Clearinghouse Customers

Get set up with Availity's tools, resources, and support

Setting up

Availity provides Clearinghouse services and access to Portal tools through an easy setup experience. In this section, find answers to questions like "How do I register for Availity?" and "How do I enroll for electronic remittance advice delivery (ERA)?"

1 Register your organization

Go to availity.com and click the REGISTER button. Follow the wizard to submit your registration. You'll receive emails with your login credentials and guidance for next steps for getting started.

View a narrated, animated demo or use a quick guide for provider organizations, billing services, vendors, or health plans

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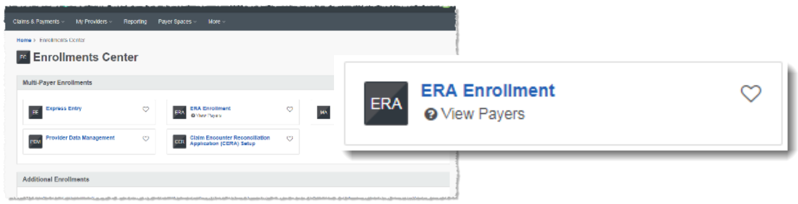
2 Enroll for 835 ERA delivery

Enroll to receive 835 ERAs for one or more payers. Log in to the Availity Portal. Click **Enrollments Center** in My Account Dashboard on the Home page. Click **ERA Enrollment** in the **Multi-payer Enrollments** section.



Then, follow the wizard and submit. After submitting, you'll be notified by e-mail that enrollment is complete and start receiving 835s through Availity.

In the wizard, be sure to first select who will receive your ERA files—Provider, Clearinghouse, Vendor, or Billing Service. And, select up to twenty payers at a time using the payer list or **View All Payers** button.

Click **Help & Training** | **Get Trained** to enroll for the Remittance Solutions training program.

Click **Help & Training** | **Find Help**. Under **Contents**, click **Remittance**.

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3 Manage EDI Preferences

Log in to the Availity Portal to set up your organization's reporting preferences. You can receive data files, text files, or both, and indicate your preference for delivery schedule and aggregation.

Log in to the Availity Portal and click **Claims & Payments** | **EDI Reporting Preferences**.

Click **Help & Training** | **Get Trained** to enroll for the EDI and Clearinghouse Solutions training options.

Click **Help & Training** | **Find Help**. Under **Contents**, click **Electronic Data Interchange (EDI)**.

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4 Set up your Availity users

Log in to the Availity Portal to set up users. Click **Add User** in **My Account Dashboard**.

Have a lot of users? On the Add Users page, click the option to upload users in a spreadsheet in .csv format.

Click **Help & Training | Find Help** and select the **Administrator** topic under **Contents**.

Click **Help & Training** | **Get Trained** to enroll for the onboarding program for Availity Administrators.

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Accessing key resources

Availity's EDI Companion Guide

The guide communicates Availity-specific requirements and other information that supplements requirements and information already provided in standard EDI and HIPAA communications. It includes detailed connectivity guidance, report and response file examples, and step-by-step instructions for using the tools. Locate the guide on availity.com under **Resources** or log in to the Availity Portal and click **Help & Training** | **Find Help**. Click the **Electronic Data Interchange (EDI)** topic.

Tips

For EDI batch submitters using FTP, check these topics in the Availity EDI Guide. Quickly access them in the guide's table of contents.

- Uploading and downloading EDI files (page 11)
- Control Segments/Envelopes (pages 33-39)
- FTP Client Confirmation (pages 20-21)
- Acknowledgements and Reports (pages 41-70)

Availity's Payer List

Check out Availity's Payer List for participating payers and payer IDs. Go to availity.com and select the **Web Portal Payer List** on the **Resources** page.

You can also log in to the Availity Portal and type **Payer List** in the keyword search option.

Insight: You can submit claims for free to payers listed in Availity's Basic Clearinghouse. Those payers sponsor the service for you.

Getting answers to FAQs

Q. Is enrollment required to submit claims, claim status inquiries, authorization and referral requests and inquiries?

A. No. You can send batches of 837 and 27x transactions without any additional enrollment. You can also use Availity's Portal for direct-data entry of claims, and real time claim status and auth/referral tools. Check the Availity Portal payer list for participating payers by region, tool, mode, and more.

Q. How do I submit EDI transactions to Availity?

A. You can send batches of 837 and 27x transactions and receive response and reports files through FTP, B2B, and Availity's Portal using Send and Receive File (**Claims & Payments** | **Send and Receive EDI Files**.

Q. What do I need to do to be able to upload claims using my own practice management software (PMS)?

A. Contact Availity Client Services to request an FTP account. Learn more about this option in the Availity EDI Guide.

Q. What do I need to do to be able to submit real-time B2B transactions?

A. Contact Availity Client Services to request a B2B setup.

Q. What if I forget where to find something in Availity?

A. Use the keyword search option to quickly locate what you need. And, remember to use **Help & Training** | **Find Help** for step-by-step instructions for every Availity tool.

Using support tools

For questions, assistance, and support, log in to Availity to submit an online support ticket (24/7). Or, call 1.800.availity (1.800.282.4548), Monday through Friday, 8:00 a.m. to 7:30 p.m. Eastern time.

To learn about new payers, applications, and training options each month, go to Availity Help (**Help & Training** | **Find Help**) and check out what's new and changed.

Find more on-demand and live training options in the Availity Learning Center (ALC) (**Help & Training** | **Get Trained**).