

# Welcome to your online provider portal

Your provider portal makes it easy to view important information to better serve your patients.

## Sign up or log in

Providers can access the new portal by logging into or registering for an Availity account, then selecting the provider portal link.



## Homepage overview

Once you're logged in, you'll see several helpful boxes and links. Here's an overview of what you'll find:

### View authorizations

- On the left side of your homepage, click *View Authorizations*. You'll be taken to the next page where you can search by a request number. An advanced search option is also available.
- You can also search current requests by a start date. You can select from *last seven days*, *last two weeks*, *last month* and *last year*.
- The following information is also included in the search results:
  - Approved
  - Pending
  - Contact plan
  - Modified
  - Rejected
  - Denied
  - No Action Required

### Search for a patient

- On the left side of your homepage, click *Search for a patient*. You'll be taken to a new page where you can type a patient's name, PCP or phone number into the white search box (e.g. "Smith, John").
- You can also filter searches by date, age and date of birth.

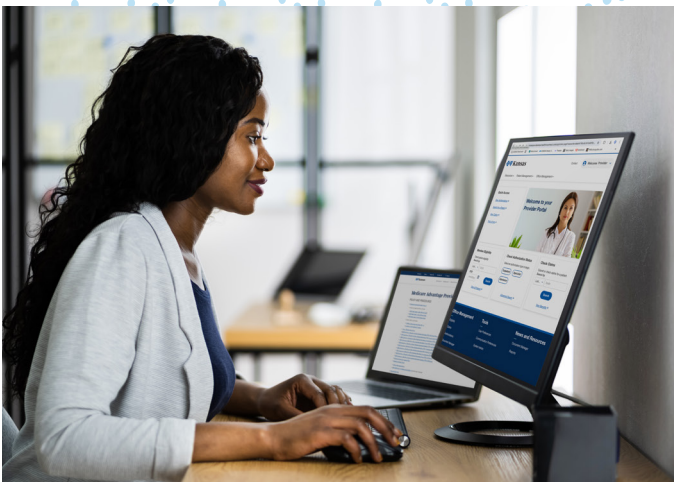
- When you're ready, click the *Search* button to find a patient.
- You'll then see a list of patients that you can select to view additional details.
- You can check the member's eligibility by providing their last name and date of birth. This feature is located on the first page in the dashboard.

## View your claims

- On the left side of your homepage, click *Find a Claim* to find a list of your recent claims.
- To see more details, click on a claim number. You'll be able to view the service description, diagnosis and a full breakdown of costs. You can also print the page for your records.

## Find a form

- On the left side of your homepage, click *Find a Form*. You'll see a new window that list forms for Medicare Advantage providers.
- The forms are divided into sections by type or theme.



We encourage you to keep this page as a reference. The features outlined here are some of the most useful, but they're just the beginning. Explore the portal as needed and use the tools that make the most sense for your practice.

If you have any questions, or need help walking through a specific section of the provider portal, please call 866-996-2369 for assistance.

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