Thank you for attending our Working with Aetna® on Availity® webinar

Here are some tips and tricks to get the most out of Availity

This information highlights what you can do on the site, and how you can use it to do business with us more easily.

Haven't had a chance to register for Availity?
To register, just go to **Availity.com**

10 Availity quick tips

1. Express Entry:

- National Provider Identifier (NPI) — use your Type 1 NPI and individual Aetna PIN for transactions. **Learn more** about how we handle NPIs in electronic transactions.
- Add your Aetna PIN for the Aetna-hosted tools:
  - Code Edit Look Up Tool
  - Fee Schedules
  - HMO Capitation Rosters
- Add your TIN for the Claims Status Inquiry transaction. It helps you enable the user to view the Explanation of Benefit (EOB) on Availity's Remittance Viewer without re-entering it.

2. Eligibility and Benefits (E&B) Inquiry:

- Run an E&B prior to any other transaction so the member's/patient's information will auto-populate in the next transaction screen (Claims Status Inquiry, Referrals, Authorizations and the Claim forms)
- Check to see if the patient is the subscriber; if they aren't, uncheck the box and add the subscriber information
- Select the appropriate Service Type Code for your specialty from the drop-down list

3. Availity's Auth/Referral Dashboard:

- When you click the link in the upper right corner of the dashboard to watch the Availity demo it shows you how to filter the dashboard according to your needs
- Only referral/authorization transactions completed through Availity will be automatically added to the dashboard
- For referral/authorizations transactions that weren't completed on Availity, create a Referral/Authorization Inquiry and then pin the event to the dashboard

4. Referrals:

- Include a specific CPT code (like 99499) and specify a number of visits; otherwise, the referral will default to consultation only with one visit
- Click "Show optional fields" to add a taxonomy code to refer to a specialty rather than a specific NPI#

5. Authorizations:

- Use the CPT code search tool to see if a procedure requires authorization (precertification)
- Refer to the National Precertification List for high tech lab and radiology authorizations

- Include your name and telephone number (including extension, if you have one), so we can contact you if we have any questions
- Note that when selecting the Service Type, this is also bed type
- Request services for specialty drugs using the Novologix® portal on Availity
- Start with Authorization Inquiry if you need to edit an existing request or continued stay by adding new dates or procedure codes to the case
- For behavioral health providers:
  - Choose the correct place of service: medical should use inpatient hospital; behavioral health providers should use appropriate mental health or substance abuse place of service
  - Select the service type: if the patient is admitted for behavioral health services, make sure you're choosing a behavioral health service type (alcoholism, substance abuse, psychiatric)

6. Claims Status Inquiry:

- For the best results, use the Claims Status Inquiry transaction when checking claim status; use the Remittance Viewer to view, print or download EOBs; you can also use Remittance Viewer to research claims
- When adding attachments, Availity will display the acceptable file types and sizes
- Claims attachments — users will see the Send Attachments link when the claim has any of these statuses:
  - P3: Pending/Provider Requested Information
  - P4: Pending/Patient Requested Information
  - F0: Finalized
  - F1: Finalized/Payment
  - F2: Finalized/Denial
  - F3F: Finalized/Forwarded
  - F3N: Finalized/Not Forwarded
  - F4: Finalized/Adjudication Complete
- If the patient isn't the subscriber, uncheck the box and add the subscriber information
- You can use the TIN and NPI together to help get a response
- For more information on submitting a claim dispute, see our other attachment

7. Availity's Remittance Viewer:

- Before Availity will grant access to the organization, your office's Availity Administrator must authenticate a recent Aetna payment (check #/EFT trace #)
- Once access is granted, log out and log back in
- When using the Claim tab — this search option is limited to offices where Availity is your office's electronic remittance advice (ERA) vendor
- Less is more — if you can't find the EOB you're looking for, try removing some of your criteria to widen your search

8. Provider Data Management:

- If you're receiving an error message in this application, check our Provider Referral Directory to make sure the information and participation status for the providers in your organization is accurate

9. Training and help:

- Access educational resources on Availity's site by going to Help & Training > Get Trained
- Watch any videos for step-by-step help on how to use their transactions
- Click on the blue question marks next to fields for field-level help within each transaction screen
- Use the Contact Us tile on the Aetna Payer Space to send us questions at your convenience

10. We offer other webinars as well:

- Authorizations on Availity®: if your office submits Authorization requests, we'll explore the Authorization transaction and related tools on Availity. We'll show you how to update and void existing requests, and we'll talk about how to get the most out of the Availity Auth/Referral Dashboard.
- Claim Management on Availity®: this webinar is great for anyone in your office that manages the revenue cycle process. We'll go in depth on our claim management tools, including how to submit an appeal.

Get the schedule and register at **AetnaWebinars.com**. See you on a future webinar!