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



Find Out or Manage How Providers are Set Up

The screenshot displays the Availity user interface. At the top, the navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'Pennsylvania', 'Help & Training', 'User's Account', and 'Logout'. Below this, a secondary navigation bar lists 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Payer Spaces', 'More', and 'Reporting'. A red box labeled '1' highlights the 'User's Account' dropdown menu, which is open and shows options: 'My Account', 'Maintain User', 'Add User', 'Manage My Organization', and 'Manage My Team(s)'. A red box labeled '2' highlights the 'Manage My Organization' option. The main content area features a banner for 'Disruptions in service affect us all', a 'Notification Center' with 'You have no notifications.', and 'My Top Applications' including 'Claim Status', 'Eligibility and Benefits Inquiry', 'Cash Management', and 'Claims & Encounters'. On the right, the 'My Account Dashboard' lists various user management options, including 'Manage My Organization'. A 'WebTPA 837 Dental Claim Submissions' announcement is visible at the bottom right.

1. Log into your Availity Account.
2. Select **Manage My Organization**.

Manage My Organization (MMO) Screen

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

Home > Manage my Organization

MMO Manage My Organization

Give Feedback

Note: You're viewing your organizations and associated providers. To administer your user accounts, go to [Manage My Team\(s\)](#)

Organizations

Register an Organization

Org... Search...

Newest to Oldest

Active 5 | Pending | Rejected

Provider Organization 1

Customer ID Tax ID

NPI

Provider Organization 2

Customer ID Tax ID

NPI

Provider Organization 3

Customer ID Tax ID

NPI

Provider Organization 4

Customer ID Tax ID

Provider Organization 1

Administrator Bob

Customer ID

[View Roles](#) | [View Identifiers](#) | [Maintain Identifiers](#)

Tax ID(s) NPI Regions Primary Taxonomy Primary Service Address

N/A

Add Payer Regions

Providers

Watch a video

Manage Providers

Search for a provider by name, taxonomy code, or address...

A to Z

Provider Office One Group

NPI Tax ID Primary Taxonomy

207Q00000X Family Medicine

XYZ Group Group

NPI Tax ID Primary Taxonomy

225100000X Physical Therapist

Smith, Jane Individual

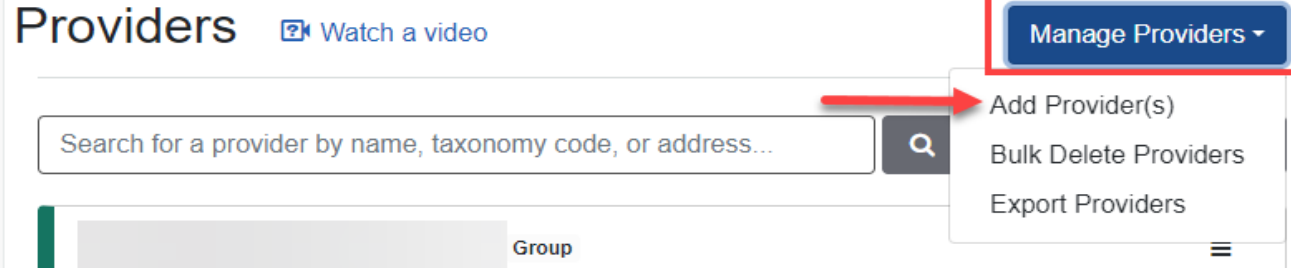
NPI Tax ID Primary Taxonomy

103TC0700X Clinical

General:

- Search for a specific Organization. **OR**
 - Select your Organization from the Active list.
 - The selected Organization will show on the right. Your Provider Organization is your Tax ID.
 - The overarching Organization should be set up using the Tax ID but can have multiple groups.
 - You will be limited to entering one Billing Group (Type 2) NPI here, which is why step D is required.
 - The **Providers** listed under the Organization (for Highmark) need to include all Billing Groups (Type 2) NPIs under the Tax ID for the Organization. Select the record you wish to review. To assist with finding a Billing Group, you can use the search window in the provider list section.
 - If the Billing Group (Type 2) NPI is not there, reach out to your Administrator to have them add the Billing Group to the **Providers** list by clicking on **Manage Providers**. (The following slides show the Admin how to complete these steps.)
- OR**
- View/edit the Billing Group information to ensure it has been set up correctly. (See slide 9.)
 - Individual practitioners CAN be added as Providers for the rendering and operating physician fields but are NOT required to be added to MMO for Highmark.

Add a Provider



NOTE: As mentioned previously, individual practitioners CAN be added as **Providers** to be available for selecting rendering and operating physician fields.

However, it is specific to Highmark to choose the Billing Group (Type 2) NPI from the **Select a Provider** list for Highmark transactions in Availity.

The screenshot shows the 'Add Provider' form with the following fields and options:

- LET'S FIND YOUR PROVIDER**
- Fields marked with an asterisk * are required.
- * Tax ID Type: EIN - Employee Identification Number (dropdown)
- * Tax ID: Enter Tax ID (text input)
- * National Provider ID (NPI): Enter NPI (text input)
- 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)
- When adding atypical providers to the MMO tool, please note that it takes 24 hours before a Quick Claims can be submitted.
- Do you need to add many providers to this organization? [Upload up to 500 at once via a spreadsheet upload.](#)
- Buttons: Cancel, 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**
XXXXXXXXXX

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

Back Next

- If the Provider already exists, the user will see this window.
- Check and correct any of the displayed information as needed.

Add a Provider (cont'd)

The screenshot shows the 'Add Provider' window in the Availty system. The window title is 'Add Provider' and it has a close button (X) in the top right corner. At the top, there is a progress bar with four steps: 1. Provider Information (checked), 2. Identifiers (active), 3. Addresses, and 4. Review. Below the progress bar, there is a note: 'Fields marked with an asterisk * are required.' The 'Identifiers' section is titled 'Identifiers' and contains the text 'Add or edit this provider's identifiers (Tax ID, Medicaid ID, payer assigned IDs)'. Below this text, there is a form with a 'Family Practice Group' dropdown menu. Underneath, there is a 'Primary Tax ID' section with a label '* Tax ID Type' and a dropdown menu showing 'EIN - Employee Identification Number'. To the right of this dropdown is a text input field with the placeholder 'xxxxxxxxxx' and a label '* Tax ID'. Below the 'Primary Tax ID' section, there is a blue link '+ Add additional Tax ID'. At the bottom of the form, there is another 'Identifiers' section with a blue link '+ Add identifier'.

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

Add a Provider (cont'd)

The screenshot shows the 'Add Provider' form in the Availity system. The form is titled 'Add Provider' and has a progress bar at the top with four steps: 1. Provider Information (checked), 2. Identifiers (checked), 3. Addresses (current step, highlighted in green), 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 this is a dropdown menu with 'Physical/Billing' selected. At the bottom left, there is a button labeled '+ Add an address'. At the bottom right, there are 'Back' and 'Next' buttons.

- Enter or validate the **Provider Address(es)** information.
- It is important to add the full ZIP Code + 4 for the address and not enter 0000's as a placeholder in the last four digits of the ZIP Code.
- Click **Next**.

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

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

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

- Review the information you have added for this Billing Group/Practitioner 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 Billing Group/Practitioner 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 Group 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 then the blue **Submit** button to complete adding this Billing Group/Practitioner to your organization.

View/Edit Provider Information

If a search is performed and the Billing Group does **not** show appropriately in the Provider dropdowns for all Highmark functions within Availity, including Payer Space applications, do the following:

- Navigate to the **Providers** menu.
- Click on **View/Edit** and make edits as needed.
- Verify that the “**This provider is a part of my organization**” checkbox has been selected.

This question defaults to “**This is a third-party not directly affiliated with my organization**”.

NOTE: Administrators must make these corrections.

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

17055

* 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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