

MEDICAID

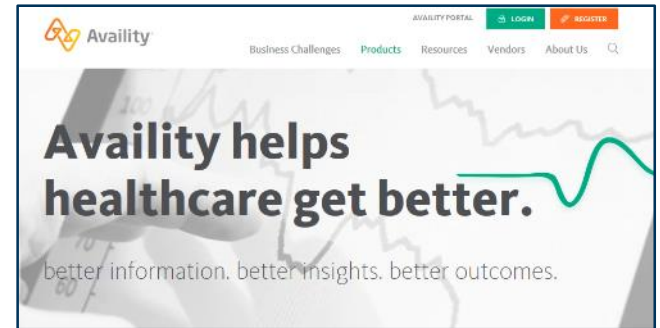


Welcome to the *Availity* Portal

Overview and highlights

Availity overview

Use the Availity Portal to get the tools and real-time information exchange you need to drive measurable and meaningful organizational improvements and enjoy the vitality of a healthy business. Best of all, health care providers can use a single login to access multiple health plan providers at **no cost**.



Availity helps you:

Improve:

- Administrative efficiency
- Payments and collections
- Regulatory compliance

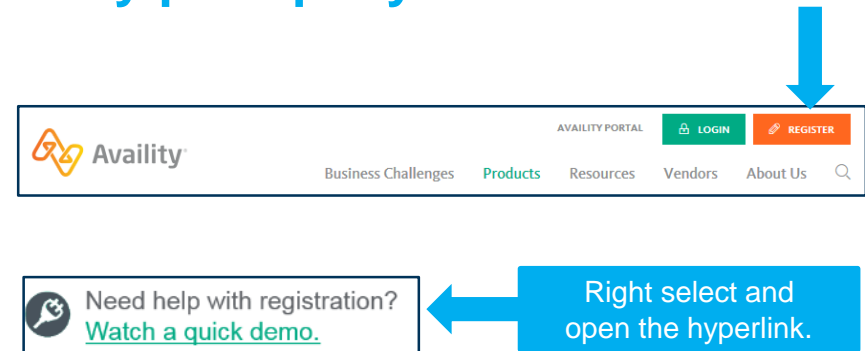
Reduce:

- Administrative costs
- Revenue cycle complexities
- Abrasion between plans and providers

Registering to use Availity

When you log in for the first time, Availity prompts you to:

- Go to **https://www.availity.com** and select **REGISTER**.
- After your registration is finished, you can log in to verify patient eligibility and benefits, submit claims, track remittances and more.
- Accept privacy and security statements.
Accept a confidentiality agreement.
- Create a new password:
 - It's important you don't share your user ID or password with others.
- Verify your email address.



After you complete these steps, you'll receive a verification email. Select the link in the email to complete registration.



Availity navigation basics

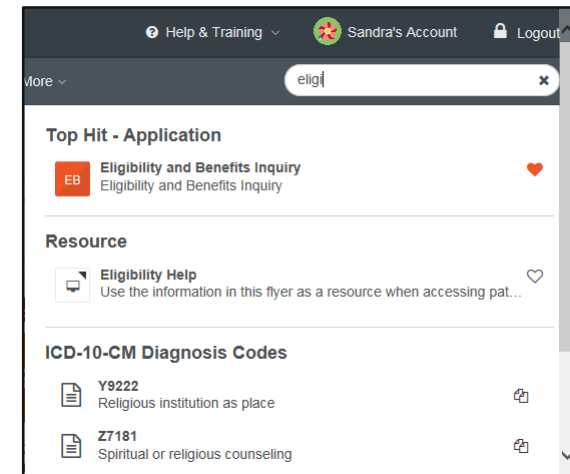
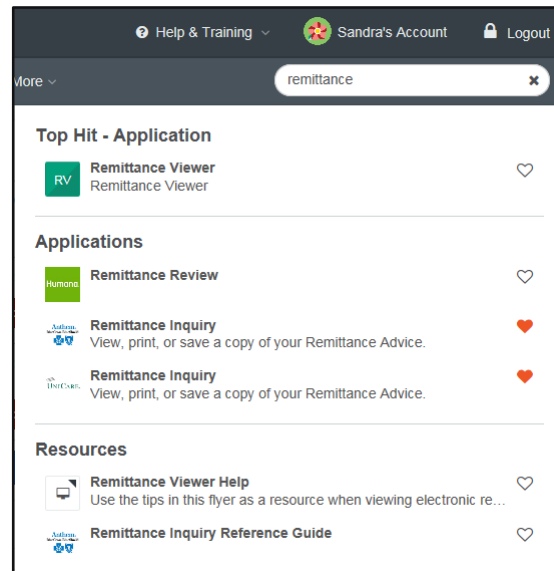
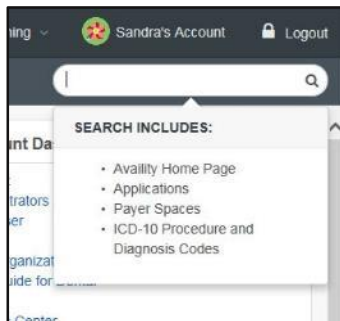
Top navigation highlights

- Use top navigation options to search (a), manage favorites (b), and access help, training and support options (c).

The screenshot displays the Availity user interface. The top navigation bar includes the Availity logo, Home, Notifications (4), My Favorites (b), Help & Training (c), Sandra's Account, and Log Out (a). Below the navigation bar, there are menu items for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar (a) is located on the right side of the navigation bar. The main content area is divided into several sections: a Notification Center with three notifications, My Top Applications (EB, MA, PC, A&R), and a My Account Dashboard with links for My Account, My Administrators, Maintain User, Add User, Maintain Organization, How To Guide for Dental Providers, and Enrollments Center. A promotional banner for Patient Payments is also visible, along with a Question of The Week section.

Search

- Type keywords in the *Search* window to locate items on the home page, across applications and in *Payer Spaces*. Select an item to quickly jump to it. Select the heart icon to mark an item as a favorite.
- The search results also include ICD-10 procedure and diagnosis codes. Select the copy icon to copy a code to your computer's clipboard.



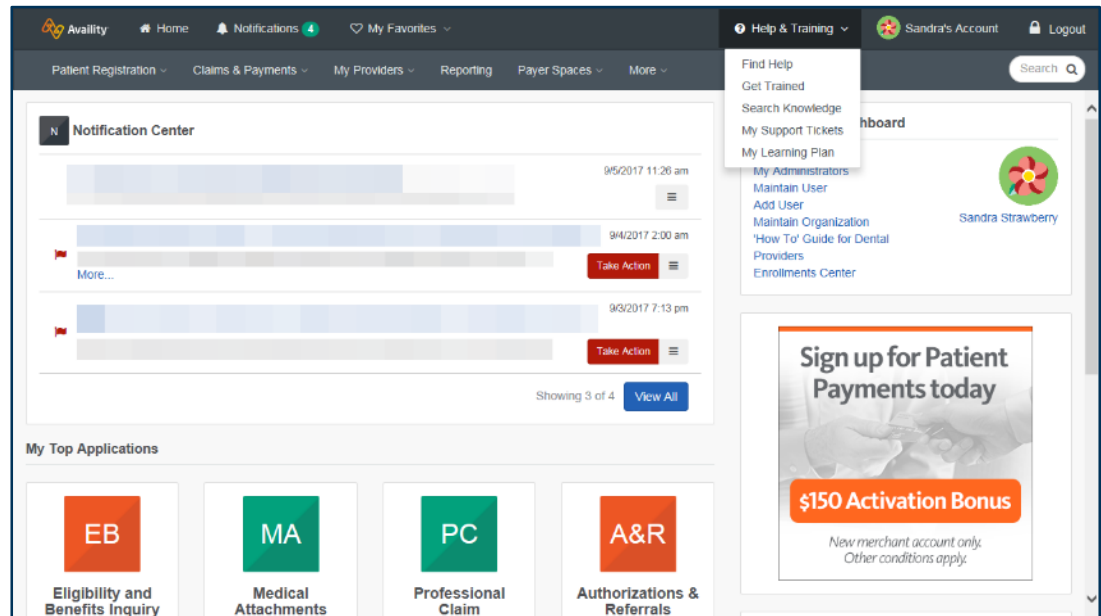
My Favorites

- Select **My Favorites** (a) to quickly access and manage tools you have marked as favorites.
- To mark a favorite tool, select the heart icon (b).

The screenshot displays the 'My Favorites' interface. On the left, a dropdown menu labeled 'My Favorites' (a) lists several tools: 'Manage My Favorites', 'Eligibility and Benefits Inquiry' (EB), 'Professional Claim' (PC), 'Remittance Inquiry', and another 'Remittance Inquiry'. The main content area shows a grid of favorite tools, including 'Claim Status & Payments' (CS), 'Professional Claim' (PC), 'Facility Claim' (FC), 'Dental Claim' (DC), 'Medical Attachment' (MA), 'Send and Receive EDI Files' (EDI), 'Collect Payment' (CP), and 'Pre-Authorization Forms' (PAF). A callout (b) points to a heart icon next to the 'Professional Claim' tool. Below the grid, a detailed view of the 'My Favorites' section is shown, featuring four cards: 'Clear Claim Connection', 'Fee Schedule', 'Patient360', and 'Remittance Inquiry'. A callout (b) points to the heart icon next to the 'Remittance Inquiry' card.

Help & Training

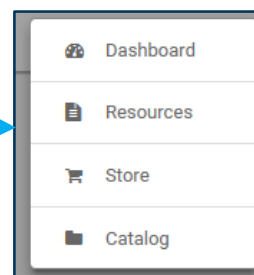
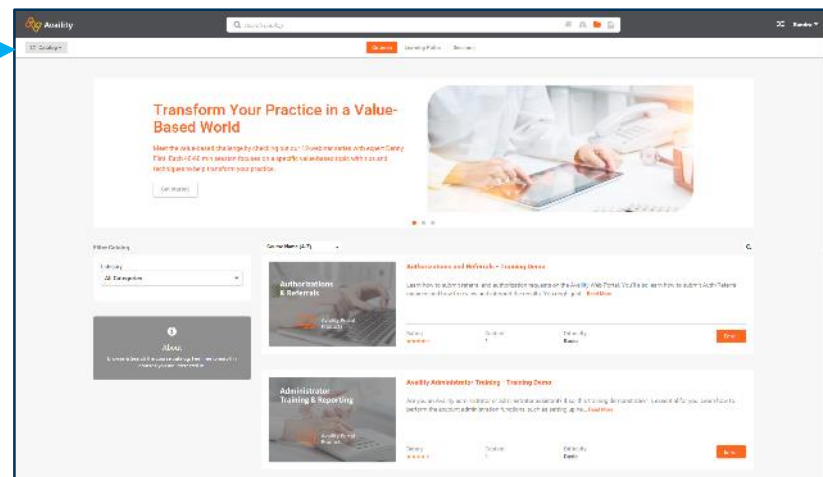
- Select **Help & Training** and then select:
 - **Find Help.**
 - **Get Trained.**
 - **Search Knowledge.**
 - **My Support Tickets.**
 - **My Learning Plan.**



The screenshot displays the Avallity user interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (4), My Favorites, and a Help & Training dropdown menu. The Help & Training menu is open, showing options: Find Help, Get Trained, Search Knowledge, My Support Tickets, My Learning Plan, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center. Below the navigation bar, there is a Notification Center with three notifications. The first notification is dated 9/5/2017 11:20 am. The second is dated 9/4/2017 2:00 am and has a 'Take Action' button. The third is dated 9/3/2017 7:13 pm and also has a 'Take Action' button. Below the notifications, there is a 'My Top Applications' section with four tiles: EB (Eligibility and Benefits Inquiry), MA (Medical Attachments), PC (Professional Claim), and A&R (Authorizations & Referrals). On the right side, there is a user profile for Sandra Strawberry and a promotional banner for 'Sign up for Patient Payments today' with a '\$150 Activation Bonus'.

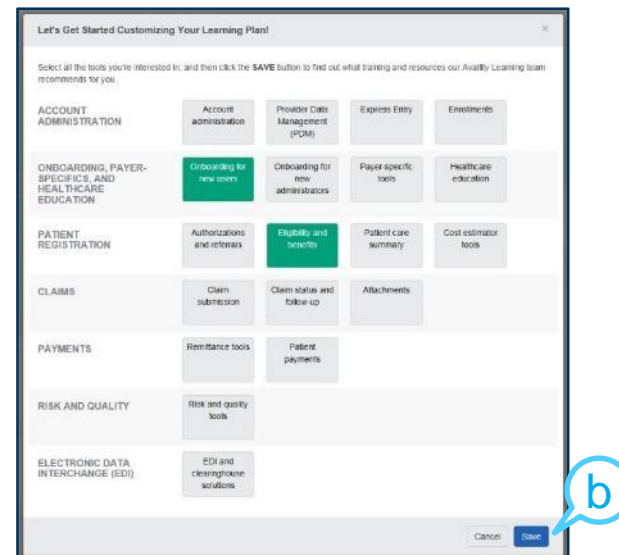
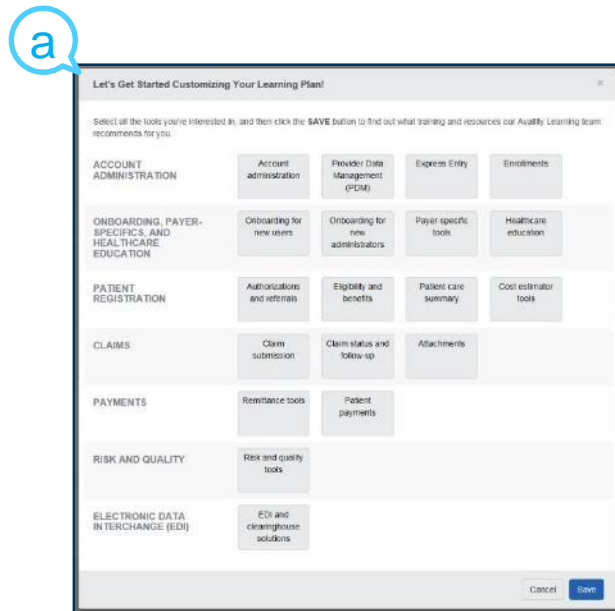
Get Trained

- When you select **Help & Training | Get Trained**, the Availity Learning Center (ALC) opens in a new browser tab and you'll land in the *Catalog*.
- Click the list for other options, including:
 - **Dashboard:** access your courses
 - **Resources:** access PDFs, tours and URLs to additional resources
 - **Catalog:** search by keyword or category to enroll for free training
 - **Store:** search by keyword or category to add health care education courses to your cart



My Learning Plan — set it up

- Select **Help & Training | My Learning Plan**, and you'll land on a tool that displays on top of your *My Account* page (a).
- To customize your learning plan, select options and select **Save** (b).



My Learning Plan — use it

- Select topics in the *My Learning Plan* section (a) on your *Account* page to display more information in a new browser window (b).
- In a topic, choose a hyperlink to go straight to a related course in the ALC.

The image shows a screenshot of the AVALITY 'My Account' page. The page is divided into several sections: 'About Me' (My Avatar, My Password and Security, My Administrators, My Info), 'My Training' (Take your AVALITY learning to the next level with the AVALITY Learning Centers, including Complementary & Premium Training Courses and HIPAA Training Courses), 'My Enrollments' (Enrollments Center), 'My Learning Plan' (Quick Reference Topics, Onboarding for new users: Eligibility and benefits), and 'My Providers' (Express Entry, Provider Data Management). A blue callout bubble with the letter 'a' points to the 'My Learning Plan' section. To the right, a separate browser window titled 'Eligibility and Benefits - Internet Explorer' is shown, displaying the 'ELIGIBILITY AND BENEFITS' page. This page includes sections for 'Get trained' (with links to 'Help & Training | Get Trained' and 'Eligibility and Benefits Inquiry... Training Demo'), 'Use the tools' (with a link to 'Patient Registration | Eligibility and Benefits Inquiry'), and 'Save time' (with instructions on using on-demand learning options and navigating response results). A blue callout bubble with the letter 'b' points to the top right corner of this browser window.

Menu options

- Use top navigation to use menu options.

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, a Home button, a Notifications bell icon with a '4' badge, and a My Favorites heart icon. On the right side of the top bar, there are links for Help & Training, Sandra's Account, and Logout. Below the top bar is a secondary navigation menu with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of this menu.

The main content area is divided into several sections:

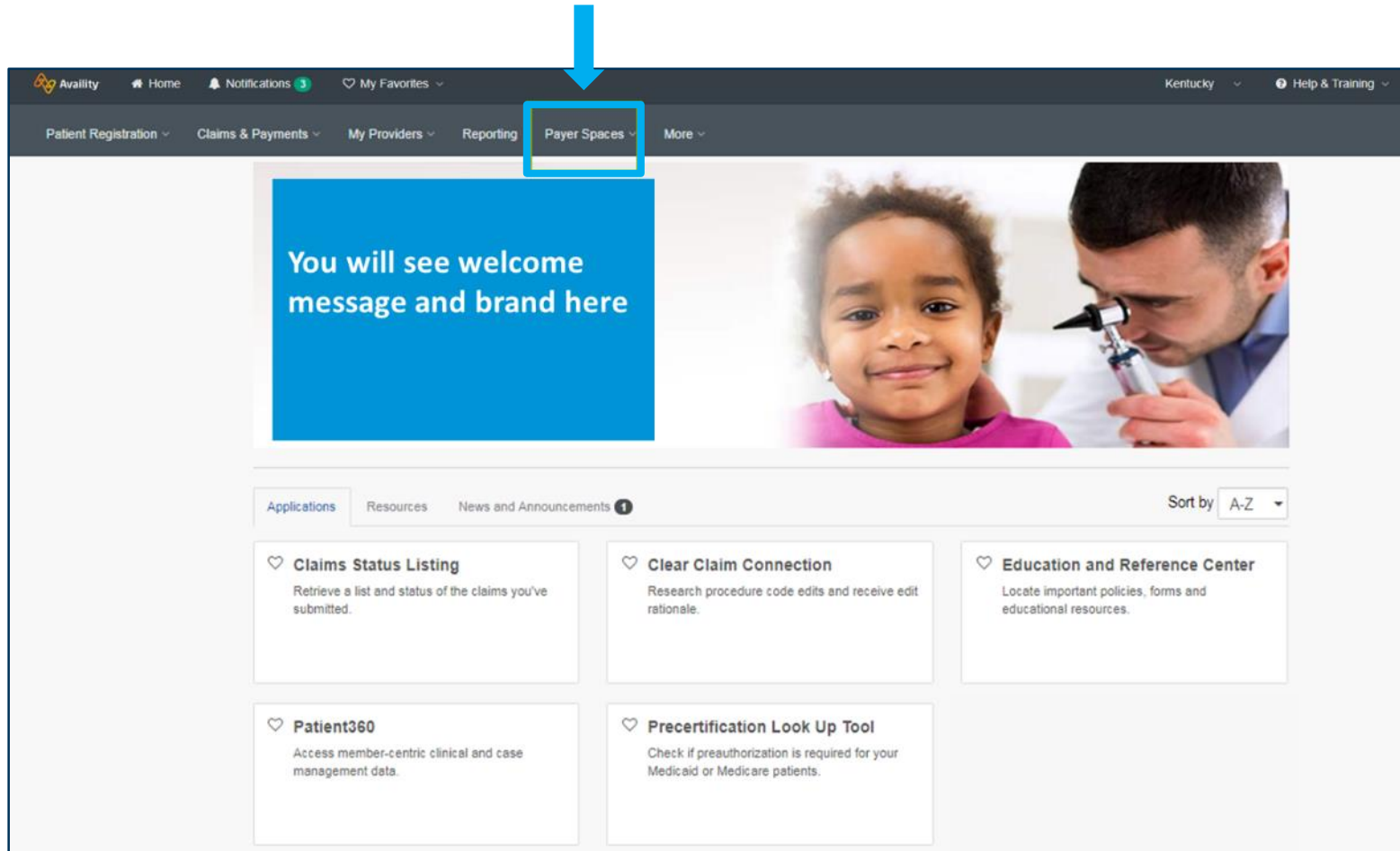
- Notification Center:** A section with a dark header containing a bell icon and the text 'Notification Center'. It lists three notifications with blurred content, dates, and times. Each notification has a 'Take Action' button and a menu icon. At the bottom of this section, it says 'Showing 3 of 4' and a 'View All' button.
- My Account Dashboard:** A section with a header 'My Account Dashboard' and a list of links: My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center. To the right of these links is a circular profile picture of Sandra Strawberry.
- My Top Applications:** A section with four application tiles: 'EB Eligibility and Benefits Inquiry', 'MA Medical Attachments', 'PC Professional Claim', and 'A&R Authorizations & Referrals'. Each tile has a colored square icon with the corresponding letters.
- Sign up for Patient Payments today:** A promotional banner with a '\$150 Activation Bonus' and the text 'New merchant account only. Other conditions apply.'
- Question of The Week:** A section with the question 'How many authorizations/precertifications do you submit per week?' and a text input field.
- News and Announcements:** A section header at the bottom left of the main content area.



Payer Spaces

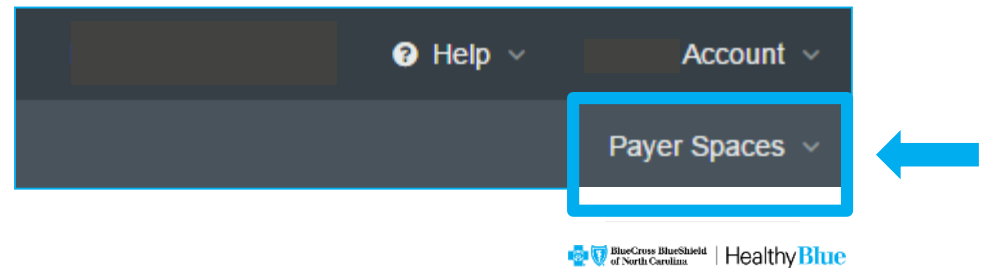
A closer look at where you go to find tools

Payer Spaces



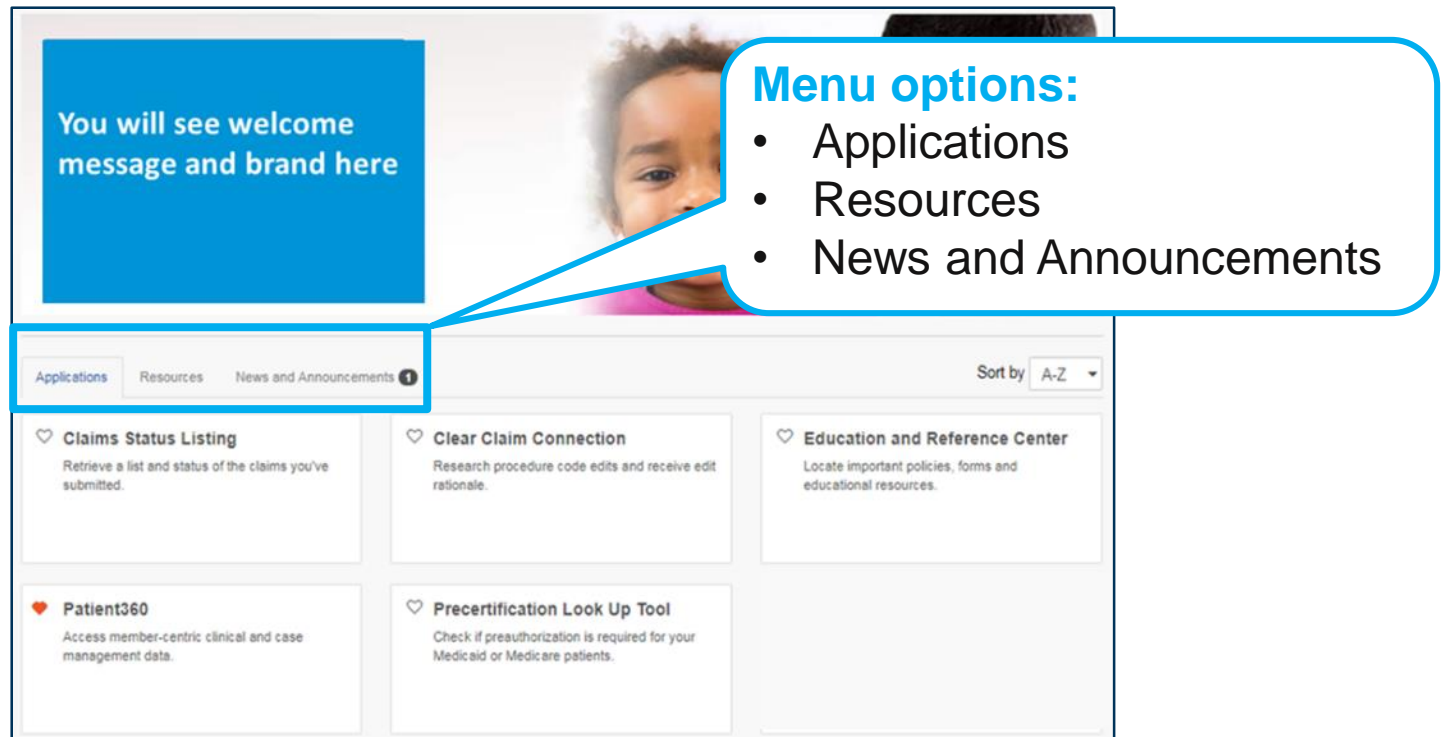
How to access Payer Spaces

- Select **Payer Spaces**, located on the right side of the top menu bar in Availity.
- Choose the Healthy Blue tile from the drop down menu.



Payer Spaces landing page

- Availability administrators and assistants can assign roles to users needing access to the applications.



The screenshot shows the Payer Spaces landing page. A blue callout box on the right contains the text "Menu options:" followed by a bulleted list: "Applications", "Resources", and "News and Announcements". A blue box on the left of the page contains the text "You will see welcome message and brand here". The main content area features a navigation bar with "Applications", "Resources", and "News and Announcements" (with a notification icon). Below the navigation bar are five tiles: "Claims Status Listing", "Clear Claim Connection", "Education and Reference Center", "Patient360", and "Precertification Look Up Tool".

You will see welcome message and brand here

Menu options:

- Applications
- Resources
- News and Announcements

Applications Resources News and Announcements **1** Sort by A-Z

Claims Status Listing
Retrieve a list and status of the claims you've submitted.

Clear Claim Connection
Research procedure code edits and receive edit rationale.

Education and Reference Center
Locate important policies, forms and educational resources.

Patient360
Access member-centric clinical and case management data.

Precertification Look Up Tool
Check if preauthorization is required for your Medicaid or Medicare patients.

Remittance inquiry — details

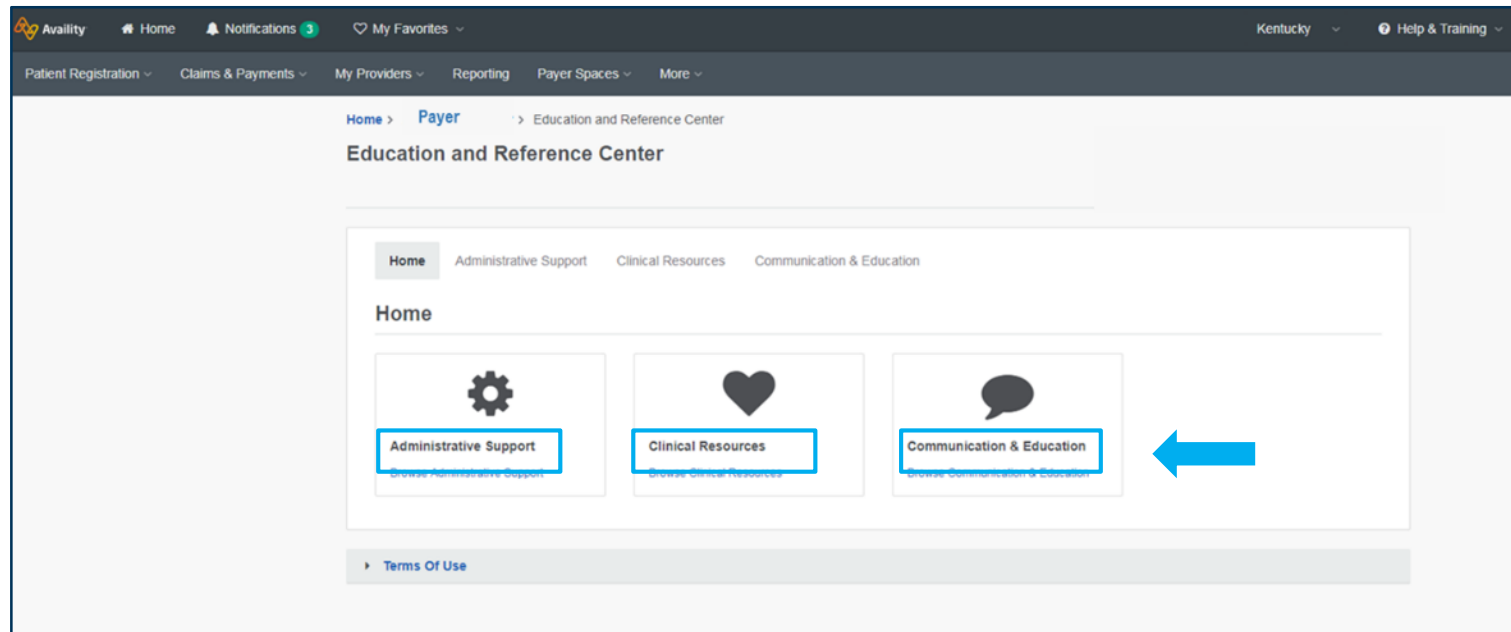
- Remit images are available for most Healthy Blue members.
- Images can be saved to the user's computer or printed.
- You can view past remittances back 15 months.
- Access to view online remittances is associated with the roles of claims or claim status.

Education and Reference Center application

- The Education and Reference Center is where you can locate important forms, policies and educational resources.
- Here you can view categories that may include *Administrative Support*, *Clinical Resources*, and *Communication & Education*.
- Provider users don't need a role assignment in Availity to access the Education and Reference Center.

Education and Reference Center

- You may select from the highlighted links for the listing of additional documents.

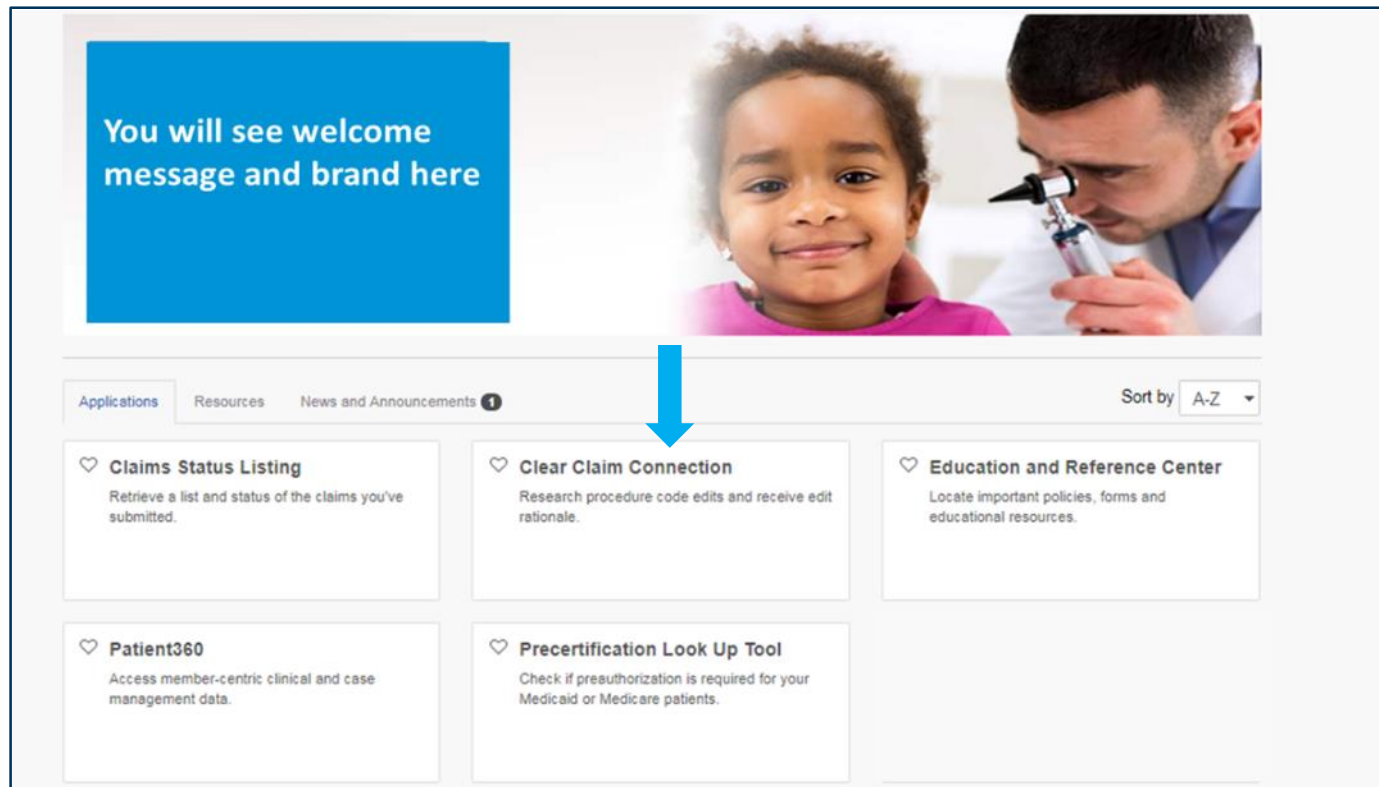


Clear Claim Connection™

- The Clear Claim Connection is a tool for evaluating clinical coding information.
- It provides information according to the claim editing system logic on the date of the provider's inquiry.
- Providers must review and accept the terms and condition of use prior to review of data.

Clear Claim Connection (cont.)

- Select **Applications**, then select **Clear Claim Connection** to open.



Clear Claim Connection (Cont.)

- Make a selection for the *Organization*, *Tax ID* and *Line of Business* drop downs.



Clear Claim Connection

BlueCross BlueShield of North Carolina | HealthyBlue

Organization ⓘ
Select an Organization

Tax ID ⓘ
Select a Tax ID

Line Of Business
Select a Line of Business

▸ Terms Of Use

Clear Claim Connection (cont.)

Clear Claim Connection™ Disclaimer.

1. Clear Claim Connection is intended as a tool for evaluating clinical coding information and is not a guarantee of a member eligibility or claim payment. Clear Claim Connection will provide information according to the claim editing system logic in place on the date of the provider's inquiry. Clear Claim Connection is not date sensitive for the claim date of service.
2. For additional information, including claim specific information, please contact your local Customer Service Representative.


Clear Claim Connection™ Terms and Conditions


1. Customer discloses its code auditing rules and associated clinical rationale to Providers via an internet-accessible software tool (the "Software") licensed from McKesson Information Solutions ("Licensor"). Customer provides access to the Software to

[▶ Terms Of Use](#)

Select **Accept** to continue.

Clear Claim Connection (cont.)


HealthyBlue



[McKesson Edit Development](#) | [Glossary](#) | [About](#) | [Help](#) | [Logoff](#)

Claim Entry

Gender: Male Female **Specialty:**
Date of Birth: / / (mm/dd/yyyy)
Member State:
Provider State:
ICD Code Set:



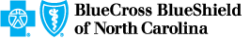
DX 1	DX 2	DX 3	DX 4	DX 5
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Click grid to enter information.
 * For quick entry, use your Down Arrow key after you enter a Procedure Code. Date of Service will default to today's date, and Place of Service will default to 11 (Office). Tabbing through Date of Service and Place of Service will give you the same defaults.

Line	Procedure	Mod 1	Mod 2	Mod 3	Mod 4	Date of Service	Place of Service
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- select --
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- select --
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- select --
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- select --
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- select --

Add More Procedures >>

Clear Claim Connection (cont.)

McKesson Edit Development

Claim Audit Results

Gender:
Date of Birth:
Member State:
Provider State:
ICD Code Set:

DX 1	DX 2	DX 3	DX 4	DX 5

Click on recommendation of "Disallow" or "Review" to obtain clinical edit clarification.

Line	Procedure	Description	Mod 1	Mod 2	Mod 3	Mod 4	Date of Service	Place of Service	Payment RVU	Pay %	Recommend
1	99212	OFFICE/OUTPATIENT VISIT EST					5/3/2018	11 (Office)	1.24	100	Allow

The results displayed do not guarantee how the claim will be processed.

Patient360

The screenshot displays a user interface for Patient360. At the top, a blue box contains the text "You will see welcome message and brand here". Below this is a navigation bar with tabs for "Applications", "Resources", and "News and Announcements". A "Sort by" dropdown menu is set to "A-Z". The main content area features a grid of application tiles:

- Claims Status Listing**: Retrieve a list and status of the claims you've submitted.
- Clear Claim Connection**: Research procedure code edits and receive edit rationale.
- Education and Reference Center**: Locate important policies, forms and educational resources.
- Patient360**: Access member-centric clinical and case management data. (Indicated by a blue arrow)
- Precertification Look Up Tool**: Check if preauthorization is required for your Medicaid or Medicare patients.

- You can access Patient360 through *Payer Spaces*.
- Select **Applications**, then select **Patient360** to open.

Patient360 (cont.)

- Patient360 is a read-only dashboard that gives instant access to detailed member information including:
 - Demographic information.
 - Care summaries.
 - Claims details.
 - Authorization details.
 - Pharmacy information.
 - Care management related activities.

Patient360 (cont.)

- To assign a user access to Patient360, the role assignment is under *Clinical Roles*.
- Availability Patient360 role assignment:
 - Add User (new user setup)
 - Maintain User (editing user roles)

Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)	Permissions What is this?
User Roles		
<input checked="" type="checkbox"/>	Base Role	More Info
<input type="checkbox"/>	Authorization and Referral Inquiry	More Info
<input type="checkbox"/>	Authorization and Referral Request	More Info
<input type="checkbox"/>	Claim Status	More Info
<input type="checkbox"/>	Claims	More Info
<input type="checkbox"/>	Code Edit Simulator	More Info
<input type="checkbox"/>	EDI Management	More Info
<input type="checkbox"/>	Eligibility and Benefits	More Info
<input type="checkbox"/>	Express Entry	More Info
<input type="checkbox"/>	Medical Staff Humana	More Info
<input type="checkbox"/>	New Eligibility and Benefits	More Info
<input type="checkbox"/>	Physician	More Info
<input type="checkbox"/>	Provider Data Management	More Info
<input type="checkbox"/>	Provider Fee Schedule	More Info
<input type="checkbox"/>	Provider Online Reporting	More Info
<input type="checkbox"/>	Referral Coordinator	More Info
Clinical Roles		
<input type="checkbox"/>	Patient Care Summary	More Info
<input checked="" type="checkbox"/>	Patient360	More Info

Patient360 (cont.)

To access Payer Spaces:

- Complete all fields-
- If the Availity administrator loaded NPI in *Express Entry*, select from the drop down. If not, type the NPI in the field (a).
- To continue, scroll down and select your response to the Service Terms and Conditions (b).

The image shows a screenshot of the Patient360 registration form. The form includes fields for Organization, Tax ID, Express Entry, NPI, Patient ID, Patient First Name, and Patient Date Of Birth. A red text instruction below the Patient ID field reads: "Type ID exactly as it appears on members id card". A blue callout box labeled 'a' highlights the Express Entry and NPI fields. Below the form is a "Patient360 Disclaimer" and "Patient360 Sensitive Services Terms and Conditions" section. A blue callout box labeled 'b' highlights the terms and conditions, with a blue arrow pointing to the radio button options. The options are: "I wish to continue without Sensitive Information." and "I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information." The second option is selected.

Patient360

Organization

Tax ID

Express Entry

NPI

Patient ID
Type ID exactly as it appears on members id card

Patient First Name

Patient Date Of Birth

Patient360 Disclaimer

Access, use, or disclosure of information related to certain sensitive medical services is strictly limited by federal and state laws. Such information may only be accessed, used, or disclosed by Patient360 users with the authorization of the patient or for treatment purposes.

Patient360 Sensitive Services Terms and Conditions

By choosing to continue with sensitive information, you are certifying that you are accessing sensitive service information with the express written authorization of the patient, or his/her parent or guardian, or that in your professional judgment such information is needed for treatment purposes. Please note certain information, such as substance abuse disorder information is not available within Patient360.

I wish to continue without Sensitive Information.

I agree to the Sensitive Services Terms and Conditions and wish to continue with Sensitive Information.

Patient360 application

Two, Testcase

Address N/A
City / State
Zip

Age / Gender 40
DOB
Home Phone N/A
Work Phone N/A

Medicaid ID N/A
Medicare ID N/A

Member Care Summary | **Claims** | Utilization | Pharmacy | Care Management | Episodic Viewer

Date Range: Oct 13, 2016 to Jul 13, 2017

Active Alerts		
Source	Description	Type
No alerts found		

Immunizations & Preventive Health		
Date	Service	Provider
No immunizations found		

Lab Results			
Date	Type	Value	Acuity
No lab results found			

Inpatient			
Admit Date	Discharge D	Facility Name	Primary Diag
No inpatient data			

Emergency Department		
Date	Facility Name	Primary Diagnosis
No data found		

Pharmacy		
Date	Medication/Strength	Prescriber
No pharmacy data		

Authorizations					
Auth Number	Start Date	End Date	Place of Service	Referred To Provider	Status
No authorizations found					

Office Visits		
Date	Provider	Primary Diagnosis
No office visits found		



Tips and troubleshooting

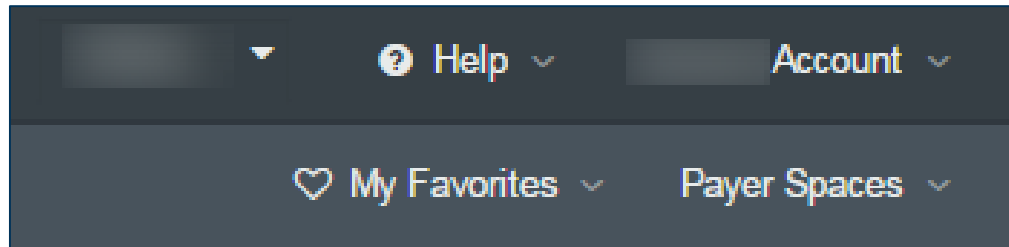
Favorites

Selecting the heart next to a tool allows that tool to be saved as favorite.



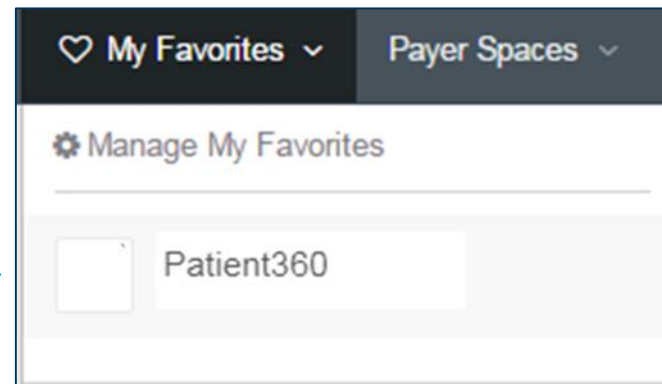
A screenshot of a user interface. At the top, there is a blue box with the text "You will see welcome message and brand here". To the right of this box is a photograph of a young girl smiling and a man in a white lab coat looking through a microscope. Below the photograph is a navigation bar with tabs for "Applications", "Resources", and "News and Announcements" (with a notification icon). To the right of the navigation bar is a "Sort by" dropdown menu set to "A-Z". Below the navigation bar is a grid of five tool cards, each with a heart icon in the top left corner. The tools are: "Claims Status Listing" (Retrieve a list and status of the claims you've submitted.), "Clear Claim Connection" (Research procedure code edits and receive edit rationale.), "Education and Reference Center" (Locate important policies, forms and educational resources.), "Patient360" (Access member-centric clinical and case management data.), and "Precertification Look Up Tool" (Check if preauthorization is required for your Medicaid or Medicare patients.).

Favorites (cont.)



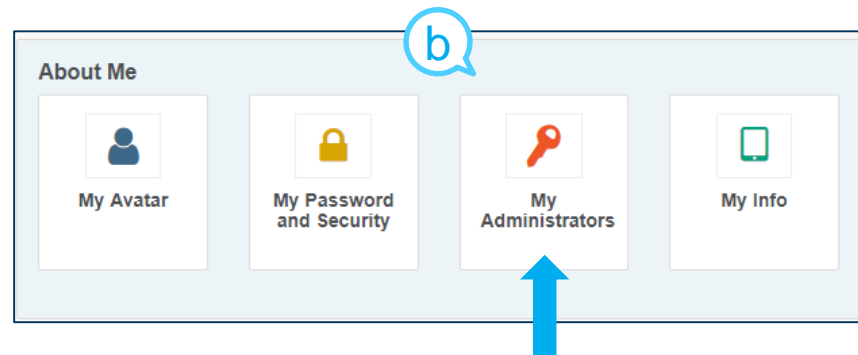
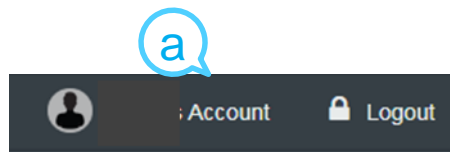
Once saved, navigate to **My Favorites** on the upper-right side of the Availity home page.

From the *My Favorites* drop-down box, users can quickly and easily access the tools they use most.



Troubleshooting tips

- If a user is not seeing a tool they think they should, they should contact their administrator.
- If they do not know who their administrator is, point them to the following:
 - Go to the *Account* section located in the navigation bar (a).
 - In the *About Me* section, select **My Administrators** (b).





| HealthyBlue

<https://provider.healthybluenc.com>

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