

Announcing functionality on the Availity Portal

Beginning January 1, 2021, the Availity Portal,* available at <https://www.availity.com>, will be your exclusive secure website for many of your Healthy Blue online tools and resources.

The use of Availity for these functions provides you with access to real-time information and instant responses in a consistent format, regardless of the payer. Start exploring how you can use the Availity Portal during your patient check-in, checkout and billing, or whenever you might benefit from easy, instant access to health plan information.

Available functionality:

- Eligibility and benefits
- Claims status inquiry
- Medical attachment submission
- Dispute a claim tool
- Claims submission
- Authorization requests and inquiries (Interactive Care Reviewer)

Applications located on Availity Payer Spaces:

- Remittance Inquiry
- Precertification Look Up Tool
- Chat with Payer
- Claims Status Listing
- Custom Learning Center
- Provider Online Reporting
- Clear Claim Connection
- Patient360

Access

To access these online tools, you need to have the appropriate role assignment on Availity. Your Availity administrator can grant you access. Remember, for your organization to have the most positive experience on Availity, it is important that the primary administrator for your organization is able to handle the responsibilities assigned to them.

Don't know who your Availity administrator is? From the Availity home page, select **My Account Dashboard | My Administrators**.

Not registered on the Availity Portal?

Visit <https://www.availity.com> to register today. To learn more about the registration process, go to <https://apps.availity.com/availity/Demos/Registration/index.htm>.

If you already use Availity, no additional registration is needed. Healthy Blue will appear as one of your options in the payer drop-down lists on January 1, 2021.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

<https://medicareprovider.healthybluemo.com>

Healthy Blue is the trade name of Missouri Care, Inc., an independent licensee of the Blue Cross Blue Shield Association.
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What if I need training?

If you would like more information on navigating in Availity, select **Help & Training | My Learning Plan** from the top navigation menu on the Availity homepage to plot your learning journey. Availity also offers onboarding modules for new administrators and users. Search by keyword *onboarding* to locate and enroll for these modules in the Availity Learning Center.

For more information on features and an illustrated navigation of the Healthy Blue tools accessed on Availity, select **Payer Spaces | Applications | Education and Reference Center** to find presentations and reference guides that can be used to educate provider staff on these proprietary tools.