

# Tips and tricks for navigating Availity Essentials

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FOR MAGELLAN PROVIDERS

2023

**Magellan**  
HEALTHCARE®



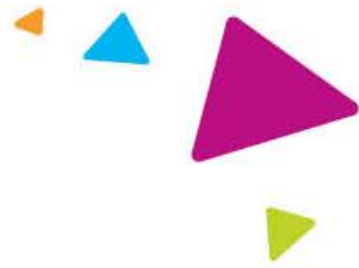
# #1 tip:

## Clear your internet browser cache.

- If you are experiencing issues with functions in Avality Essentials, clearing your browsing history cache can help.
- How to do this varies, depending on the browser you use.
- Avality Essentials supports Google Chrome, Firefox, and Microsoft Edge v79.




# Eligibility and benefits—helpful tips



- **Omit the alphabetic prefix or suffix when entering the patient ID number.**
  - Note: Some ID cards include a two-digit number such as 01 or 02 at the end of the ID number. **Do not** include this number in the *Patient ID* field.
- **Try searching by name and date of birth only.**
  - Availity Essentials defaults to the patient ID, name and date of birth.
  - You can choose to search by name and date of birth instead.
  - If you get the message “Invalid/Missing Subscriber/Insured ID—Please Correct and Resubmit,” note that this is not a Magellan member. Contact the member for correct benefit information.

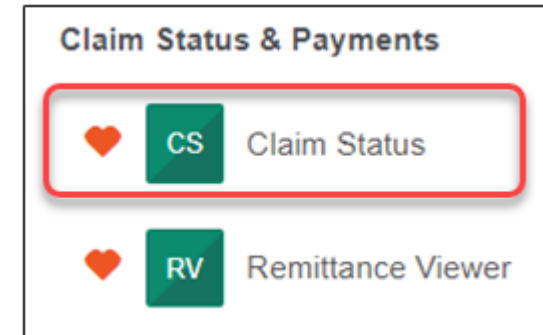
A screenshot of a web application interface titled "Patient Information". Below the title is a "Patient Search Option" dropdown menu with a help icon. The dropdown is open, showing three options: "Patient ID, Patient Last Name, Patient First Name, Date of Birth" (highlighted in blue), "Patient ID, Patient Last Name, Patient First Name, Date of Birth" (highlighted in blue), and "Patient Last Name, Patient First Name, Date of Birth" (with a green arrow pointing to it from the right).

# Eligibility and benefits—helpful tips, cont'd

- **For help, check the field level help topics for payer specific instructions by clicking the  icon.**
- For some state-sponsored or government-funded programs, benefits may not appear in Avality Essentials; to verify eligibility and benefits, go to the state's website, or contact Magellan.

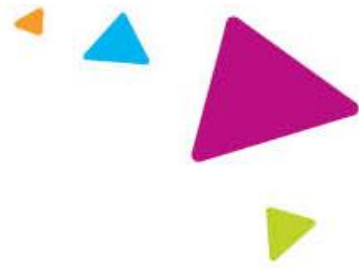
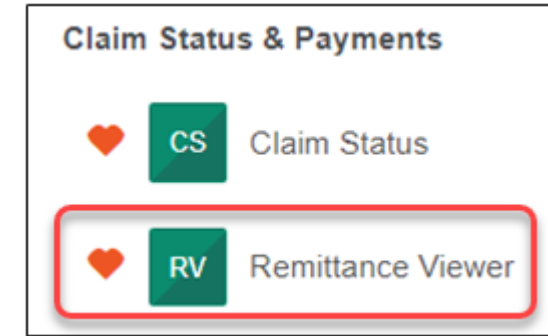
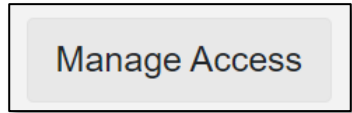
# Claims Status—helpful tips

- **Use the correct Magellan member ID.**
  - Perform an eligibility search first; the correct member ID will carry over to the *Claims Status* module.
  - Note: The provider NPI is optional.
- **Use *Claims Status* to view pended, denied, and paid claim status.**



# Remittance Viewer—helpful tips

- **Use *Remittance Viewer* to view final claims only; it requires minimal information to search.**
  - Note: You must first authenticate your organization to use *Remittance Viewer*. Select “Manage Access” and then “Get Access” to provide payment information (verify a check/EFT amount). You will only need to do this once.



# Remittance Viewer—helpful tips, cont'd



- Clear filters from previous search.

Filter by: Clear all filters <<

- Select search criterion, e.g., claim number, check/EFT number, payee tax ID, etc.

Check / EFT Claim

Search 1234567889

- Claim Number 1234567889
- Check / EFT Number 1234567889
- Payee Tax ID 1234567889
- National Provider ID 1234567889
- Member ID 1234567889
- Patient Control Number 1234567889

# Submitting claims—helpful tips

- **You can still submit claims on [MagellanProvider.com](https://MagellanProvider.com).** The claims submission process has not changed.
- **Remember you also have the option to submit *professional* claims on **Availity Essentials**.** You may not see the same claim submission features you are used to, however. Stay tuned for further enhancements.



# Resources

MAGELLAN AND AVAILITY ESSENTIALS



# Where can I call for help?

## MAGELLAN CUSTOMER SERVICE

Magellan customer service will address calls related to Magellan's data:

- “Eligibility shows termed but has an active ID card.”
- Claim adjustment questions
- “Benefits show a zero copay, but card says \$XX.”
- Magellan **cannot** answer questions regarding Availity outages. Access *Help & Training > View Network Outages* in Availity Essentials for details.

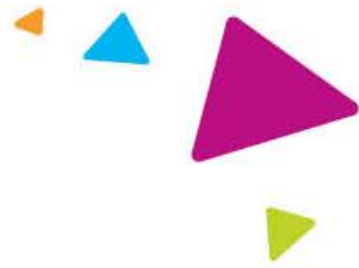
VS.

## AVAILITY CUSTOMER SERVICE (ACS)

ACS will **ONLY** address calls related to the following:

- Provider registration in Availity Essentials.
- Adding providers to the organization.
- Login information.
- Error messages on the Availity screen.
- ACS does **not** have access to Magellan data. They cannot verify eligibility, check claims status, etc. Providers should call Magellan to address those types of calls.

# Training resources



## *Recorded webinars:*

- [Getting started as an Availity Essentials administrator](#)
  - An overview of administrator duties, including adding new users, maintaining existing users, adding providers to the organization, EDI setup and reporting.
- [Performing Magellan transactions on Availity Essentials](#)
  - An overview of the available functions, including eligibility and benefits, claims status, remit viewer and Magellan Payer Space.

**Make sure  
your pop-up  
blocker is  
disabled.**

## *Crosswalks:*

- [Crosswalk](#)
  - Helps you navigate the functions you used to do on MagellanProvider.com and where to perform these functions on Availity Essentials.
- [Crosswalk for \*Claims Status\* and \*Remittance Viewer\*](#)
  - Helps you navigate the *Claims Status* and *Remittance Viewer* functions within Availity Essentials.

# Availity Essentials provider portal

- To access training resources and other functions on you must use the [Availity Essentials provider portal](#), Availity.com. (This is separate from your MagellanProvider.com login.)
- **Make sure your pop-up blocker is disabled.**
- Once logged in to Availity Essentials, you'll also be able to access MagellanProvider.com secure applications via single sign on (SSO).



**THANK YOU!**



# Educational/legal statement



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