

How to complete compliance requirements on Availity Essentials

For registered Availity Essentials™ users:

1. Sign into [Availity.com/Essentials](#).

Note: The person signing in should be authorized to complete compliance attestations on behalf of your organization. If the appropriate person does not have access to Availity, your organization’s administrator can create a new user.

To access compliance requirements on Availity Essentials, you must have a valid email address on file in your user profile.

Please refer to the instructions on page 2 to update your email address on Availity Essentials.

- 2.** After signing in, select **“Payer Spaces | Humana”** on the top navigation bar.
- 3.** Select the **“Resources”** tab.
- 4.** Select **“Humana Compliance Events”** and select your organization. This will take you to Humana’s compliance website, where you will be able to select and complete the appropriate compliance requirements.
- 5.** If you are directed to select a Humana Partner Login
 - Select **“Availity SSO”** from the drop-down menu and **“Remember my selection”** to skip this option in the future.



- 6.** You will be directed to the Healthcare Provider Compliance secured portal.
- 7.** You will have 2 training options to choose from.

Humana Medicaid or dual Medicare-Medicaid Plan training



If you are contracted with a Humana Healthy Horizons[®] or dual Medicare-Medicaid (Illinois only) plan, you will choose this training.

- Follow the on-screen instructions to start your training.
- Once you have completed your training select **“Actions”** and **“Complete”**, then **“Save and Close”**.
- The status field will change from **“Assigned”** to **“Review Complete.”**
- Sign out in the upper right corner of the screen when all applicable events show **“Review Complete.”**

Medicare Advantage Special Needs Plans training

If you are serving any Humana Medicare SNP members, including Chronic Condition SNPs (C-SNP), Dual Eligible SNPs (D-SNP) Institutional SNPs (I-SNP) and Institutional-Equivalent SNPs (IE-SNP), you will choose this training.

- Follow the on-screen instructions to start your training.
- Once you have completed your training select **“Save and Close”**
- Sign out in the upper right corner of the screen when your status shows **“Complete.”**

*If you are contracted with a Humana Healthy Horizons, dual Medicare-Medicaid (Illinois) plan and also care for a Medicare Advantage SNP member, you will need to select both options and attest for Medicaid and Medicare SNP annual training.

Within a few hours of completing the training, you may sign back into the portal to review your completed training history.

You may also choose to access this section to verify if your practice has completed training before you initiate new training.

If this is the first time your organization has completed training in Humana’s secured portal, please allow up to 24 hours before your record appears.

Note: To ensure you are credited with taking compliance training in the portal, all of your Humana Medicare-contracted Tax Identification Numbers (TINs) must be registered with your organization on Availity Essentials.



If you have not yet registered on Availity Essentials, you must do so to take the training and complete the compliance requirements online.

To register, visit [Availity Essentials Portal Registration](#). You will need:

- Basic information about your practice, including your TIN
- The name of your organization's Availity administrator or someone who will be the administrator and has the authority to accept Availity's organization agreement



To update your email address with Availity Essentials, follow these steps:

1. After signing into Availity Essentials, select “My Account” in the My Account Dashboard on the right side of the Availity home page.
2. Select “Update Contact Information” in the My Profile Information section.
3. Select “Update Email Address.”
4. Enter and confirm your email address and Availity password, then select “Save.”
5. Sign out of your Availity account.
6. Check your email account for a validation email.
7. Click the link in the email to validate.
8. Sign back into Availity.com and follow the steps to access the “Humana Compliance Events.”

If you have questions about navigating Availity, its customer service team can help. You can reach Availity toll-free at **800-AVAILITY (282-4548)**.

To learn more about compliance requirements, please review our [FAQs and Answers](#).

In addition to required compliance training, Availity Essentials has many other functions available at no cost to you, such as real-time access to patient eligibility and benefits, authorizations and referrals, claims submission, claim status, and remittance information. Availity Essentials is a collaboration among many payers, giving you access to more information in one location. Individual user IDs must be assigned to your employees who need access.