BEFORE YOU BEGIN
Gather this information about yourself and your organization:
• Physical and billing addresses
• Phone numbers
• Tax ID (EIN or SSN)

BEGIN REGISTRATION
1. Go to www.availity.com and click REGISTER at the top of the page.
2. Hover the cursor over the Billing Services tile, and then click REGISTER.
3. Complete the selection for a new user, accept the agreement terms, and then click Sign Up.
   • Are you already an existing user?
   • If you are, then select Yes, I have an Availity User ID.
   • Enter your credentials, accept the terms, and click Sign Up to create a new account.
4. Enter and confirm your email address and personal information to set up your account. Click Next.

Tip: Existing Availity users now have a new way to register their organization – right from Availity Portal. Here’s how: Go to Manage My Organization and follow the step-by-step wizard. Once your organization is registered, you can check the status of your registration. Admins can also update their business information from the page.

Note: User IDs should be 6-15 letters or numbers. On the second About Me page, make sure you enter your full legal name.
QUICKLY GET THROUGH VERIFICATION

5. To quickly get through the verification steps, enter complete and valid information in these sections:
   - Full Legal Name
   - Date of Birth
     The individual registering the organization must be 18 years or older.
   - Personal Phone Number
   - Home Address

6. Don’t be afraid to click the blue help icons to learn why you are entering this information:
   - Click the What’s this used for? link to expand the help tips.
   - Click this link again to roll up the help tip.

7. Accept the acknowledgement.

8. Click Next to enter information about your organization.

At this point, we might ask you a few questions.
Availity collects personal information to validate your identity—you are who you say you are—in order to deter fraudulent activity.
You have a minute to answer each question before your registration session times out.

What’s this used for? To deter fraudulent activity, we ask that you verify your identity by providing this information and answering a few questions.
If some of your information is incomplete, Availity might ask you for the last four digits of your SSN.
If Availity is unable to verify your identify, have someone else in your office who can serve as an Availity administrator register for you.
For more information, please call Availity Client Services at 1-800-282-4548.
9. Complete the information to set up your organization:
   - **Organization Setup**
   - **Organization’s Physical Address**
   - **Payers’ Regions**

A. For the tax ID, enter an employer identification number (EIN) or social security number (SSN).

B. If the billing and physical address are not the same, clear the check box, and then enter the organization’s billing address.

10. Click **Next** to continue entering organization information.
FINISH ORGANIZATION SETUP

11. If the tax ID or NPI has already been used in a previous registration, please follow the instructions on the panel, depending on your user account needs. Click Next.

12. Tell us if you need a secure FTP mailbox to share EDI files with your health plans, and then click Next.

13. To verify your organization and obtain faster approval to Availity Portal, provide information from a valid check you have received from an available health plan in the last six months.

If you don’t have a check or EFT to verify, your registration can take a few days to process.

Otherwise, select None of these.

To expedite the registration process →

Provide check information from a payer. The list of payers varies by state.

Here is an example list of Payers, subject to change.

<table>
<thead>
<tr>
<th>Payer</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Cross Blue Shield of Illinois</td>
<td>IL</td>
</tr>
<tr>
<td>Blue Cross Blue Shield of Minnesota</td>
<td>MN</td>
</tr>
<tr>
<td>Blue Cross Blue Shield of New Mexico</td>
<td>NM</td>
</tr>
<tr>
<td>Blue Cross Blue Shield of Oklahoma</td>
<td>OK</td>
</tr>
<tr>
<td>BlueCross BlueShield of Tennessee</td>
<td>AL, AR, GA, KY, MO, MS, NC, TN, VA</td>
</tr>
<tr>
<td>Blue Cross Blue Shield of Texas</td>
<td>TX</td>
</tr>
<tr>
<td>Florida Blue – includes Florida Blue Federal Employee Program (FEP)</td>
<td>FL</td>
</tr>
<tr>
<td>Humana</td>
<td>All regions</td>
</tr>
<tr>
<td>Regence BlueCross BlueShield of Oregon</td>
<td>OR</td>
</tr>
<tr>
<td>Regence BlueCross BlueShield of Utah</td>
<td>UT</td>
</tr>
<tr>
<td>Regence BlueShield</td>
<td>WA</td>
</tr>
<tr>
<td>Regence BlueShield of Idaho</td>
<td>ID</td>
</tr>
</tbody>
</table>
COMPLETE YOUR REGISTRATION

15. Click Looks good! Continue.

**Tip:** Click the **Edit** link to make changes to your organization information before submitting.
AFTER YOU REGISTER...

1. Optionally, click Print to retain a copy of the Organization Agreement document and your registration confirmation.
   **Note:** The Organization Agreement document displays in a separate window. If you do not hear from Availity within 5 business days, call Availity Client Services, 1.800.282.4548.

2. Check your email for messages containing your user name and temporary password.

3. Log in to Availity Portal with your user ID and temporary password. The first time you log in, we'll ask you to:
   - Accept a privacy statement, security statement, and confidentiality agreement.
   - Set up security questions.
   - Enter a new password.
   - Verify your email address.

4. In Availity Portal, add a user for each staff member of the billing service organization.

5. Contact your contracted provider offices and request they do the following in Availity Portal:
   - Add a user for each provider staff member to their Availity provider organization.
   - Add each billing service user to their Availity provider organization and grant them the appropriate user roles.

NEED MORE INFORMATION?
Availity’s **Reference Guide for Users and Administrators** has more details about getting started with the Availity Portal.

If you requested a secure FTP mailbox:
1. Log in to Availity Portal.
2. In the notification center, next to the **Activation required for your SFTP mailbox** notification, click Take Action.
3. Check your email for messages containing the user ID and password for your secure FTP account.
4. In the notification center, next to the **Your request for an SFTP mailbox has been processed** notification, click Take Action to access Availity’s EDI guide.