Need Tips for Claim Management?

Here are some helpful hints to get the most out of Availity®

This is an overview of our claim management process and tools.

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

Availity quick tips

1. Manage My Organization Dashboard:

- National Provider Identifier (NPI) — use your Type 1 NPI and individual Aetna PIN for 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

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

- Run an E&B prior to any other transaction so the patient's information will appear in the patient drop-down list.
- 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
- Your participation status may return in the Limitations section; confirm by using the Provider Referral Directory link

3. Claim Status Inquiry:

- Use the Claims Status Inquiry or Remittance Viewer to view, print or download EOBs.
- Users will see the Send Attachments link when the claim is in a pended or finalized status
  If the subscriber is the same as the patient, check the box
- Use the NPI/TIN that was billed on the claim in the CSI to return an accurate response
- If a claim doesn't return, it's likely that the claim is still in the adjudication process
- For more information on submitting a claim dispute, see our Disputes & Appeals resource document

4. Availity's Remittance Viewer:

- Your initial access to the Remittance Viewer requires your organization's Administrator to authenticate a recent Aetna payment (check/EFT trace #) Once access is granted, log out and log back in
- The Claim tab search option can only be used if Availity is registered as your 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
- Refer to the Action Items column to view or download your EOB

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5. Claim Disputes:

- Under the Claims and Payments menu, the Appeals application also supports Reconsiderations and Rework requests.
- The Disputes and Appeals functionality is accessible from the Claim Status transaction.
- For more information on submitting a claim dispute, see our Disputes & Appeals resource document

6. 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.
- Working with Aetna® on Availity®: this webinar gives an overview on how to use Availity to do business with us.

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

*The information in this document supports Commercial and Medicare products.

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