Medicare Advantage

Healthy Blue

Welcome to the Availity Portal — Provider Online Reporting overview

Presented by E-Solutions — Adoption, Communication & Education

Welcome

This guide will assist in the Availity Portal* and Provider Online Reporting (POR) registration process for practice administrators to:

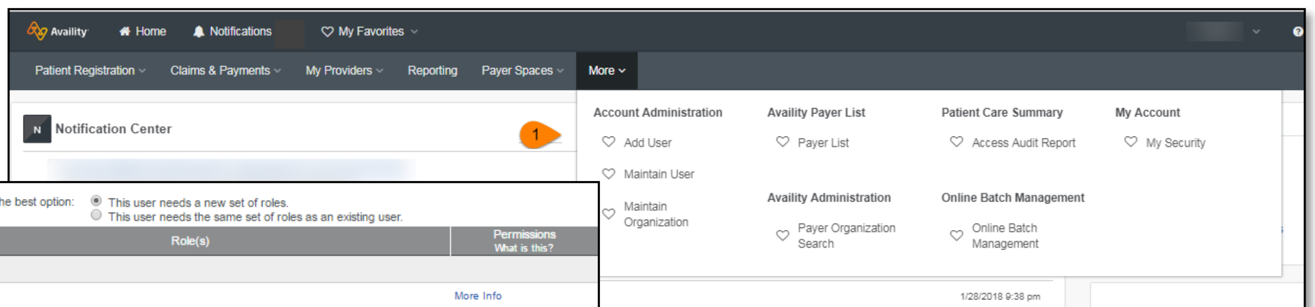
- Register and edit users in Availity.
- Register and edit users in POR.
- Access POR to launch the program's reporting application with appropriate user access.

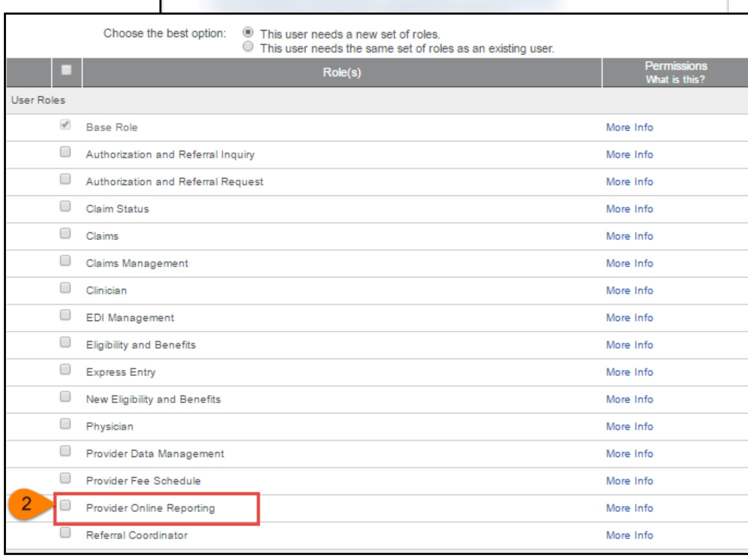
Note: *You must register in both Availity and POR.*

Adding users in Availity

Administrator: Adding users in Availity

1. Once logged in to the Availity Portal, choose the **More** option from the top menu bar. Under *Account Administration*, select **Add User** and complete the required fields for access.





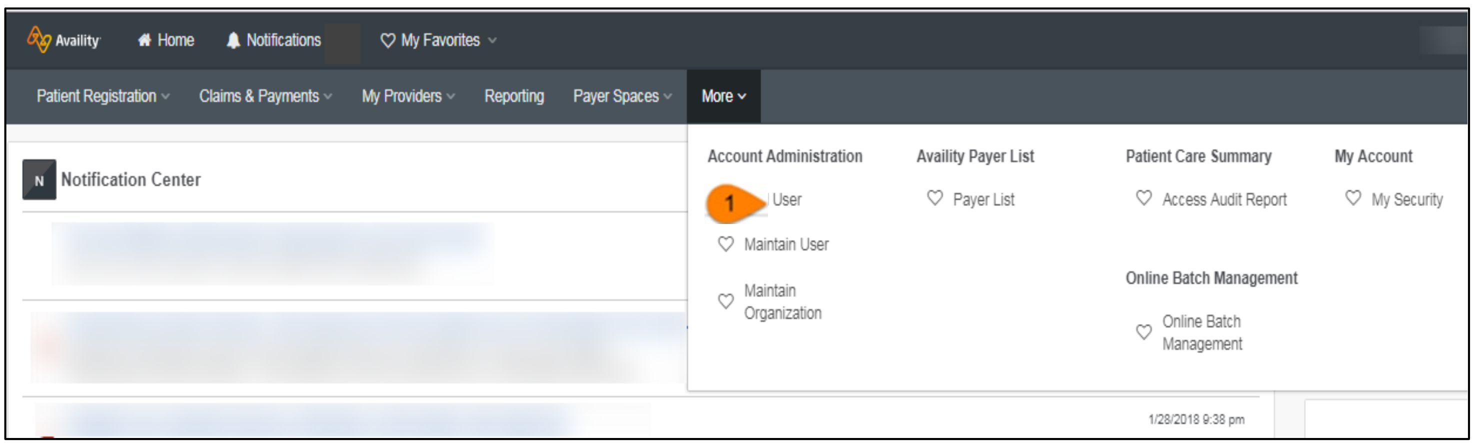
2. Select the **Provider Online Reporting** checkbox under *User Roles*, select **Next** and then **Submit**. A temporary password and user ID will be viewable to the administrator, who can then print or email the information to the end user.

Editing users in Availity

Healthy Blue

Administrator: Editing users in Availity

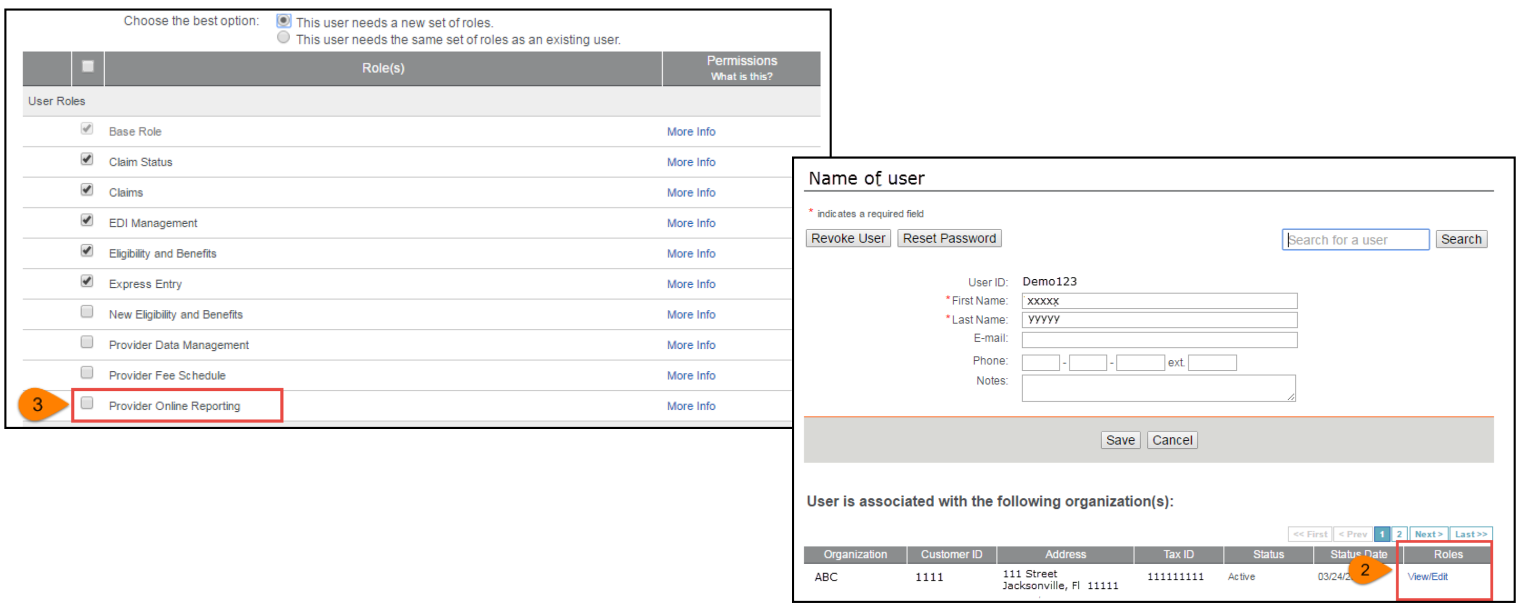
1. Once logged in to the Availity Portal, choose the **More** option from the top menu bar. Under *Account Administration*, select **Maintain User**. Locate the user's account and select the name of the user.



Healthy Blue

Administrator: Editing users in Availity (cont.)

2. In the *Roles* column, select **View/Edit**. A list of available roles displays.
3. Select the checkbox for **Provider Online Reporting** and then **Save**.

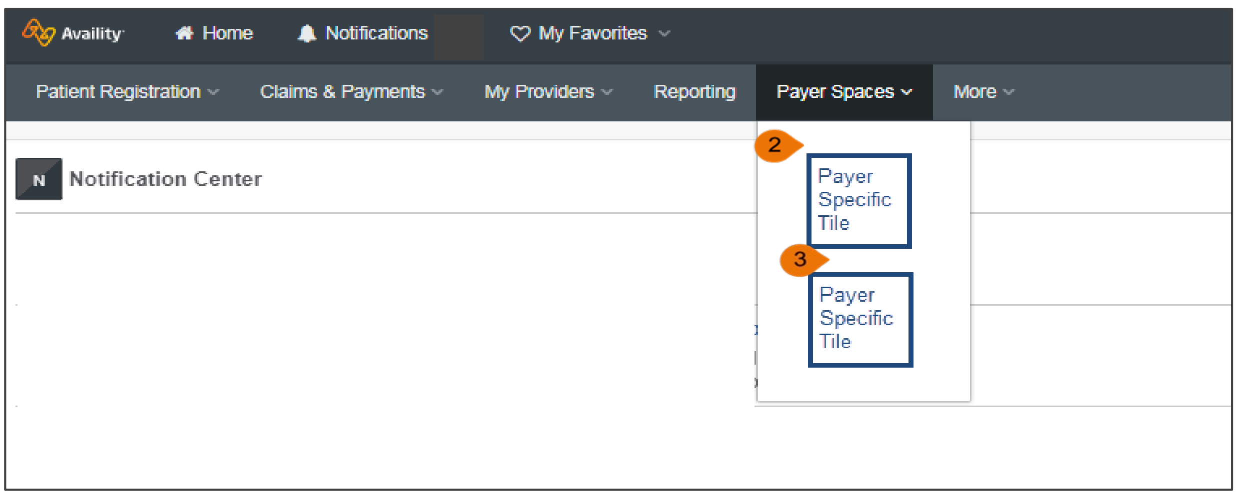


POR registration

Healthy Blue

Administrator: POR registration

1. Log in to https://www.availity.com.
2. Choose **Payer Spaces** in the top menu bar.
3. Select the **payer tile** that corresponds to your market.

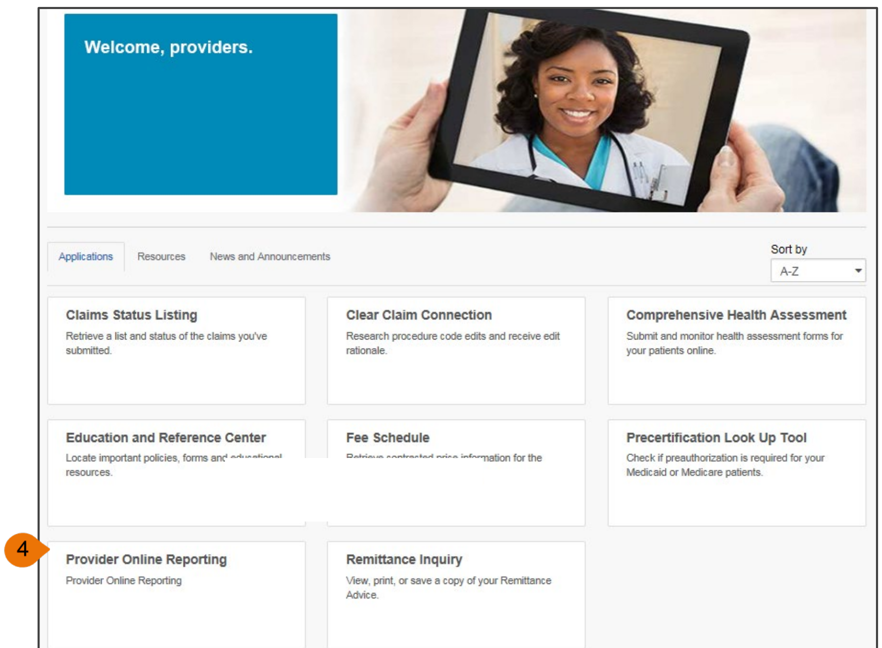


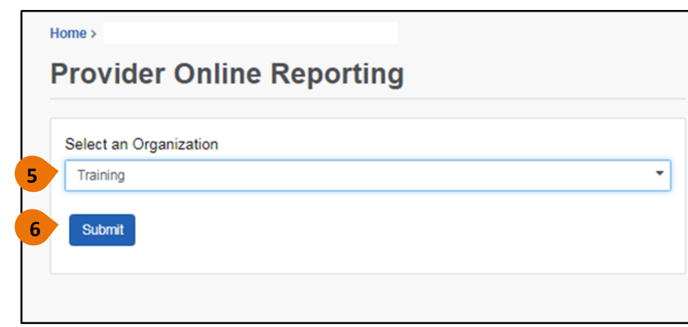
Note: First-time users accessing Payer Spaces will be asked to accept a Terms of Use Agreement. The agreement will appear for users once every 365 days.

Healthy Blue

Administrator: POR registration (cont.)

4. On the *Applications* tab, select **Provider Online Reporting**.
5. Select **Organization**.
6. Choose **Submit**.

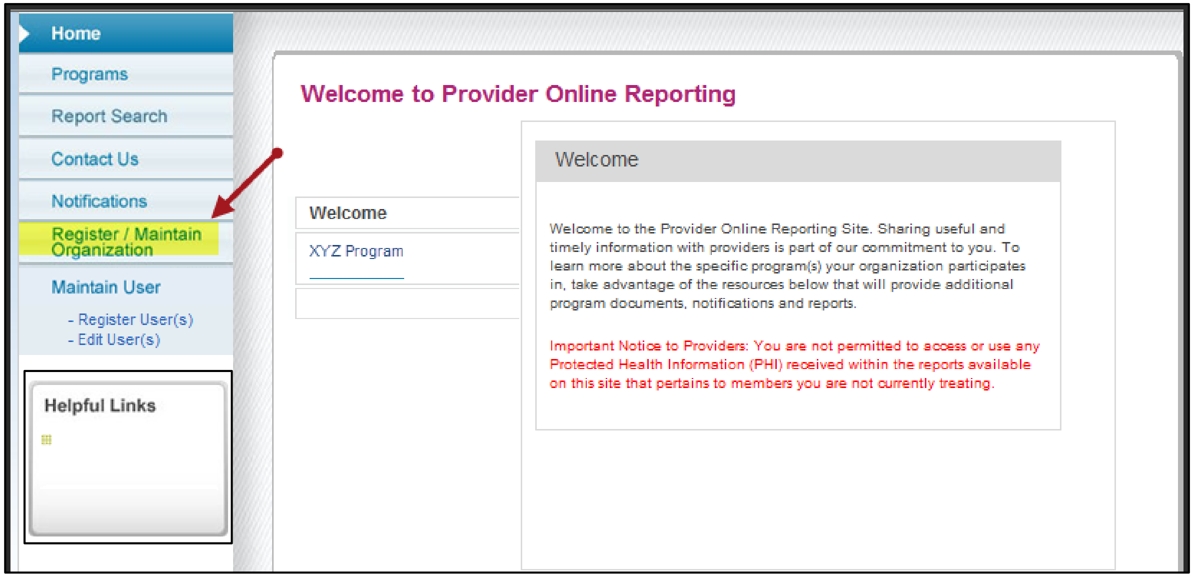




Healthy Blue

Administrator: POR registration (cont.)

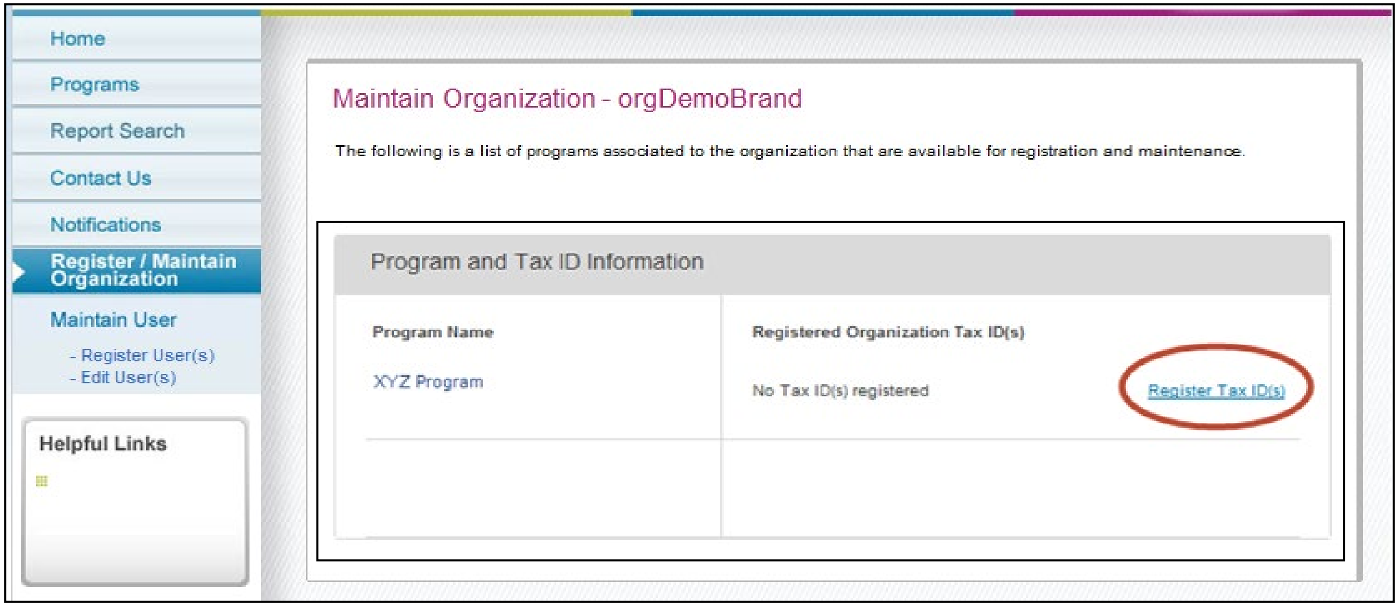
On the *Welcome to Provider Online Reporting* page, select **Register/Maintain Organization**.



Healthy Blue

Administrator: POR registration (cont.)

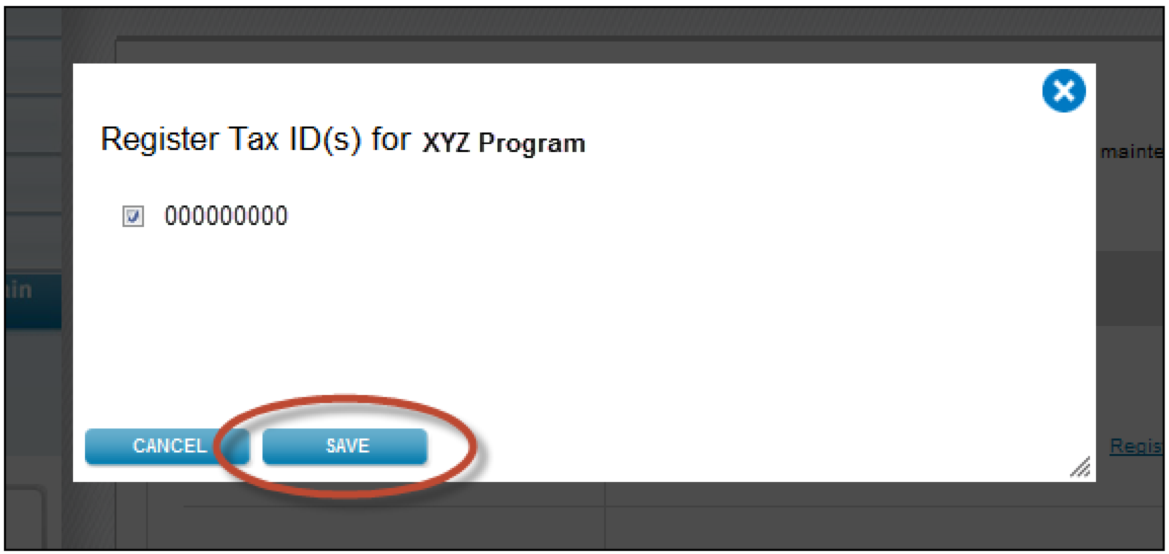
- Select **Register Tax ID(s)** for the applicable program to register the tax IDs.



Note: The practice may be participating in more than one program; the administrator must register each program that is listed.

Administrator: POR registration (cont.)

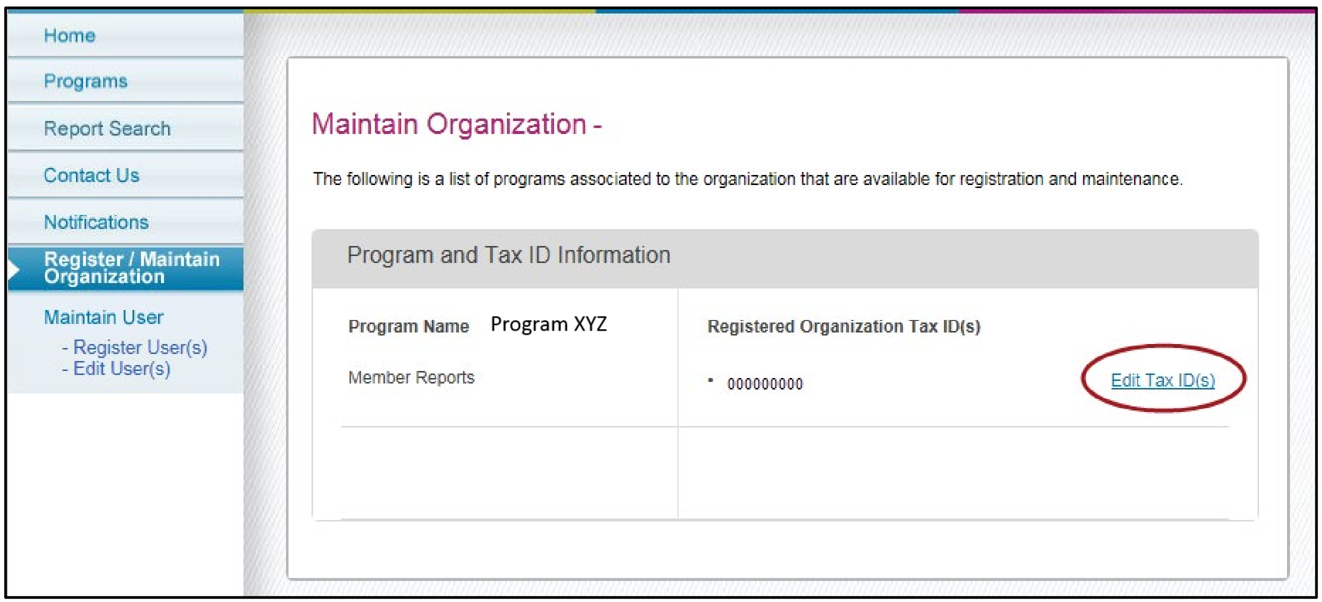
- A pop-up window will display all tax ID(s) that need to be registered for the program.
- Check the box for each tax ID to be registered and select **Save**.



Healthy Blue

Administrator: POR registration (cont.)

- You now have successfully completed the tax ID registration.
- Notice after the registration has been completed, the status has changed from Register Tax ID(s) to Edit Tax ID(s).



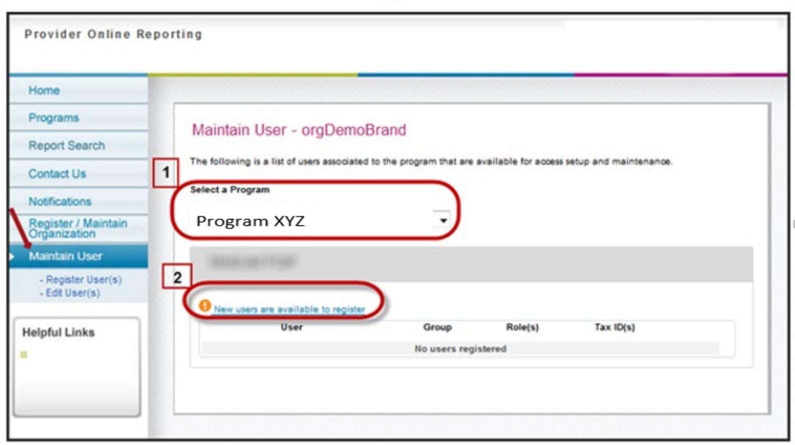
Healthy Blue

Administrator: Adding users in POR

Administrator: Adding users in POR

From the *Provider Online Reporting* home page, select **Maintain User**.

1. Choose the applicable program under *Select a Program*. If the organization is participating in more than one program, the administrator must register the user to access POR for each individual program as appropriate.
2. Select **New users are available to register**. The administrator will be taken to the *Register User* landing page (see next slide). This link will only display when the program has new users who have not been registered.



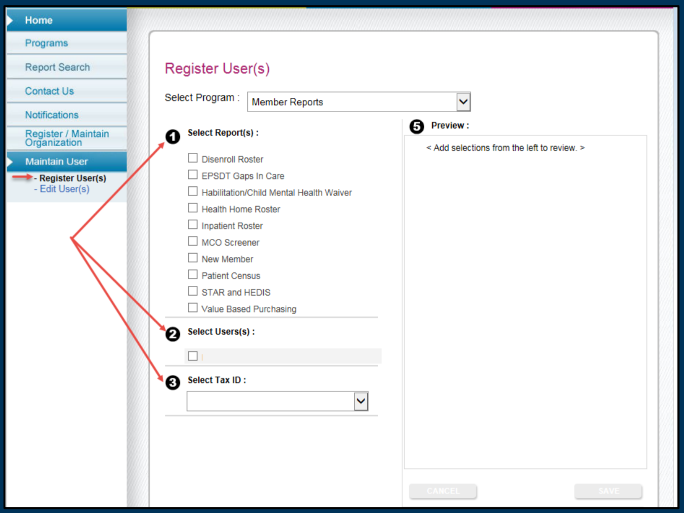
Healthy Blue

Administrator: Adding users in POR (cont.)

Register user(s):

- Select **Program:** If the organization is participating in more than one program, the administrator must register the user to access POR for each individual program as appropriate.

1. Select **Reports:** Choose from group names associated with the selected program.
2. Select **User(s):** The list of users will appear in alphabetical order by last name and will be unchecked by default. Select the appropriate user for access. (Only those users who are given the POR role in Availity will be listed here.)
3. Select **Tax ID**.



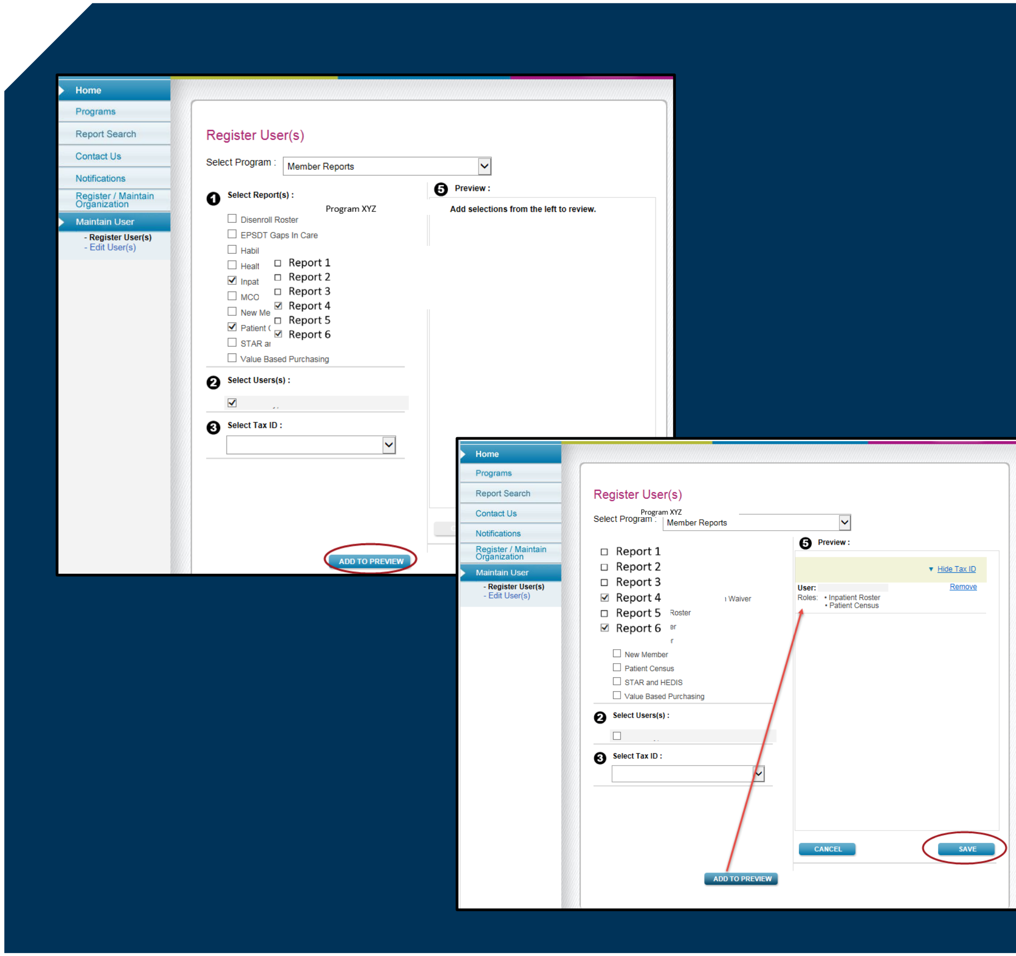
Note: The required fields for user registration and setup may change depending on the program selected.

Healthy Blue

Administrator: Adding users in POR (cont.)

Register user(s):

4. **Preview**
   - Select **Add to Preview** to review the selections made prior to saving.
   - Select **Save**.



Note: If changes need to be made prior to saving, select **Remove** from the preview window and complete the fields on the screen.

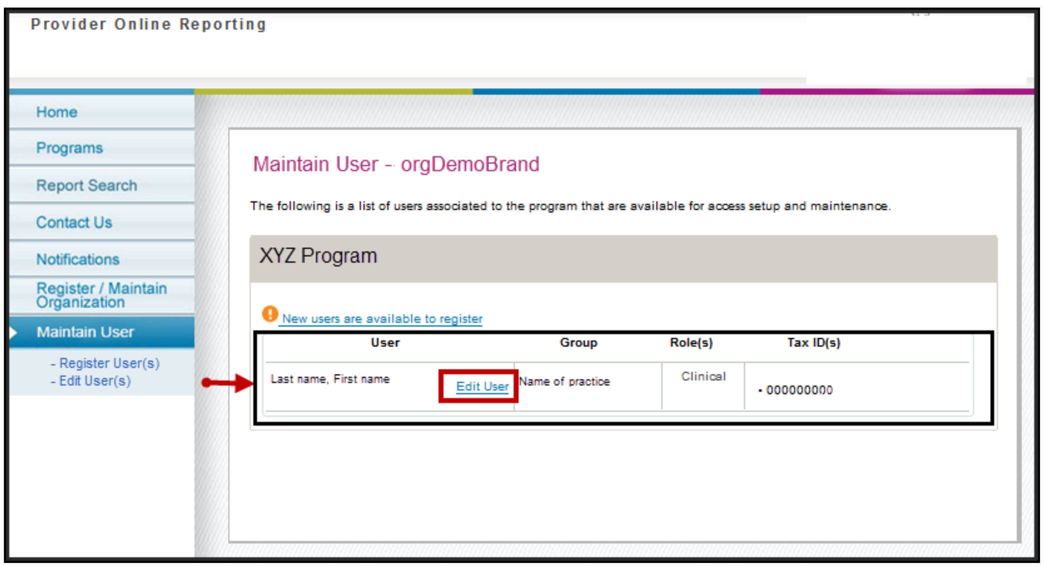
Healthy Blue

Editing users in POR

Administrator: Editing user registration and setup in POR

From the *Provider Online Reporting* home page, select **Maintain User**.

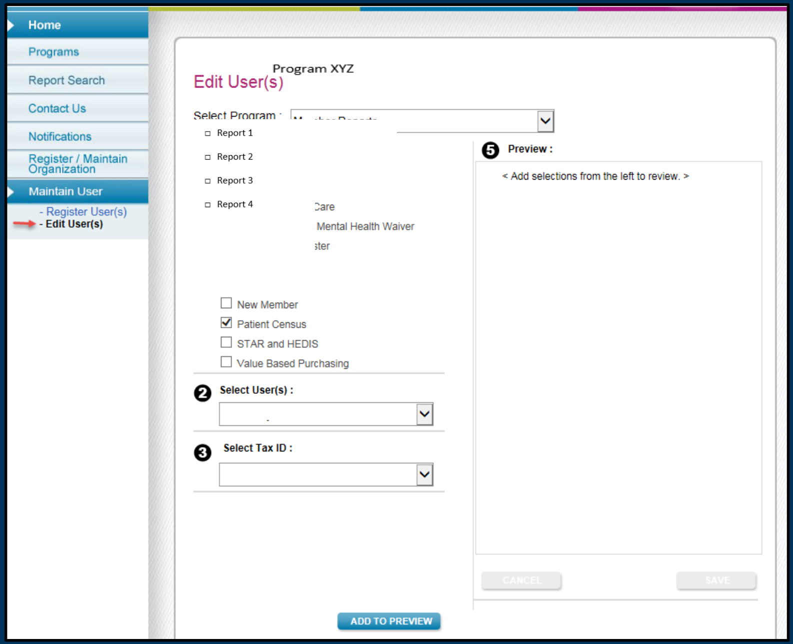
- Once the user(s) have been successfully registered, the administrator can view the list of users, group information, role assignment given and tax ID that each user has access to.
- Select **Edit User** to modify existing access for the user. The *Edit User* screen will be prepopulated with the data for the selected user. (See next slide.)



Healthy Blue

Administrator: Editing user registration and setup in POR (cont.)

Edit user(s):
Select **Edit User(s)** from the left navigation menu to modify access for an existing user. The *Edit User(s)* screen will be populated with the data for the selected user.



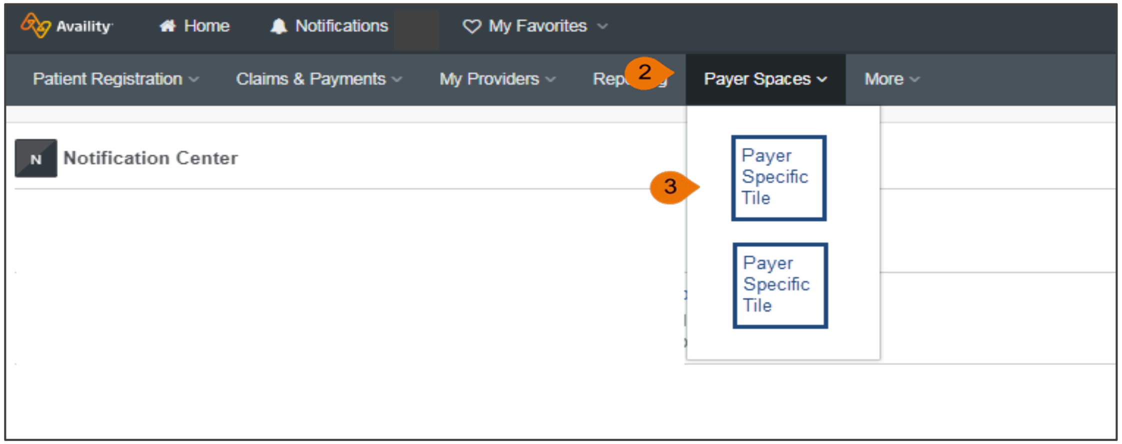
Healthy Blue

Accessing POR

Healthy Blue

Accessing POR

1. Log in to https://www.availity.com.
2. Choose **Payer Spaces** in the top menu bar.
3. Select the **payer tile** that corresponds to your market.

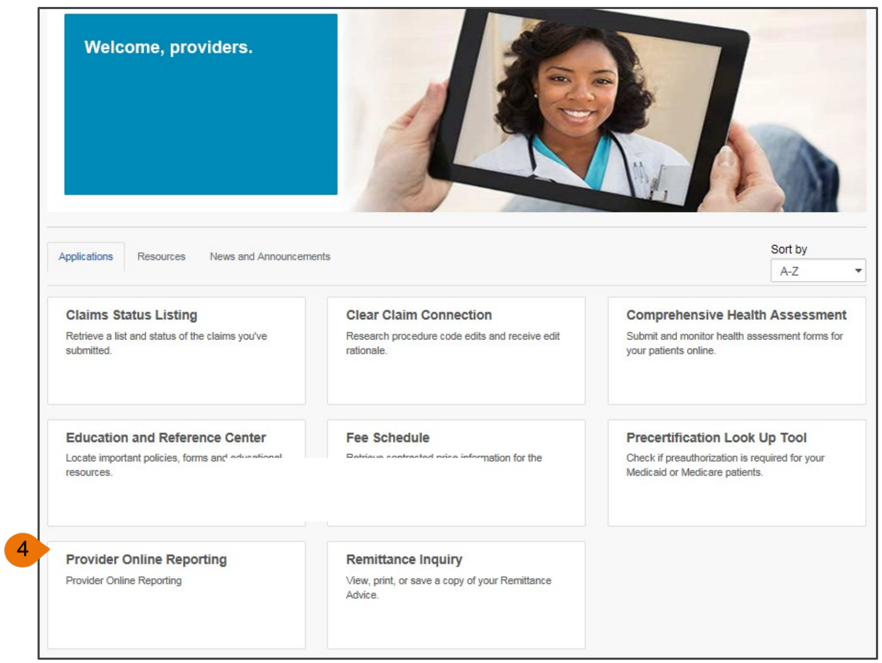


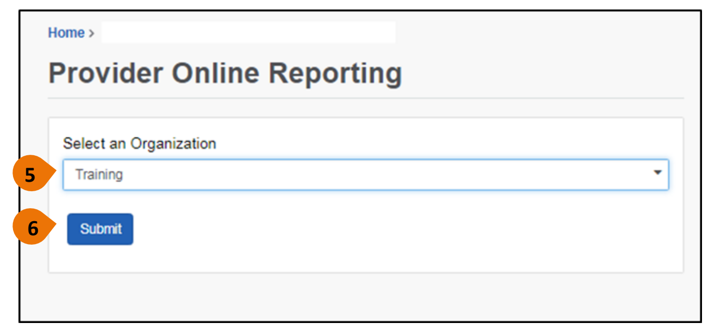
Note: First-time users accessing Payer Spaces will be asked to accept a *Terms of Use Agreement.* The agreement will appear for users once every 365 days.

Healthy Blue

Accessing POR (cont.)

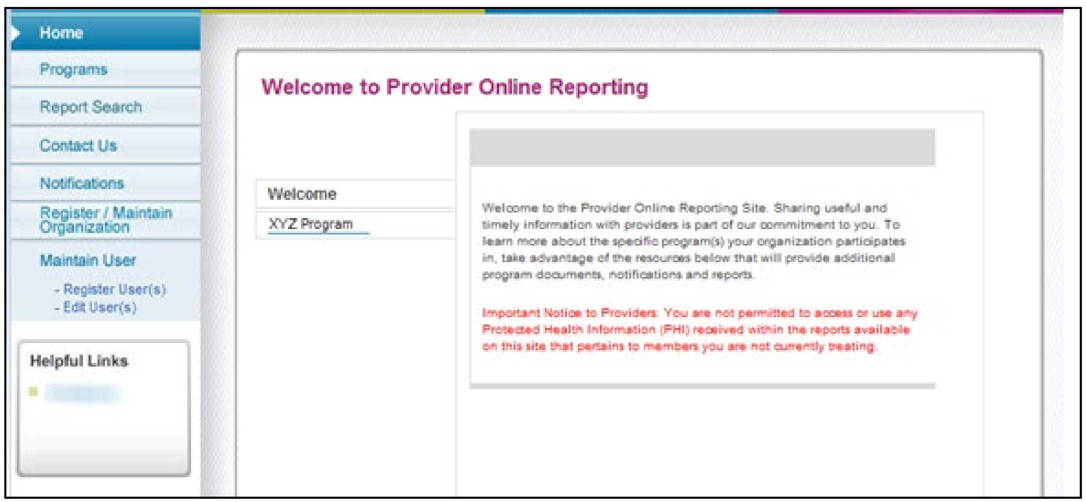
4. On the *Applications* tab, select **Provider Online Reporting**.
5. Select Organization.
6. Choose **Submit**.





Accessing POR (cont.)

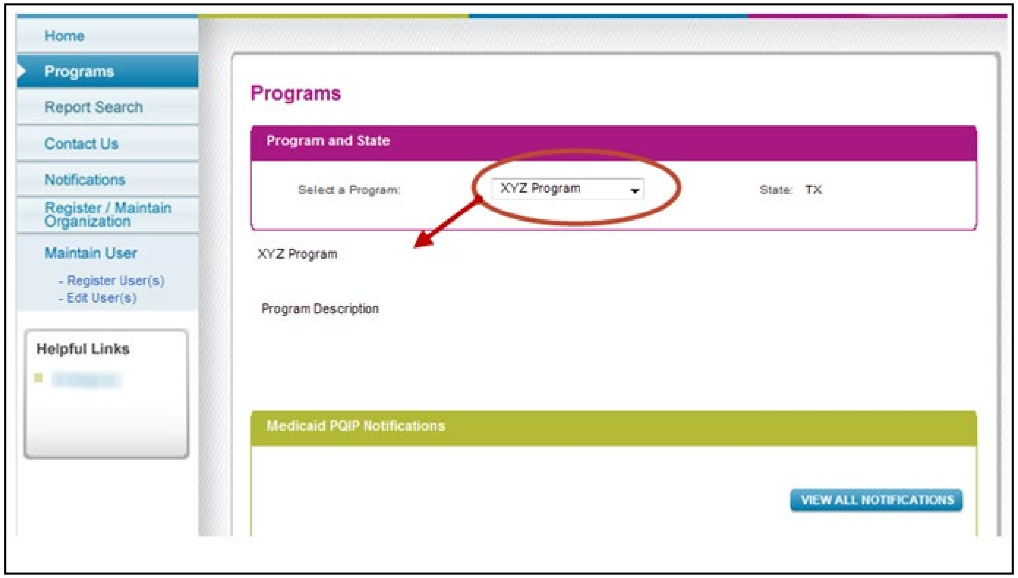
- The *Home* page in Provider Online Reporting will open. This page lists all programs the organization is eligible for.
- Use the navigation options on the left-hand side of the page to easily move around within the tool.



Healthy Blue

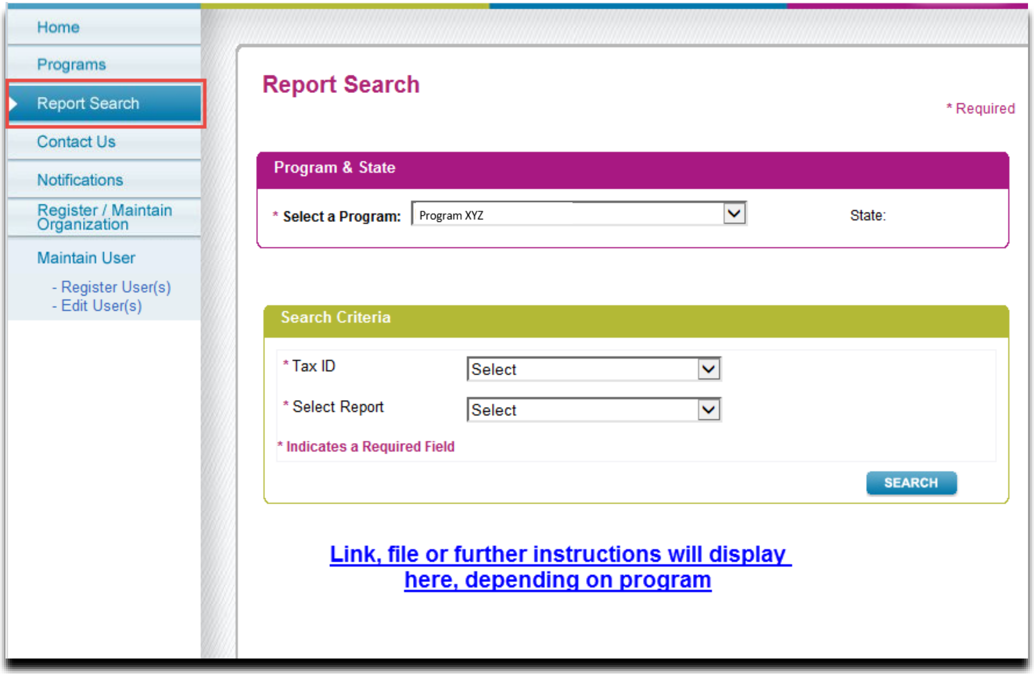
Accessing POR (cont.)

- The *Programs* page provides a description about the program your organization is participating in and includes helpful documents related to your program. Select a program using the drop down arrow.



Accessing POR (cont.)

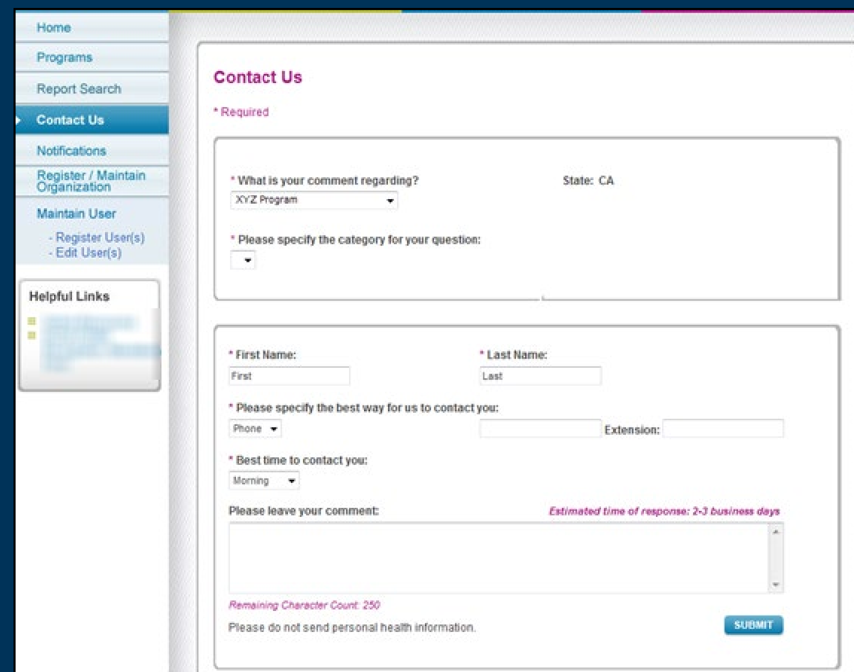
- The *Report Search* page launches the corresponding reporting application for your program. Select the appropriate program from drop-down menu.



Healthy Blue

Accessing POR (cont.)

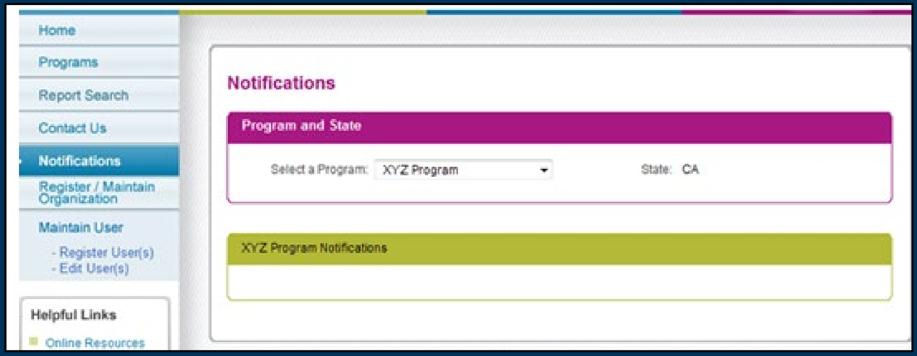
- Use the **Contact Us** page to submit questions about the POR application.
- Your question will be routed to the proper market contact.



Healthy Blue

Accessing POR (cont.)

- Select the **Notifications** page to view updates for programs as applicable.
- Use **Online Resources** under *Helpful Links* to view external websites that may be useful to your organization.



Note: Functionality is dependent upon specific program requirements.

Healthy Blue

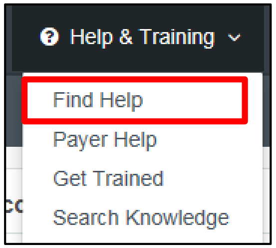
Help, tips and additional support

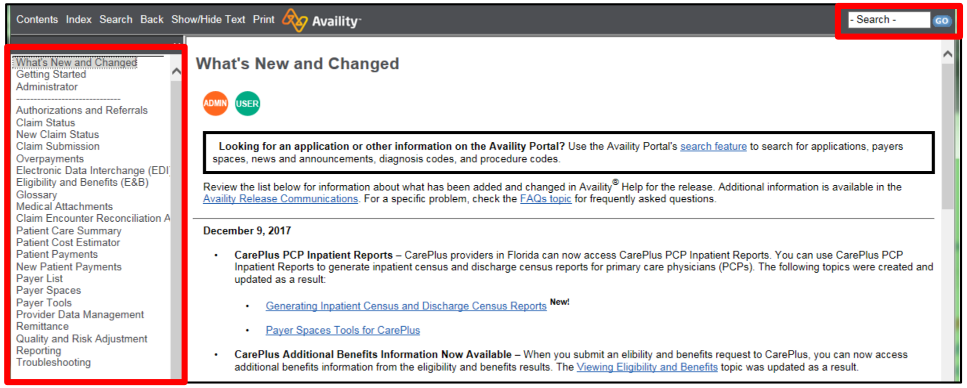
Healthy Blue

General Availity help and training

Find help with Availity registration by following the steps below:

1. Log in to Availity at https://www.availity.com.
2. Select the **Help & Training** tab (upper right-hand side of the Availity screen).
3. Select **Find Help**.
4. Enter criteria in the search engine (upper right-hand side of screen) or make selections from the left-hand side of the screen.
5. Once you make your selections, the step-by-step instructions will be shown.

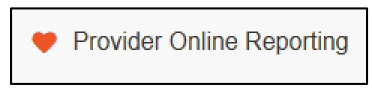




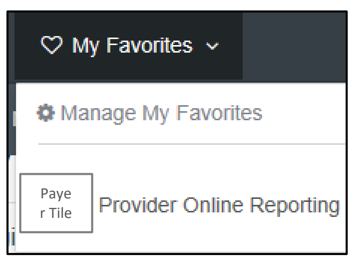
Healthy Blue

Helpful tip: Save Provider Online Reporting as a favorite

Save Provider Online Reporting as a favorite to be able to access it quickly from the Availity home page:

- Log in to Availity at https://www.availity.com.
- Choose **Payer Spaces** in the top menu bar.
- Select the **payer tile** that corresponds to your market.
- On the *Applications* tab, select the **heart icon** next to Provider Online Reporting so it fills in and turns red: 

- Now Provider Online Reporting will appear at the top under the *My Favorites* dropdown:



Healthy Blue

Additional support

- If you have questions regarding the Availity Portal, please contact Availity Client Services at **1-800-282-4548**.
- If you have questions about POR, use the *Contact Us* section of the application.
- If you have other questions, contact your local contract advisor, consultant or Provider Relations representative.

Healthy Blue

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

https://medicareprovider.healthybluemo.com

BMOCARE-0085-20 December 2020 516068MUPENMUB