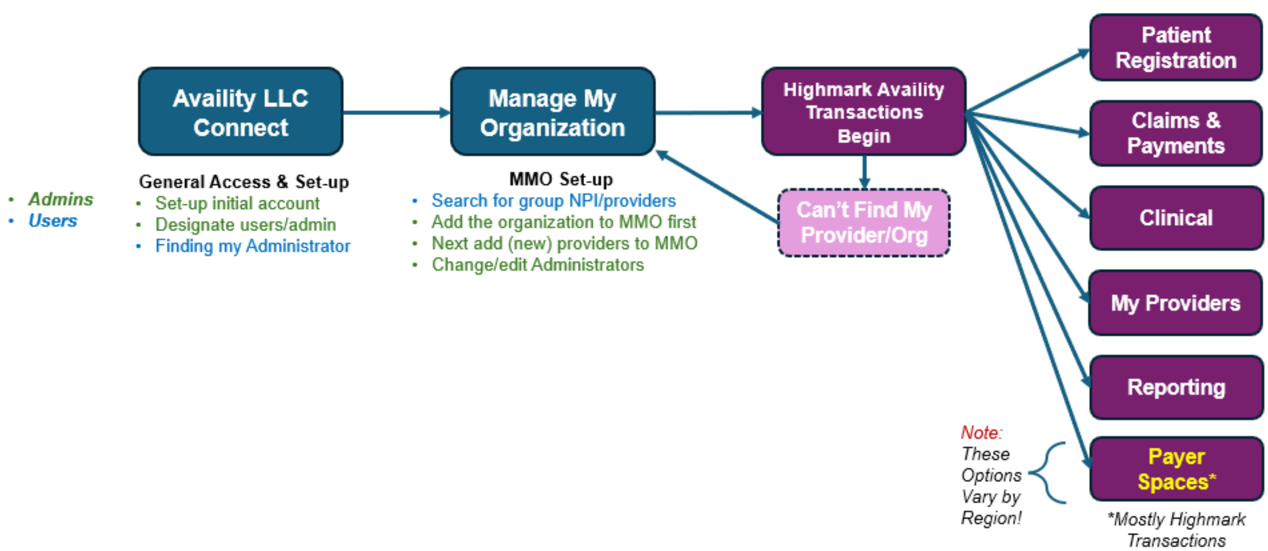
Availity Troubleshooting Guide

December 2024

Topics

Process Flow of Availity Adoption



General Access and Support

Before beginning use of Availity®, check that you are using the proper browser:

Note: If you are experiencing unexpected errors with functionality, reboot or check to see if the cache has been cleared.

Issue 1: I do not have an Availity account.

- **Steps to follow:**
  - Register for an account with Availity, LLC *(Use the "Get Started" resource below)*.
  - OR reach out to Availity Support at 800-282-4548 – Monday-Friday 8am to 8pm EST.
    - Have the Billing **Group (Type 2) NPI (National Provider Identifier)** available when calling.
    - If you are unsure of your Billing Group (Type 2) NPI:
      - Check your in-house sources *first* to determine who knows your NPI.
      - Check with the Centers for Medicare and Medicaid Services (CMS) at: National Plan and Provider Enumeration System.
  - When registering, select someone in your organization (office, practice, or facility) to serve as the primary **Availity Administrator**.
  - The Administrator does the following to initially set up user accounts:
    - Creates a personal user account.
    - Registers the organization on www.Availity.com.
    - Gives each user in the organization access to Availity Essentials.

– Assigns roles to your user accounts as needed.

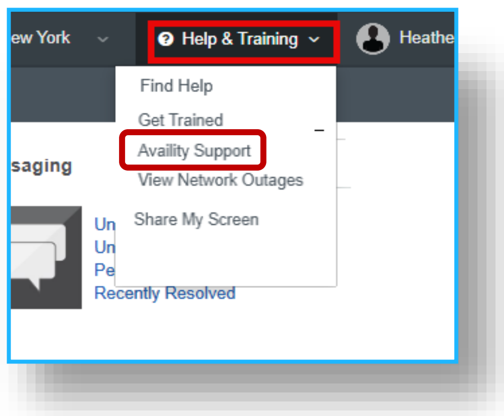
- **Availity Set-Up Resources**

  - **Availity**
    - Availity New User Guide (slides 2-3)
    - Register and Get Started with Availity Essentials

  - **Highmark Provider Resource Center**
    - Availity (highmark.com)
    - Registration (highmark.com)

Issue 2: I am having navigation issues in Availity, and I cannot find what I need.

- Within Availity, go to **Help & Training** on the main menu for training resources.
- Contact support at: 800-AVAILITY/800-282-4548.
- A chat feature is also available in **Availity Support** > **Contact Support**:



***NOTE:** All images in this document feature test data.*

- **Resources for Availity Navigation**

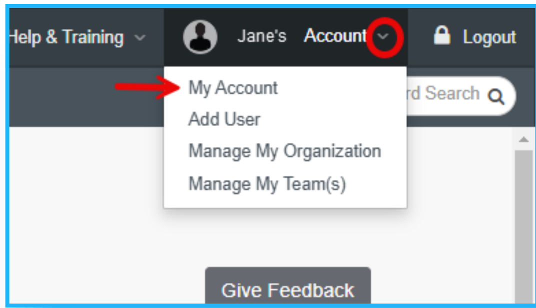
  - **Availity Trainings** (must log into Availity to use)
    - Catalog - Courses | Payer Learning and Resources (learnupon.com)

Issue 3: I do not know who my Availity Administrator is.

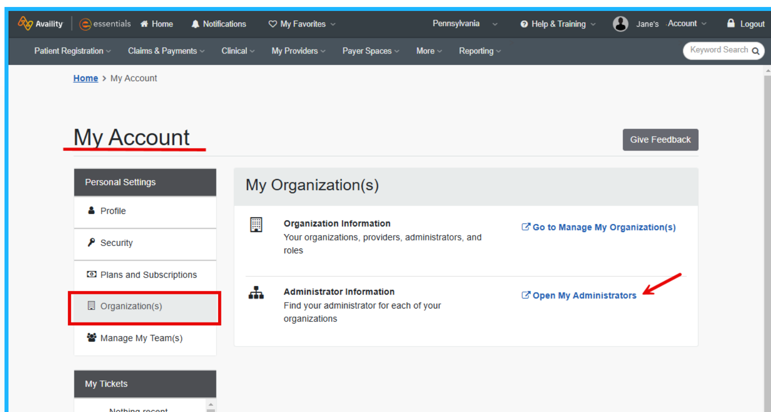
- **Note:** Availity users can view *only* those Administrators associated with their organization.

- **Steps to follow:**
  - Select the down arrow to the right of your **Account** in the top right portion of the screen; a dropdown menu will appear.
  - Select **My Account** from the dropdown menu.

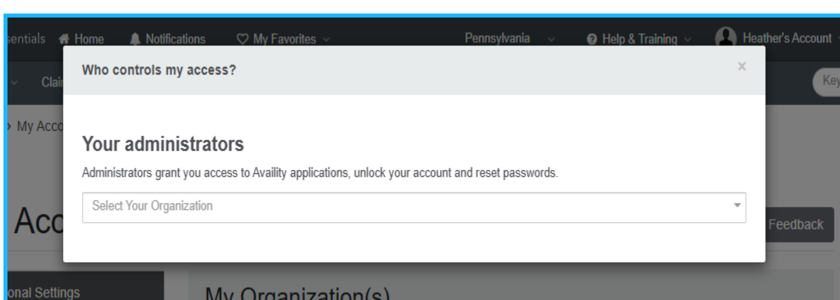
- ***Note:** At this point, you may be asked to complete the two-step security process to verify your ID before being allowed to proceed with the login.*



- Once the **My Account** window appears, click on **Organization(s)** from the menu on the left; select the blue **Open My Administrator** link.



- When, the **Who Controls My Access?** pop-up window appears *(see below)*, select the arrow to the right for the dropdown menu to **Select Your Organization** to get a list of the Administrators associated with your Organization:
  - **Note:** If you only have one organization, the list of Administrators will automatically populate.



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- **My Account Training Resources** – For Administrators Only
    - Availity Essentials Trainings *(must be logged into Availity to access):*
        - *(Users only)* My administrators (availity.com)
        - *(Administrators only)* View and edit roles & permissions

Payer Spaces Access

Issue 1: I do not have access to **Payer Spaces.**

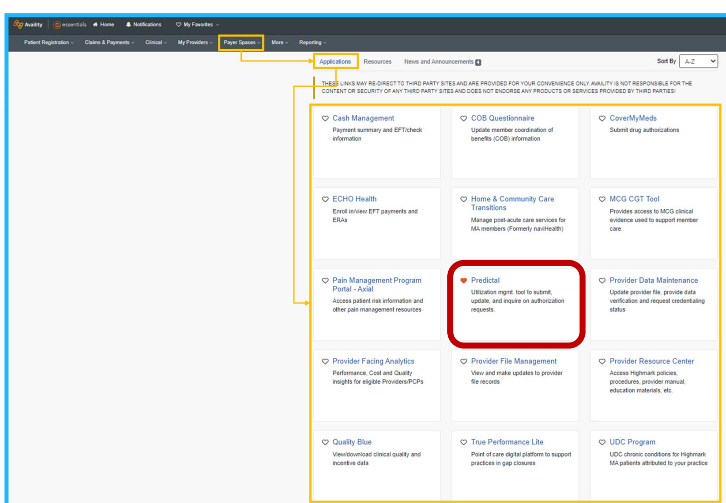
- You can check with your Administrator to ensure that your account was set up properly in Availity.
- *If the Administrator confirms proper access, notify Availity Client Services*.
    - Availity Trainings *(must log into Availity to access):*
        - Provider Crosswalk Document: Availity Essentials Provider Help Center
        - Payer Spaces overview (availity.com)

Issue 2: I cannot access the Highmark applications under **Payer Spaces**.

- Follow the instructions presented on the screen within the specific application.
- OR reach out to Highmark Provider Service.

Issue 3: I do not see the Provider or organization that I need under **Payer Spaces** in Availity.

- **Steps to Follow:**
    - Verify the state (of the provider) from the main menu at the top of the screen.
    - Select **Payer Spaces** from the main menu.
    - Select the appropriate Highmark payer option.
    - Scroll down to view all the tile options for various transactions.
    - ***For example***, select the **Predictal** tile *(as highlighted below)*:



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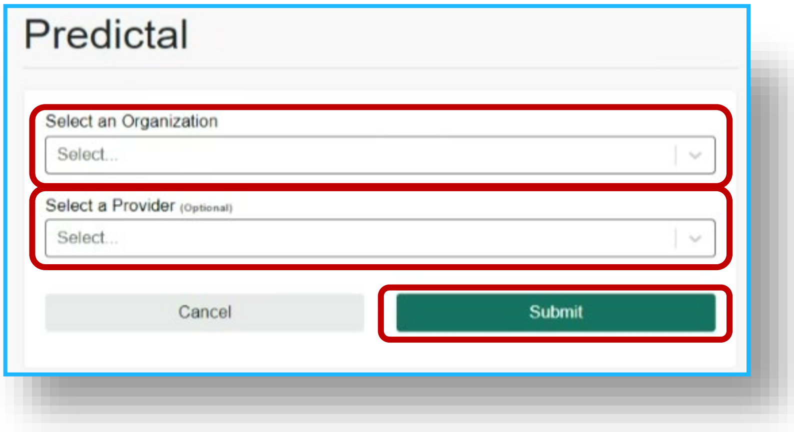
- The **Select an Organization** window will appear *(as seen below)*.
- Select the name of the organization from the dropdown of the **Select an Organization** field (or type in the name of the organization).

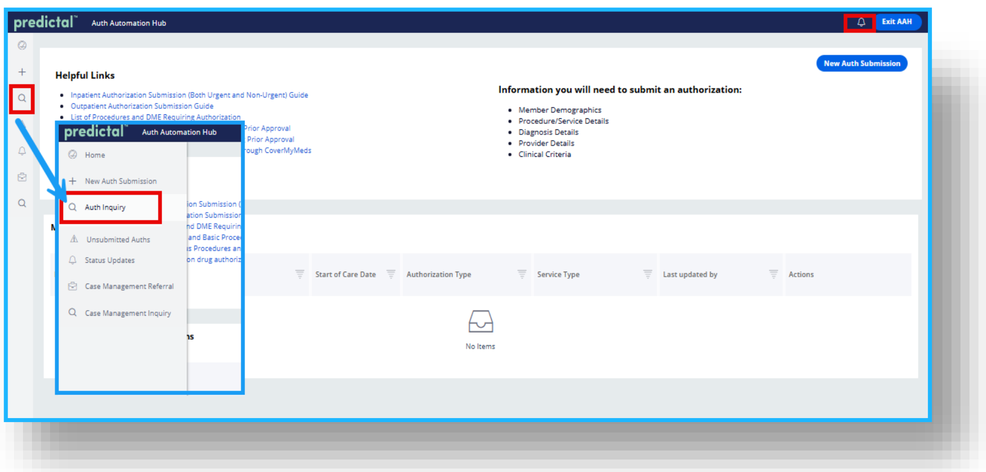


- ***Note:*** *The* ***Select a Provider*** *option (under* ***Select an Organization****) can be used to narrow down the Provider search.*
- If you do NOT see the Provider listed, then check the **Manage My Organization guide** on the Provider Resource Center.

Authorizations

Issue 1: I am not sure how to check the status of my authorizations submitted in Predictal.

- **Steps to follow:**
  - Verify the state (of the provider) from the main menu at the top of the screen.
  - Select **Payer Spaces** from the main menu and click on the **Predictal** tile.
  - When the **Predictal** tile opens there are two ways to check authorization status:
    1. Click on the alerts bell icon *(top right)* to view authorizations submitted by you.
    2. Search via Auth Inquiry using the magnifying glass on the left side navigation menu.



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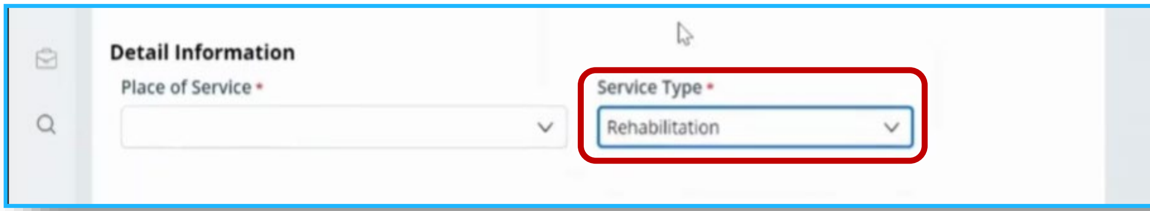
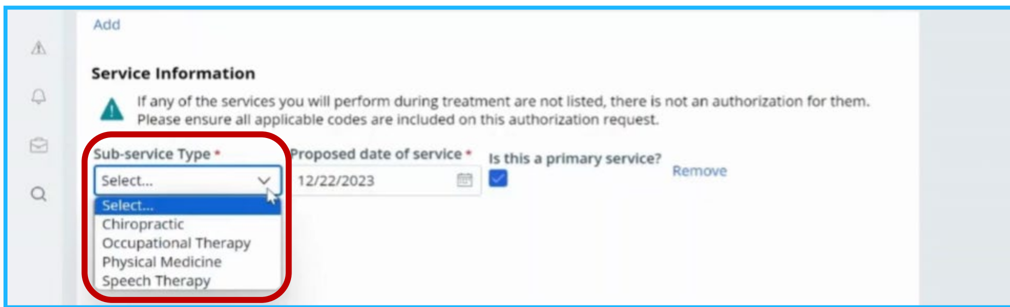
Issue #2: I am not sure how to submit an authorization for a member's rehabilitation (e.g., PT, OT, or chiropractic). My authorization is denying "no authorization on file" when I know it is needed.

- For Rehabilitation services, you must choose the correct:
  - Place of service
  - Service type
  - Sub-service type
    - ***Note:** Choosing this incorrectly could cause the authorization to **not** be processed or the claim could deny for "no authorization on file".*

- **Steps to follow on authorizations for Rehabilitation services:**
  - Verify the state (of the Provider) from the main menu at the top of the screen.
  - Select **Payer Spaces** from the main menu.
  - Scroll down and select the **Predictal** tile.
  - Once you have advanced into the Predictal screens, be sure to select the correct information:
    - Under the **Service Information** section of the screen, select **Rehabilitation** from the **Service Type** field's dropdown menu.



- Select the appropriate therapy type from the Sub-Service Type dropdown menu (Each therapy type has specific procedure codes that fall within the therapy type range).



- Do **NOT** change the Service Type to Medical Care to change the code manually.

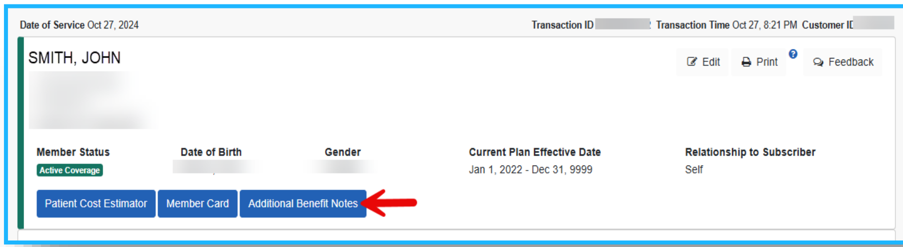
- Continue through the remaining fields to complete the authorization request.

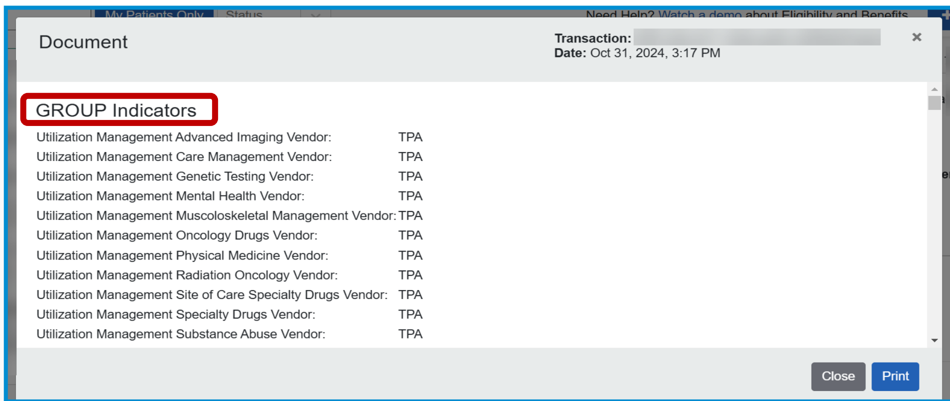
Issue 3: I am unsure of how to submit out-of-area vs. in-area authorizations.

- All Highmark authorizations can be started through **Patient Registration** > **Authorizations & Registration** in Availity, including eviCore and Helion.
  - **Note:** All out-of-area authorizations must be submitted through this process.
  - In-area authorizations may also be submitted through **Payer Spaces** > **Predictal** tile.

- Only CoverMyMeds, Home & Community Care Transitions (formerly naviHealth), or Third-Party Administrators (TPAs) have separate pathways.
  - ***Note:*** *CoverMyMeds and Home & Community Care Transitions are accessible via **Payer Spaces**.*

- Third-Party Administrator authorizations:
  - Must go through those companies' portals.
  - To find out if a member has a TPA, review member information listed under **Eligibility and Benefits** > **Additional Benefit Notes** (blue button):





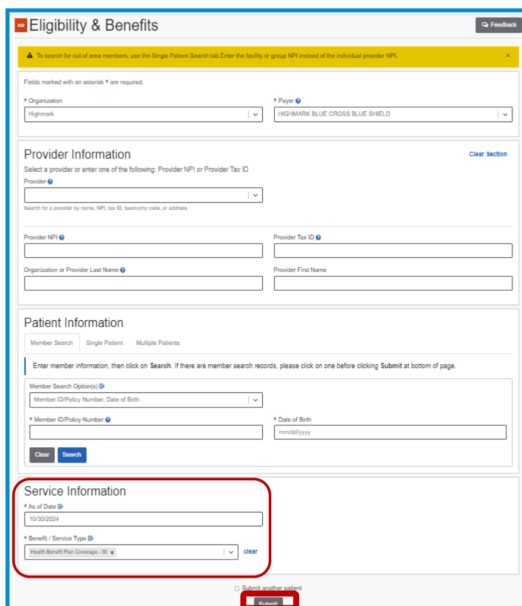
- Also check the back of the member's ID card.

- **Resources for Authorizations**
  - Obtaining Authorizations page on the PRC
    - Authorization Training & Resources
  - Predictal videos on the PRC:
    - Case Management Referral Process on Vimeo
    - Electronic Authorization Submission Process on Vimeo
  - Availity Trainings *(must log into Availity to access):*
    - Submit an authorization request (availity.com)

Eligibility and Benefits (E&B)

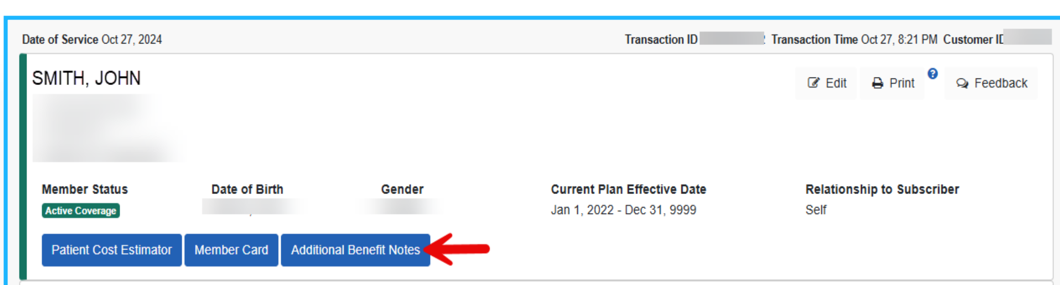
Issue 1: I do not know how to check the E&B of my member in Availity to determine whether or not an authorization is required, specifically via a Third-Party Administrator (TPA).

- **Steps to follow:**
  - Verify the state (of the Provider) from the main menu at the top of the screen.
  - Select **Patient Registration** from the main menu (a drop-down menu appears).
  - Select the **Eligibility and Benefits Inquiry** from the options on the dropdown menu.
  - Search for **Patient Information** by:
    - Member Search
    - Single Patient – *this search must be used for Out-of-Area members*
    - Multiple Patients
  - Enter **Service Information** and click the **Submit** button at the bottom of the screen:

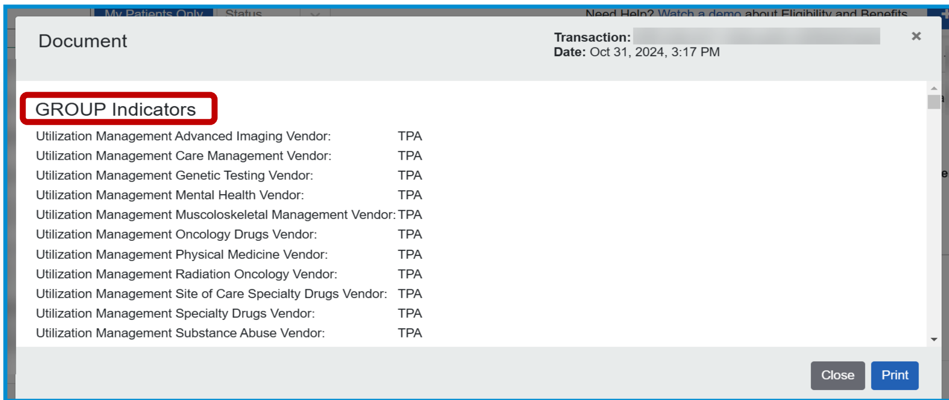


NOTE: All images in this document feature test data.

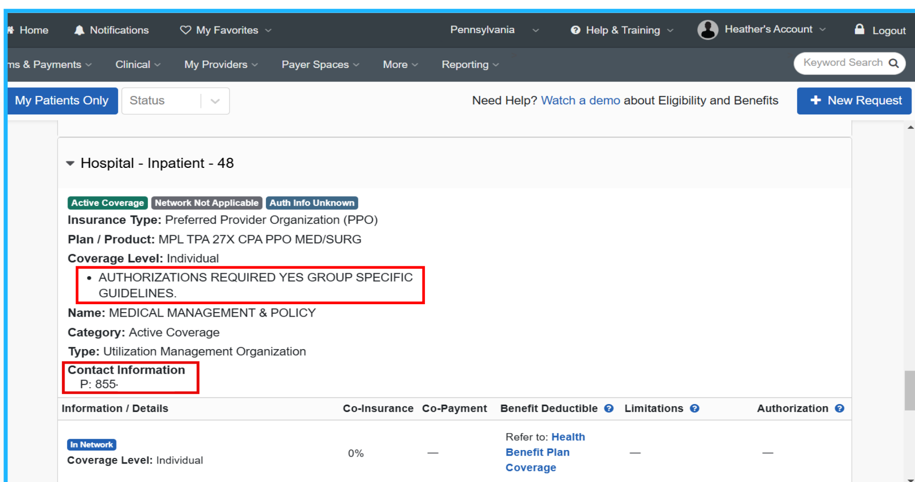
  - From the **Eligibility & Benefits Details** page, select the blue **Additional Benefit Notes** button to review the **Group indicators** *(seen further below):*



- If the **Additional Benefit Notes** information indicates that the utilization management (UM) is managed by a TPA, look at the member's ID card for the TPA contact information, or look at the service under the **Benefit Information.**



- Click on the arrow to expand the information and call the TPAs telephone number under the **Contact Information** field. (*See the example below)*.



- ## Resources for Eligibility and Benefits

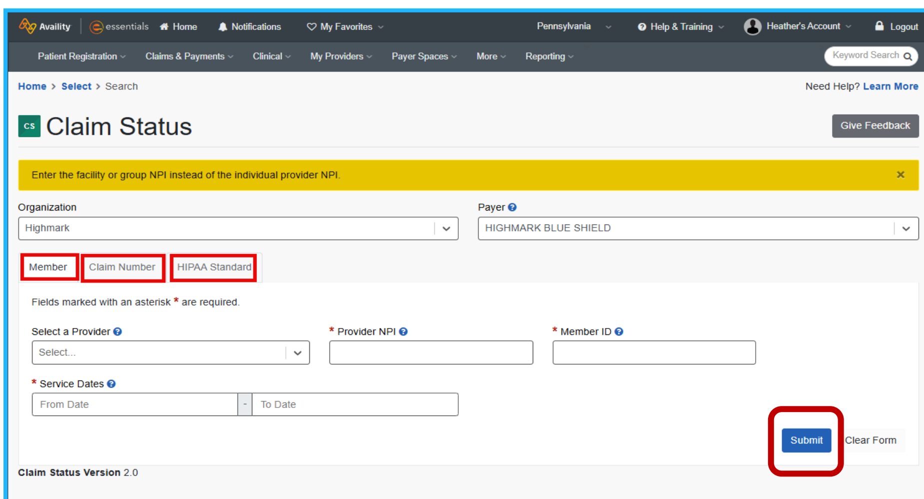
  - Availity Trainings *(must log into Availity to access):*
    - [Access the Eligibility and Benefits Inquiry application (availity.com)]

Claims Inquiry

Issue 1: I cannot see the status of the claim that I submitted or if it was denied.

- **Note:** For Highmark, to initiate a claims inquiry, a user must use the **Message this Payer** feature *(instead of the **Dispute Claim** feature which has been disabled for Highmark)*.

- **Steps to follow:**
  - Verify the state (of the Provider) from the main menu at the top of the screen.
  - Select **Claims & Payments > Claim Status** from the main menu.
  - There are three ways to search for a claim *(as highlighted below):*
    - Member
    - Claim Number
    - HIPAA Standard – this must be used when searching for out-of-area (BlueCard) claims.
  - Enter the required information and select the blue **Submit** button at the bottom of the window.



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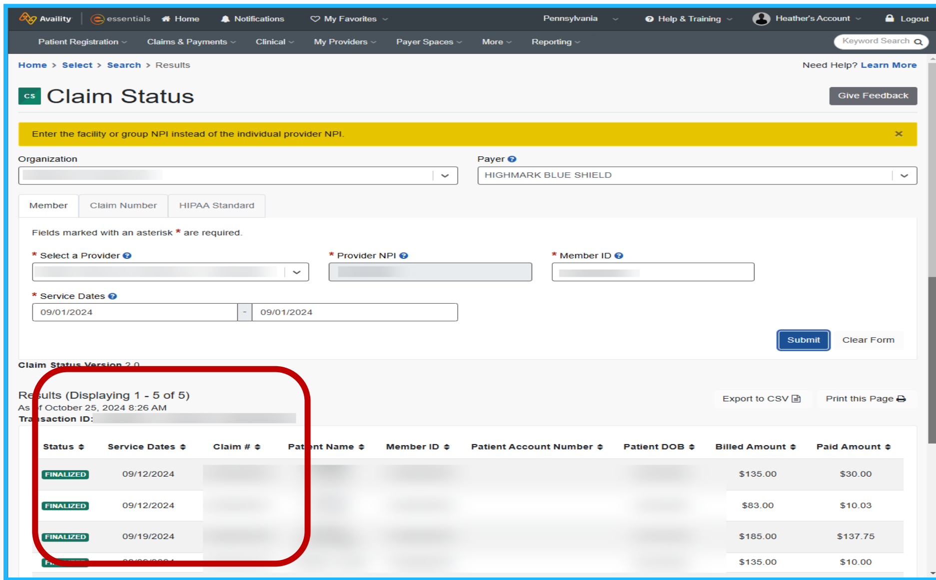
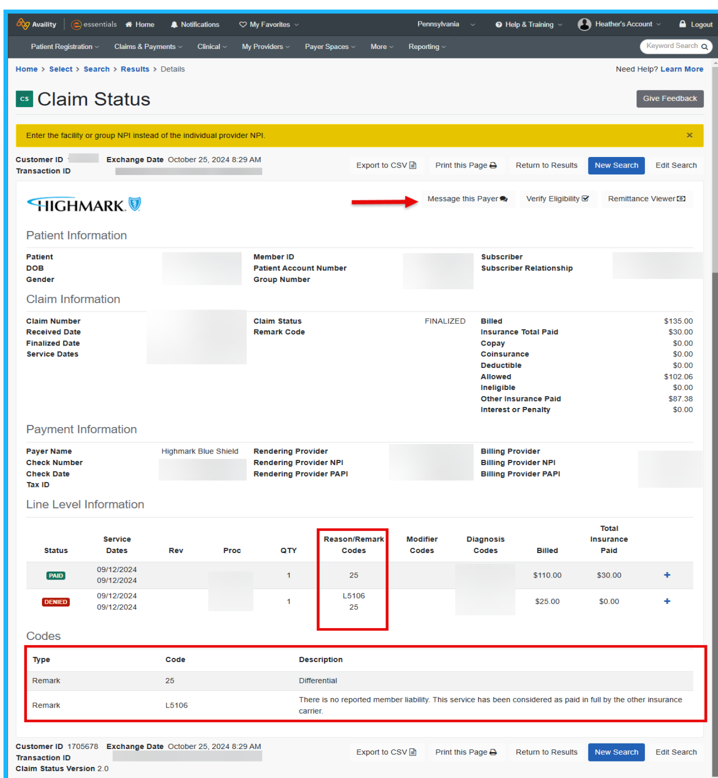
  - When the search **Results** display, click on the claim that you would like to review:



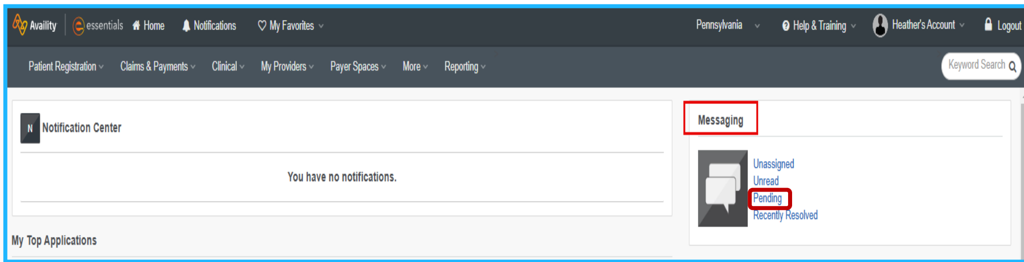
- After selecting the claim, the **Claim Status Detail** page appears along with the **Reason/Remark Codes** column *(as highlighted below)* for the specific claim.
- Select the **Message this Payer** link from this page if you would like to send an inquiry to Highmark's Provider Services department.



Issue #2: I cannot find the ID number for the claim inquiry that I just submitted in Availity.

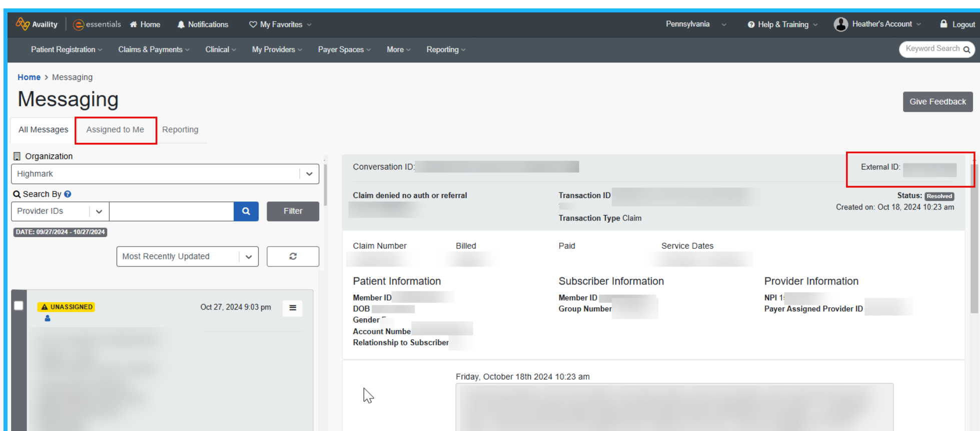
- Users do get a reference ID number, but it is not viewable after hitting the **Submit** button.
- Users will receive a success message after submitting the inquiry via **Message this Payer.**

- **Steps to follow:**
  - To view the External ID, which is the equivalent of a claim inquiry number, users must go to the **Messaging Center.**



  - Select the **Pending** option and the **Messaging** screen appears.

  - Select the **Assigned to Me** option on the left side of the screen and your claims appear.



  - The **External ID** (claim inquiry number) can be seen to the right of the screen.

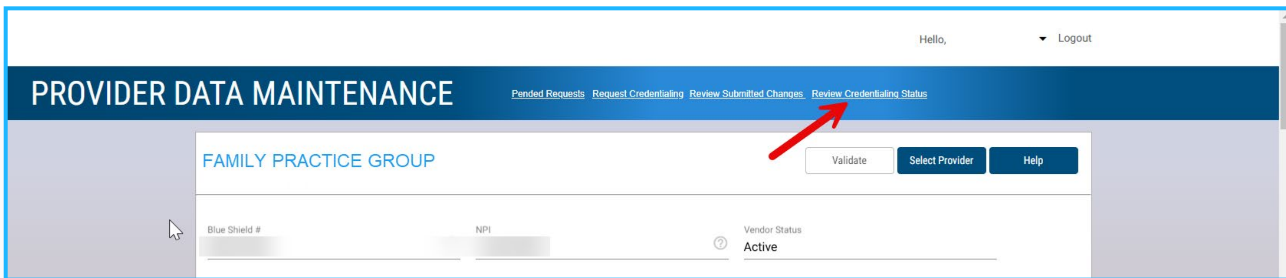
- **Resources for Claims Inquiries**

  - https://providers.highmark.com/claims-and-authorization/reimbursement-resources/electronic-claims-submission-status-and-inquiry
  - Availity Trainings *(must log into Availity to access):*
    - Access the Claims & Encounters application (availity.com)

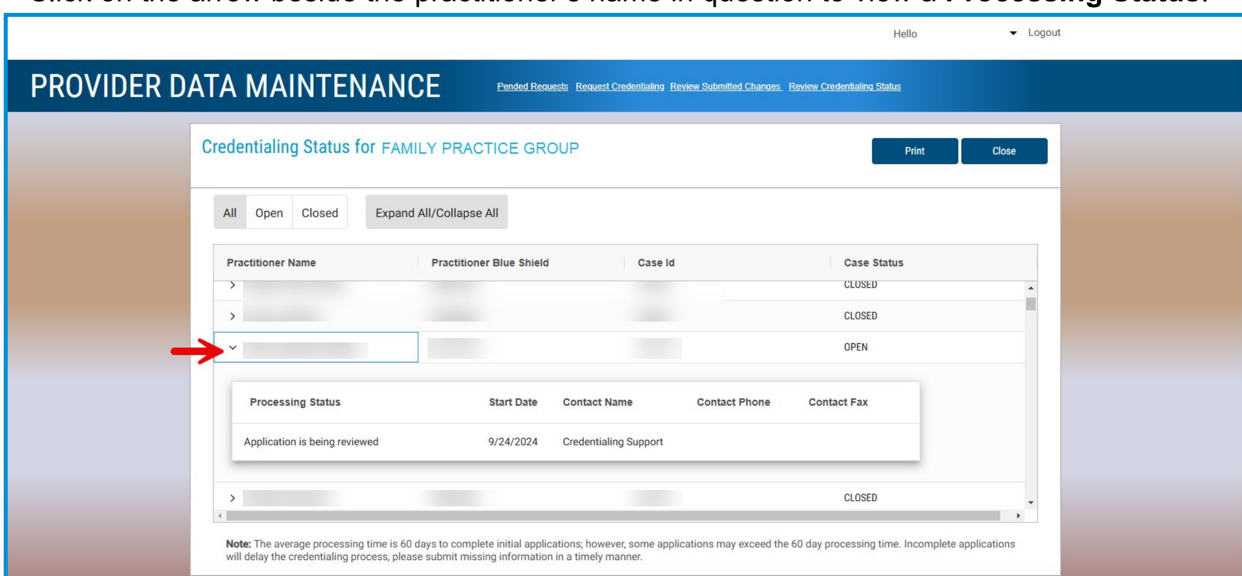
Credentialing

Issue 1: I am not sure how to confirm the credentialing status of the Providers at my organization.

- **Steps to follow:**
    - Verify the state (of the Provider) from the main menu at the top of the screen.
    - Select **Payer Spaces** from the main menu.
    - Select the **Provider Data Maintenance** tile.
    - Select the Billing Group (Type 2) NPI where the practitioner in question works.
    - Select the **Review Credentialing Status link** in the upper right corner of the **Provider Data Maintenance** screen (the **Credentialing Status for Family Practice Group** screen appears).



    - Click on the arrow beside the practitioner's name in question to view a **Processing Status**.



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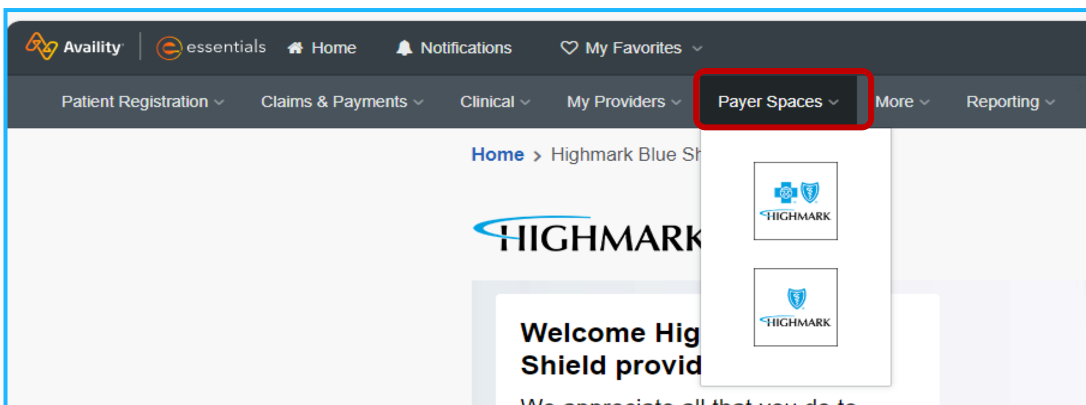
- **Resources for Credentialing**
    - [Professional Credentialing (highmark.com)]

Reporting Access – Provider Facing Analytics (PFA) and Quality Blue

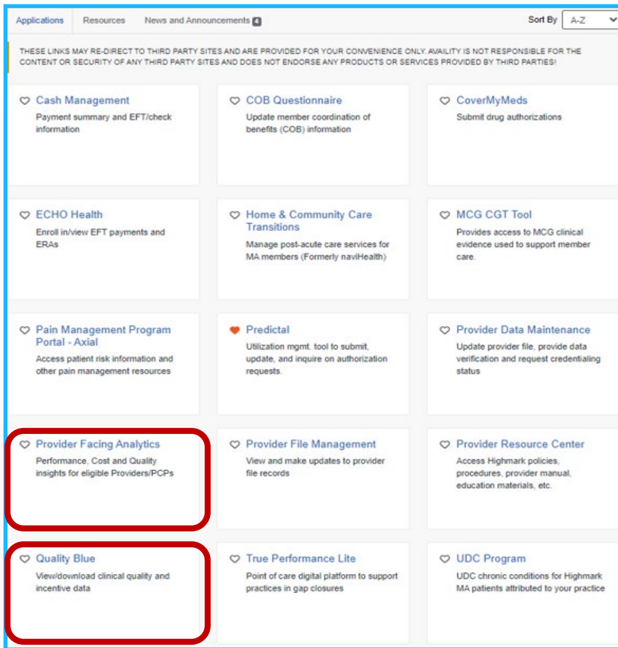
Issue 1: I cannot access the **Provider Facing Analytics (PFA)** tile via **Payer Spaces**. OR When selecting the payer, I receive an error message for the PFA option.

- Please refer to **Web Browser Best Practices** *(at the beginning of this document)* to ensure optimal functionality within the application.

- **Steps to follow:**
  - Verify the state (of the Provider) from the main menu at the top of the screen.
  - Select **Payer Spaces** from the main menu.
  - Choose the appropriate payer logo from the dropdown menu under **Payer Spaces** *(the number and variety of payers shown will vary by Organization)*:



  - Scroll down and select the **Provider Facing Analytics** tile (***Note:*** *The **Quality Blue** data tile is here also):*



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- After selecting **Submit**, the PFA application should open.
- If it does not and this error message appears *(as seen below)*, send an email to ProviderFacingAnalytics@highmark.com.

- **PFA Resources**
  - EXTERNAL Value Insight Center Provider Training_Stars & TP Quality 6.2024.pptx (sharepoint.com)

Issue 2: I cannot access Quality Blue analytics data via **Payer Spaces**.

- Please refer to **Web Browser Best Practices** *(at the beginning of this document)* to ensure optimal functionality within the application.
- ***Note:*** *Accessing QB has the same exact steps as accessing Provider Facing Analytics (PFA).*
- **Steps to follow:**
  - Verify the state (of the Provider) from the main menu at the top of the screen.
  - Select **Payer Spaces** from the main menu and select the **Quality Blue** tile.

- After hitting **Submit**, the application will open,
- If an error occurs or the expected information does not display in the application when it loads, please contact your Medicare Advantage Quality Consultant or Provider Services department.

- **Quality Blue Resources**

    - All resources for Value Insight Center (VIC), including QBs, are available through two areas:
        1. Value Insight Center - Home (sharepoint.com). There will be additional training videos added to this site as they are developed.
        2. In Availity through **Payer Spaces**:
            a. Select **Education and Resources** section of the screen.
            b. Select the PowerPoint under the **External Resources** option to the right.
            c. A presentation will appear that provides instructions to access the VIC.