



GETTING STARTED GUIDE

Claim Encounter Reconciliation Application (CERA)

It's important for health plans to maintain current and comprehensive diagnosis information on its members and for providers to do the same for their patients—especially members of health plans that are subject to risk adjustment. Health plans utilize multiple sources of data to identify conditions that a member had in the past, or may currently have, which have not been documented as a diagnosis code on a claim during the current calendar year. The plans often reach out to providers to close these potential coding/risk gaps. Use the Availity CERA application to quickly respond to potential risk gaps that the payer has identified for a member.

Setup to use the tools

The Availity Portal organization administrator can log in and select **My Providers | Enrollments Center**. Then, select **Claim Encounter Reconciliation Application (CERA) Setup** and complete the three step wizard.

Use the tools

Users login to Availity Portal and select **Claims & Payments | Claim Encounter Reconciliation Application (CERA)** to view and work requests from the health plan.

Training and help awaits you

Depending on your role and what you need to learn, invest as little 5 minutes to gain the knowledge and skills you need to be an expert (fast). It's all on-demand and ready when you are!

Help

Select **Help & Training | Find Help**. Help displays in a new window. Under **Contents**, select the topic in the list.

TIP: Review more information about why, how, and when to use CERA.

Training

Log in and select **Help & Training | Get Trained**. The Availity Learning Center opens in a new tab and is your dedicated learning center account.

Search by keyword (**CERA**) to find on-demand and live training options.

Timesaver

If your organization has a new CERA request, select it in your **Notification Center** on the Home page.

Insight

Not sure who you are administrator is? Select **My Administrators** in your account dashboard.

Are you a new organization administrator with Availity Portal?

Consider taking the administrator onboarding program in the Availity Learning Center. Log in and select **Help & Training | Get Trained**. In the catalog, search by keyword (onboarding) to select and enroll for the program.