Availity®

Availity Essentials

High-level Overview for New Users

2025

Where Healthcare Connects

Humana and Availity

- Humana and Availity have partnered to offer providers an enhanced user experience on Availity Essentials.
- Use Availity Essentials for eligibility and benefits, claims, claim status, remittance viewer, and more!
- Availity Essentials is a multi-payer site where you can use a single user ID and password to work with Humana and other participating payers online.
- Availity Essentials is compliant with all HIPAA regulations, and there is no cost for providers to register or use any of the online tools. Don't forget! If your organization already has an Essentials account, you do not have to register again.

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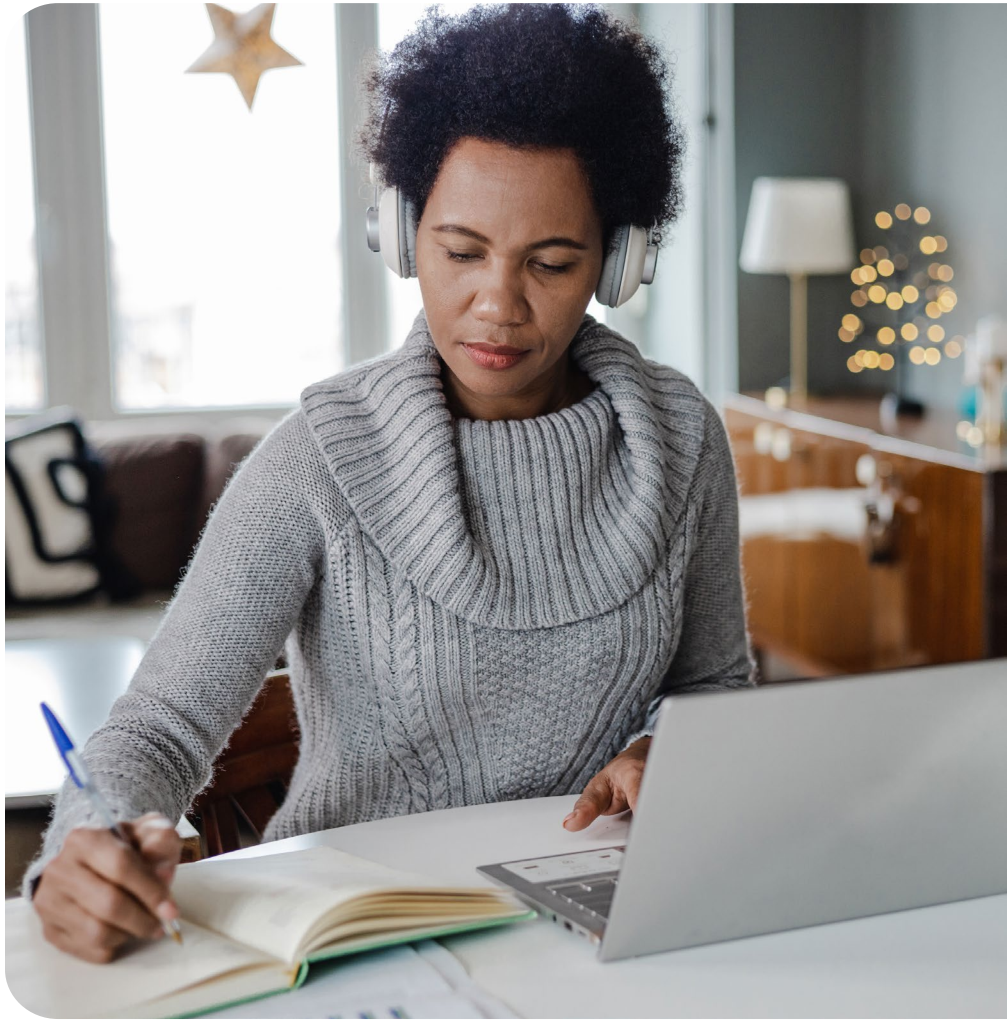
Interested in Getting Started?

Check out these training resources to help you get started in Availity Essentials.

- If your provider organization **is not registered** with Availity Essentials, start here. Get Started: Register with Availity Essentials - Link
- If your provider organization **is registered** with Availity Essentials, take the following steps:
  1. First, log into Availity Essentials. These courses require an Availity Essentials log in. Link to the login page.
  2. Second, each course has a unique link. Select the link provided to review the course.
     - **Register a New Organization within Availity Essentials – Training Demo.** Link to the course.
     - **New Administrators on Availity Essentials - Training Demo.** Link to the course.
     - **Get Onboarded to Availity Essentials - Training Demo.** Link to the course.
     - **Tips for Navigating Availity Essentials - Recorded Webinar.** Link to the course.



For more training, select **Help & Training | Get Trained.**

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Pre-Claim Tools

Eligibility and Benefits

Use the Eligibility and Benefits Inquiry (E&B) tool to verify a patient's eligibility and benefits covered under the patient's member contract.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Patient Registration | Eligibility and Benefits Inquiry**.
- For help, log into Availity Essentials and then select **Help & Training | Find Help**. In the Provider Help Center, select **Eligibility and benefits**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training | Get Trained**, type *eligibility and benefits inquiry* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Authorization Requests

Use the tool to submit inpatient and outpatient requests.

- Inpatient authorizations are typically required before admitting a patient to a facility.
- Outpatient authorizations are typically required for outpatient treatments at a facility, such as for diagnostic, invasive, or surgical procedures; observations; and therapies.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Patient Registration | Authorizations and referrals**.
- For help, log into Availity Essentials and then select **Help & Training | Find Help**. In the Provider Help Center, select **Authorizations and referrals | Authorization and Referrals Request**.
- For training resources, select the **Watch a demo** link on the tool page. Or in **Help & Training | Get Trained**, type *authorization* in the **Search** field. Review the list of training resources. Select the title of the resource you want to view. Then, select **Enroll**.

Note: Authorization Request is not available for Humana Long Term Care (LTSS).

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Pre-Claim Tools

Authorization Inquiries

Use the Authorization/Referral Inquiry tool to view information about specific authorization and referral requests submitted by fax or through Availity Essentials.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Help & Training | Find Help**. In the Provider Help Center, select **Authorizations & Referrals | Authorization/Referral Inquiry**.
- For help, log into Availity Essentials and then select **Help & Training | Find Help**. In the Provider Help Center, select **Authorizations and referrals | Authorization/Referrals Inquiry**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training | Get Trained**, type *authorization* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Authorization Dashboard

Use the Authorization/Referral Dashboard tool to view information about authorization and referral requests submitted in Availity Essentials.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Patient Registration| Authorizations and referrals**.
- For help, log into Availity Essentials and then select **Help & Training | Find Help**. In the Provider Help Center, select **Authorizations and referrals | Authorization/Referral Dashboard**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training | Get Trained**, type *authorization* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Note: Authorization Dashboard is not available for Humana Long Term Care (LTSS).

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Pre-Claim Tools

Patient Care Summary

This summary provides a consolidated view of a patient's health care services for a participating health plan across providers. In addition, patient care summaries allow a provider to export a patient's claims-based medication history to a CSV file, which the provider can then import into a medication administration system or electronic medical record.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Patient Registration** | **Patient Care Summary Inquiry**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Patient care summaries**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *patient care summary* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Claim Submission Tools

Claim Submission

Use Availity's Claims & Encounters tool to quickly submit real-time, electronic claims, encounters, and predeterminations. Availity claim forms are based on the paper-based CMS-1500 professional claim form and UB-04 institutional claim form.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Claims & Encounters**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Claims submission**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *claim submission* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Attachments

With Attachments, you can manage payer requests for supporting documentation and send unsolicited attachments. In addition, explore history with details about requests and documentation submitted by your organization.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Attachments - New**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Attachments**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *attachments* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Claim Submission Tools

Electronic Data Interchange (EDI)

With Availity's EDI Clearinghouse service, you can submit real-time (B2B or API) or batch EDI transactions (837, 270, 276 and 278 transactions) to payers on our network.
If you work with a practice management system, health information system, or other automated system that supports an EDI connection, you can securely upload batch files of X12 EDI transactions to the Availity EDI site where they are automatically picked up by Availity and submitted to the appropriate health plans.

Help & Training Resources

- To submit batches of claims via Availity Essentials, log into Availity Essentials. Select **Claims & Payments** | **Send and Receive EDI Files**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **EDI Transactions**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *electronic data interchange* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Post-Service Tools

Claim Status

Use the Claim Status application to research claims your organization has filed that the payer has adjudicated. With the claim status application, you can search for claims using various search criteria. You can also view information about each claim, such as its status and claim lines. For some claims, you can also view remittance information associated with the claim.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Claim Status**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Claim status**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *claim status* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Remittance Viewer

Use the Remittance Viewer application to search for and view electronic remittance advice (ERA) or 835 data, including explanations of benefits (EOBs) and explanations of payments (EOPs).

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Remittance Viewer**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **ERA enrollment and remittance viewer**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *remittance viewer* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Post-Service Tools

Appeals and Reconsiderations

Use the Appeals application to submit a dispute request for an appeal and manage submitted requests. The Appeals page displays the appeals that are in the dispute process and includes appeals for which the payer has issued a decision. The list of appeals on the page is called a worklist. Each disputed appeal displays as a card that has two views, summary and detail.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Appeals**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Appeals**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *appeals* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Overpayments

Use the Overpayments application to manage your daily workflow of overpayments and perform these functions:

- Request more information, dispute, or resolve an overpayment.
- Attach supporting documentation to an overpayment.
- Exchanges messages with the health plan.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Overpayments**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Overpayments**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *overpayments* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Post-Service Tools

EDI Reports

Availity's batch EDI processing generates response files (acknowledgements and reports) for each submitted batch file. Availity provides standard response files recommended in the official HIPAA implementation guides (called TR3s) and proprietary reports for end-to-end tracking and accountability of each submitted transaction.

Help & Training Resources

- To access the tool, log into Availity Essentials. Select **Claims & Payments** | **Send and Receive Files**.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **EDI transactions**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *electronic data interchange* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

Payer Spaces

Humana's Payer Space contains links to payer-specific applications, resources, and news and announcements. Applications and resources can reside on Availity Essentials, on the payer's website, or on a third-party website.

Help & Training Resources

- To access the payer's space, log into Availity Essentials. Select **Payer Spaces** | **Humana** Payer Tile.
- For help, log into Availity Essentials and then select **Help & Training** | **Find Help**. In the Provider Help Center, select **Payer spaces and payer tools**.
- For training resources: On the tool page, select the **Watch a demo** link. Or in **Help & Training** | **Get Trained**, type *payer spaces* in the **Search** field. Review the list of training resources. Select the resource you want to view. Then, select **Enroll**.

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Thank you.

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