

Claim Status

Molina Healthcare Providers

Important Notes About Using Availity



When you use Availity Essentials, results and data come from payer systems. Information can vary by payer, plan, product, member, your user permissions, and so on.



Information and images were current at the time this presentation was developed. Screen images and demonstrations are from a demo environment containing pre-loaded generic, deidentified information. Information might also be redacted or blurred.



It is a violation of HIPAA regulations to share credentials to a system that contains PII or PHI. Do not share an Availity user ID with others. Your organization's Availity administrator sets up user ID's and assigns roles.

You should know ...

Availity supports Google Chrome, Mozilla Firefox®, and Microsoft Edge v79.

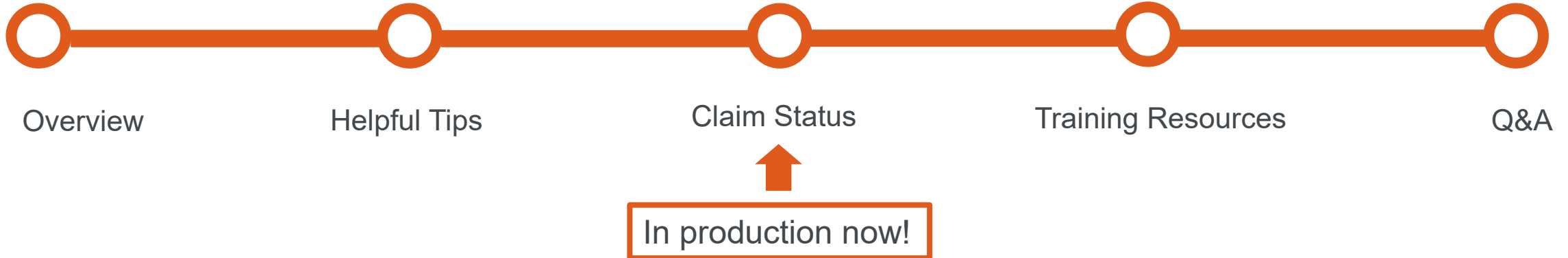


Be sure to allow pop-ups from:

- Availity Essentials: apps.availity.com
- Availity website: www.availity.com
- Availity Learning Center (ALC): <https://availitylearning.learnupon.com>
- Or any third-party websites accessed from Availity Essentials, such as a payer's website



What we'll cover



Looking for more training?

Availity offers free on-demand and live training in the Availity Learning Center (ALC). Log in and select **Help & Training | Get Trained** to search the ALC catalog, including:

- Claim Status - Training Demo
- Navigating the Messaging Queue - Training Demo



Why use Availity's Claim Status tool?

- ✓ Research claims your organization has filed and Molina Healthcare has adjudicated.
- ✓ Search for claims using various search criteria.
- ✓ Use the Claim Status tool regardless of how the claims were submitted.
- ✓ Review the most current information from Molina Healthcare.
- ✓ It's free for you to use!



What's new for you?

For Molina Healthcare Providers

Claim Status Benefits:

- ❖ Flexibility - four search options
 1. Member
 2. Service Dates
 3. Claim History
 4. HIPAA Standard
- ❖ Simplified Layout
 - Search results display below the search fields and provide high-level claim information with access to claim details
- ❖ Remark Codes
 - Remark Codes, along with their descriptions, will display at both the claim and line level
- ❖ Attachments
 - Send claim attachments directly from the Claim Status page and track the status of the attachments



Helpful Tips



Tip # 1 - Claim Status Role Required

Roles for Jennifer

Training Test Demo Org

Choose the best option: This user needs a new set of roles.
 This user needs the same set of roles as an existing user.

<input type="checkbox"/>	Role(s)	Permissions What is this?
User Roles		
<input checked="" type="checkbox"/>	Base Role	More Info
<input checked="" type="checkbox"/>	Claim Status	More Info



Tip # 2 – Enter Provider Data on the Manage My Organization Page

Add providers here...

...so they display here

TEST - Demo Org - Provider Customer ID 394657 [Edit](#)

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
790121234	1234567893	AK, AL, AR, AS, ...	261QA0600X - Ambulatory Health Care Facilities - Clinic/Center - Adult Day Care	10752 Deerwood Park Blvd S Jacksonville, Florida 32256

Providers [Add Provider\(s\)](#)

Search for a provider by name, taxonomy code, or address...

Allergy, Betty <small>Individual</small>				
NPI	Tax ID	Primary Taxonomy		
3234567899	11111111	207K00000X Allergy & Immunology		
Dentist, Mary <small>Individual</small>				
NPI	Tax ID	Primary Taxonomy		



BILLING PROVIDER

Select a Provider [?](#)

- Allergy, Betty - 3234567899
- Dentist, Mary - 3156870131
- Family, Robert - 2234567891
- Joe, Atypical
- Maternity, James - 1234567893
- Med Supply Inc

Country [?](#)

* Address [?](#)



Step 1: Select Manage My Organization

The screenshot displays the Availty user interface. At the top, the navigation bar includes the Availty logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Florida', 'Help & Training', 'Jennifer's Account', and 'Logout'. Below this, a secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is divided into two sections. On the left is the 'Notification Center' with a notification titled 'Payer Bulletin explains directory information requirements' dated 6/27/2022 7:34 pm, featuring a 'Take Action' button. On the right is the 'Messages' section, which has an orange arrow pointing to a dropdown menu. This menu lists 'My Account', 'Maintain User', 'Add User', and 'Manage My Organization'. Below the menu, there are filters for 'Unassigned', 'Unread', 'Pending', and 'Recently Resolved'.



Step 2: Select the Active Organization and then select Add Provider(s)

Manage My Organization

Give Feedback

Organizations

Register an Organization ▾

Org ... ▾ Search...

Newest to oldest ⌵ ▾

Active **1**

Pending

Rejected

Training Test Demo Org

Customer ID

616643

Tax ID

NPI

Training Test Demo Org

Customer ID 616643

 Edit

[View Roles](#)

[View Identifiers](#)

[Maintain Identifiers](#)

Tax ID

NPI

Regions

AK, AL, AR,
AS, ...


Primary
Taxonomy

251B00000X Agencies -
Case Management

Primary Service
Address

1234 Healthy St
Jacksonville, Florida
350816262

Providers

 [Add Provider\(s\)](#)

Search for a provider by name, taxonomy code, or address...



A - Z ⌵ ▾

ABC Clinic Group



Step 3: Enter Tax ID, NPI and select Find Provider

Manage My Organization

Add Provider

LET'S FIND YOUR PROVIDER

Tax ID Type National Provider ID (NPI)

This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization? [Upload up to 500 at once via a spreadsheet upload.](#)

Providers

For additional options for adding providers and step-by-step guidance, view the training demo in the Availity Learning Center: **Manage My Organization – Add Provider – Training Demo.**

NPI	ABC Clinic Group
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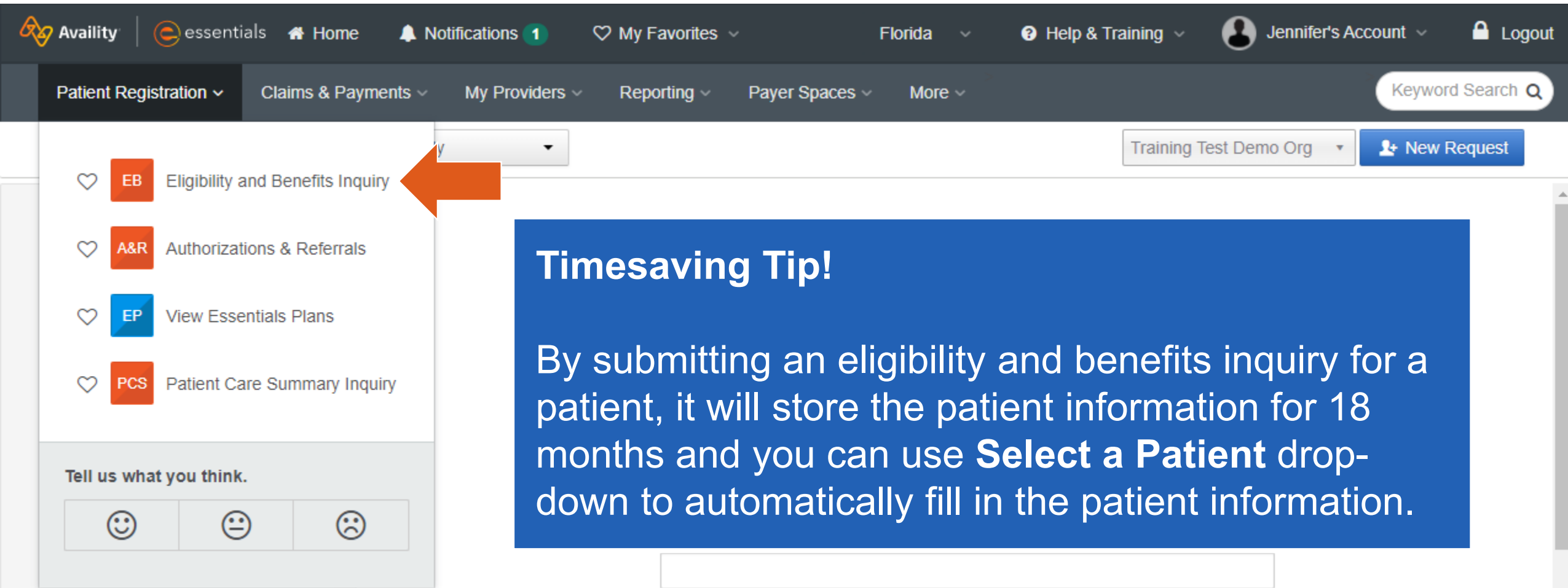
Edits needed? Select the Action Menu to make changes to the added provider

The screenshot displays the Availity Essentials user interface. At the top, the navigation bar includes the Availity logo, 'essentials', and various menu items like Home, Notifications (2), My Favorites, Florida, Help & Training, Jennifer's Account, and Logout. Below this is a secondary navigation bar with categories like Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search box.

The main content area is divided into several sections. On the left, there's a filter section with a 'Newest to oldest' dropdown and tabs for 'Active 1', 'Pending', and 'Rejected'. Below this is a card for 'Training Test Demo Org' showing fields for Customer ID, Tax ID, and NPI.

The central 'Providers' section features a search bar with the placeholder text 'Search for a provider by name, taxonomy code, or address...', a search icon, and a sort dropdown set to 'A-Z'. Below the search bar is a list of providers. The first provider is 'ABC Clinic Group', which is highlighted. To its right, an action menu is open, listing three options: 'View/Edit provider', 'Copy provider to another organization', and 'Remove provider from organization'. The second provider in the list is 'Provider, Atypical Individual'.

Tip # 3 – Run an Eligibility and Benefits Request



Availity | essentials | Home | Notifications 1 | My Favorites | Florida | Help & Training | Jennifer's Account | Logout

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More | Keyword Search

EB Eligibility and Benefits Inquiry

A&R Authorizations & Referrals

EP View Essentials Plans

PCS Patient Care Summary Inquiry

Tell us what you think.

Training Test Demo Org | New Request

Timesaving Tip!

By submitting an eligibility and benefits inquiry for a patient, it will store the patient information for 18 months and you can use **Select a Patient** drop-down to automatically fill in the patient information.

Provider Last Name/Org Name

Claim Status Search Steps



Select Claims & Payments | Claim Status

The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications 2', 'My Favorites', 'Florida', 'Help & Training', 'Jennifer's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A 'Keyword Search' box is located on the right side of this bar.

The main content area is divided into four columns:

- Claim Status & Payments:** Contains four items: 'CS Claim Status' (highlighted with an orange arrow), 'RV Remittance Viewer', 'A Appeals', and 'OP Overpayments'.
- EDI Clearinghouse:** Contains four items: 'EDI Send and Receive EDI Files', 'FR File Restore', 'EDI EDI Reporting Preferences', and 'FTP FTP and EDI Connection Services'.
- Patient Payments:** Contains one item: 'PA Payments Administration' with a note: 'A newer version of this tool is coming soon.'
- Fee Schedules:** Contains one item: 'FSL Fee Schedule Listing'.

On the left side, there is a 'Notification Center' with two notifications: 'Payer Bulletin exp...' and 'The No Surprises Act More...', and 'It's a new quarter of information! Quarterly submission...'.



Select Organization | Select Payer

cs Claim Status Give Feedback

Organization

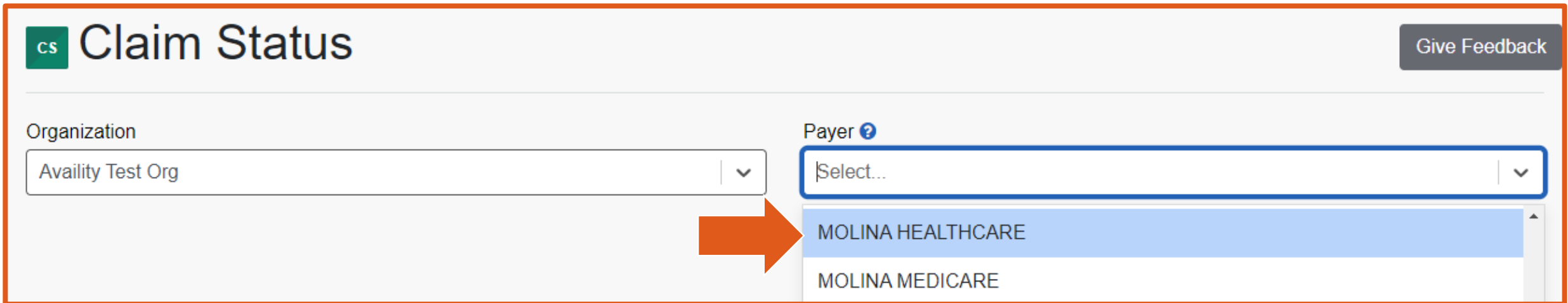
Availity Test Org

Payer ?

Select...

MOLINA HEALTHCARE

MOLINA MEDICARE



Member Search

CS Claim Status

Organization

TEST - Demo Org - Provider

Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk * are required.

* Provider Tax ID ?

Provider NPI ?

* Member ID ?

1

Select...

2

* Service Dates ?

3

From Date

-

To Date

Tip! Entering the Provider NPI will help narrow down your search results.

4

Submit

Clear Form

Complete the required fields and select Submit:

1. **Provider Tax ID**

- The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.

2. **Member ID**

3. **Service Dates**

- Select from the calendar or enter as MMDDYYYY

4. **Submit**

*Provider NPI is optional and not required.



Service Dates Search

CS Claim Status

Organization

TEST - Demo Org - Provider

Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk * are required.

* Provider Tax ID ?

Provider NPI ?

* Claim Status

1 Select... | v

Provider NPI

2 All | v

* Service Dates ?

3 From Date - To Date

4 Submit Clear Form

Complete the required fields:

1. **Provider Tax ID**

- The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.

2. **Claim Status**

- This field defaults to the status of All but can be changed by selecting the drop-down menu.

3. **Service Dates**

- Select from the calendar or enter as MMDDYYYY

4. **Select Submit**

*Provider NPI is optional and not required.



Claim History Search

Complete the required fields:

1. **Provider Tax ID**
 - The Provider Tax ID field will display Tax ID's that you have added to your organization on the **Manage My Organization | Add Provider(s)** page.
2. **Claim Number**
3. **Select Submit**

[Home](#) > [Select](#) > Search

CS Claim Status

Organization

TEST - Demo Org - Provider


Member 

Service Dates 

Claim History 

HIPAA Standard 

Fields marked with an asterisk * are required.

* Provider Tax ID 

* Claim Number

1 Select...

2

3 Submit

Clear Form



HIPAA Standard Search

cs Claim Status

Organization

TEST - Demo Org - Provider

Member +

Service Dates +

Claim History +

HIPAA Standard +

Fields marked with an asterisk * are required.

Provider Information

1 * Is the provider the same as the organization name? ?

Yes No

Select a Provider ?

2 Select...

* Provider NPI ?

3

Complete the required fields:

1. Is the Provider the same as the organization name?
2. Select a Provider
 - This field is optional but will save time by populating the provider's data for you.
3. Provider NPI
 - If you did not select a provider from the Select a Provider drop-down, enter the provider's NPI number.



HIPAA Standard Search, cont'd

Patient Information

Select a Patient ?

1

Search by any combination of patient name (first and last), DOB, or Member ID.

* Patient Last Name

* Patient Date of Birth

2

Patient Account Number ?

* Member ID ?

2

Patient First Name

Patient Gender

Patient's Relationship to Subscriber

Complete the required fields:

1. Select a Patient

- By submitting an eligibility and benefits inquiry for a patient, it will store the patient information for 18 months and you can use **Select a Patient** drop-down to automatically fill in the patient information.

2. Complete the other required fields if you did not use the **Select a Patient** drop-down

- Required fields are indicated by a red asterisk *.




HIPAA Standard Search, cont'd


Complete the required fields and select Submit:

1. Service Dates
 - Select from the calendar or enter as MMDDYYYY
2. Select Submit

Claim Information

* Service Dates 

1 From Date - To Date

Claim Number 

Institutional Bill Type

2



Search in Progress – not an error

Member

Service Dates

Claim History

HIPAA Standard

Fields marked with an asterisk * are required.

* Provider Tax ID

Provider NPI

* Member ID

042621234



ABC123456789

* Service Dates

12/07/2021

-

12/07/2021

Submit

Clear Form

Results (Displaying 0 - 0 of 0)

As of August 29, 2022 2:57 PM

Transaction ID: 001bf80e-a8b9-c8e3-0021-7f400cc02843

If you receive this message, it is not an error. Availity Essentials is actively looking for results.



Member: Results Display at bottom of page

Results (Displaying 1 - 1 of 1)

As of August 22, 2022 4:49 PM

Transaction ID: [000ca05e-6b7b-b0a8-0004-db0f72920da9](#)

Export this Page 

Print this Page 

Status ▾	Service Dates ▾	Claim # ▾	Patient Name ▾	Member ID ▾	Patient Account Number ▾	Provider Name ▾	Billed Amount ▾
PAID	12/07/2021 12/07/2021	12345678912	PATIENT, POLLY	9876543219	11	AVAILITY DOCTOR	\$375.00

Select anywhere on the claim status line to view additional details.



Detailed Claim Status View





Value Add Tools: Remittance Viewer

cs Claim Status

Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM
Transaction ID [0010565e-dfde-30c7-0007-a129b2a7189b](#)

Export this Page 


Print this Page 


Return to Results


New Search

Edit Search



Remittance Viewer 

Message this Payer 

Send Attachments 

Remittance Viewer provides you with the option to view and download the Explanation of Benefits (EOB), Explanation of Payment (EOP), and view check details.





Value Add Tools: Message this Payer

cs Claim Status

Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM
Transaction ID [0010565e-dfde-30c7-0007-a129b2a7189b](#)

Export this Page 


Print this Page 


Return to Results


New Search

Edit Search



Remittance Viewer 

Message this Payer 

Send Attachments 

Message this Payer provides you with the option to send a message to Molina Healthcare and receive a response in two business days or less. Messages can be followed-up on the Availity Essentials homepage in the Messaging application.




Value Add Tools: Send Attachments


cs Claim Status

Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM

Transaction ID [0010565e-dfde-30c7-0007-a129b2a7189b](#)

Export this Page 


Print this Page 


Return to Results


New Search

Edit Search



Remittance Viewer 

Message this Payer 

Send Attachments 

Send Attachments provides you with the option to send documents to Molina Healthcare and follow-up on the documents using the Attachments Dashboard.




Patient Information Details

cs Claim Status

Give Feedback

Customer ID 1194 Exchange Date August 29, 2022 2:57 PM
Transaction ID [0010565e-dfde-30c7-0007-a129b2a7189b](#)

Export this Page 


Print this Page 


Return to Results


New Search

Edit Search



Remittance Viewer 

Message this Payer 

Send Attachments 

Patient Information

Patient	PATIENT, POLLY	Patient Account Number	ABC1234567
DOB	01/01/1980	Gender	F
Subscriber ID	1234567891		

Patient Information section displays the patient name, date of birth, subscriber ID, patient account number, and gender.



Claim Information Details

Claim Information

Status	PAID	Total Billed	\$407.51
Service Dates	12/07/2021 - 12/07/2021	Total Paid	\$123.22
Received Date	12/09/2021		
Claim Number	12345678912		
Comment	Coinsurance Amount Line 1: - Separately billed services/tests have been bundled as they are considered components of the same procedure. Separate paym Show more...		

Claim Information section provides details of the status, service dates, received date, claim number, comment, total billed, and total paid.



Payment Information Details

Payment Information

Check/EFT #	123456	Payment Date	02/24/2022
Provider ID	1234567891		
Reason/Remark Codes	PCNTR		

Remark codes will display in the Payment Information section.



Line Level Information and Codes

Line Level Information

Status	Service Dates	Rev	Proc	Qty	Modifier	Billed	Paid	Reason/Remark Codes
PAID	12/07/2021 12/07/2021	300	36415	1	GP	\$10.50	\$3.00	PCNTR
PAID	12/07/2021 12/07/2021	300	99214	1	59,GP	\$397.01	\$120.22	PCNTR

Codes

Type	Code	Description
Remark	PCNTR	Allowed amount based on agreement

Remark code descriptions will display below the Line Level Information section.



Additional Options: Export, Print, New Search, Edit

Codes

Type	Code	Description
Remark	PCNTR	Allowed amount based on agreement

Customer ID 1194 **Exchange Date** August 29, 2022 2:57 PM
Transaction ID 000adf86-e516-5c84-0004-73955fb74048

Export this Page 

Print this Page 

Return to Results

New Search

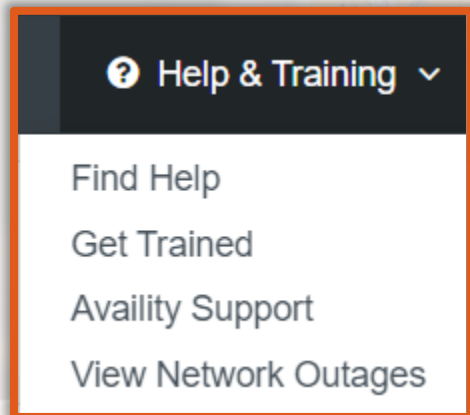
Edit Search

Export this Page provides a comma-separated values (CSV) file and Print this Page provides a printout of the results.



Training Resources





- Use **Find Help** to launch the Provider Help Center and access training documentation plus payer-specifics.
- Use **Get Trained** to launch Availity Learning Center (ALC) to enroll in on-demand and live training options.
- Use **Availity Support** to submit a support ticket online to Availity Client Services (ACS).
- Use **View Network Outages** to review current outages and scheduled maintenance.

Training Demo: Manage My Organization | Add Providers

The screenshot shows the Availity Learning interface. At the top, the 'Help & Training' menu is highlighted with a red box and a '1' in a circle. Below it, the 'Get Trained' option is highlighted with a red box and a '2' in a circle. In the search bar, the text 'manage my organization' is entered, highlighted with a red box and a '3' in a circle. The search results show a course titled 'Manage My Organization - Add Provider - Training Demo', which is highlighted with a red box and a '4' in a circle. The course details include a 5-star rating, 'Difficulty Basic', and a length of '15 Mins'. The description states: 'Adding providers through the Manage My Organization page is a quick, easy, and error-free way to enter provider information fields on most transaction pages with just a few steps. For ... Read More'. At the bottom of the course card, there are buttons for '1 Module', '73 Reviews', 'Certificate', and 'Enroll'.

Check out this great free resource!

1. Select **Help & Training**
2. Select **Get Trained**.
3. Search **Manage My Organization**.
4. Select **Manage My Organization – Add Provider – Training Demo**.



**Register by going to:
Help & Training | Get Trained | Sessions**

Upcoming Webinars

- ❖ **How to Submit Smart Claims for Molina Healthcare**
September 23rd @ 1:00pm ET
- ❖ **How to Submit Smart Claims for Molina Healthcare**
September 29th @ 3:00pm ET
- ❖ **Availity Essentials Overview for Molina Providers**
September 30th @ 11:00am ET
- ❖ **Availity Essentials Overview for Molina Providers**
October 12th @ 10:00am ET

Thank you for attending!

For Availity customer support, contact 1.800.282.4548, or select **Help & Training | Availity Support**.

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

The Availity Learning Center (ALC) opens in a new browser tab.

