

- 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

Providers [Watch a video](#) [Manage Providers](#)

Search for a provider by name, taxonomy code, or address... [A to Z](#)

Group NPI Tax ID [View/Edit provider](#)
[Copy provider to another organization](#)
[Remove provider from organization](#)

- 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”.

View/Edit provider

Fields marked with an asterisk * are required.
Review all of the information provided below and ensure that everything is correct.

Family Practice Group (Group) [Edit](#)

NPI Primary Specialty/Taxonomy
207Q00000X ALLOPATHIC & OSTEOPATHIC
PHYSICIANS|FAMILY MEDICINE|NOT APPLICABLE

Identifiers [Edit](#)

Tax ID(s) (EIN - Primary)

Addresses [Edit](#)

Physical/Billing

* What is the provider's relationship to your organization? (Select one) [?](#)

This provider is a part of my organization

This is a third-party not directly affiliated with my organization (example: referred-to provider)

* I certify that this provider's information and relationship to my organization information is correct

[Save](#)

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