

Access instant health plan information via Availity Essentials

Beginning February 1, 2023, Availity Essentials,* the secure multi-payer website ([availity.com](https://www.availity.com)), will allow access to Anthem Blue Cross and Blue Shield (Anthem) digital applications and training resources. Availity Essentials provides access to real-time information and instant responses in a consistent format, regardless of the payer.

If you have been using Availity Essentials for other Anthem plans, you will be able to seamlessly transition to using the website for Medicaid members during patient check-ins and checkouts.

If you are new to Availity Essentials, register now for secure website access so your organization will be ready to benefit from easy, instant access to health plan information.

Some of the Availity Essentials multi-payer self-service features available for Anthem include:

- Eligibility and benefits including digital ID cards.
- Claims status.
- Claims disputes.
- Medical attachments.
- Authorization status and clinical appeals.
- Request an External Medical Review

To find additional digital applications exclusive to Anthem, visit *Payer Spaces* on Availity Essentials. Some of the most frequently used applications are:

- **Chat with payer:** Start a live chat to get questions answered through a real-time, online discussion.
- **Custom Learning Center:** Locate job aids and courses illustrating navigation of applications and electronic data interchange (EDI) transactions.
- **Patient360:** Access member-centric clinical and case management data.
- **Precertification Look Up Tool:** Verify if outpatient services require prior authorization.
- **Provider online reporting:** Retrieve Member Panel reports of members assigned to individual providers or groups.
- **Remittance inquiry:** View, print, and save a copy of your remittance advice.

Not registered with Availity Essentials? Take these steps to get started

First, your organization needs to assign an Availity Essentials administrator to initiate registration. To begin the process, the administrator should visit [availity.com](https://www.availity.com), select **Register**, and complete the online form. For more details on registration, visit [Learn About Availity Portal Registration](#). The Portal Registration webpage includes a link with information on live webinars you can join each month. An instructor will go through the steps necessary to register and get started on Availity Essentials.

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

As an administrator or a user on Availity Essentials, check out the Availity Learning Center (ALC) and begin taking on demand courses.

Availity offers on demand onboarding modules for new administrators and users. To access this Availity training, you need to be registered and have a user ID. These modules are located on the ALC. From the Availity Essentials top navigation bar, select **Help & Training | Get Trained**. For any course, search by keyword such as *administrator onboarding* or filter by category to locate the course.

Availity Essentials live training webinars for all providers servicing Anthem members

Join these training events beginning in mid-January. The sessions will cover the digital applications that will be available to use for the health plan. The instructor will demonstrate navigation and features of eligibility and benefits, claims disputes, medical attachments, and more. To enroll for a webinar session, select this link: [Provider Availity Essentials Training](#), or log on to Availity, select **Help & Training > Get Trained**. The ALC catalog opens in a new browser tab. Enter *ohbc* in the search field to enroll for these live webinars. Registration for the webinars begins in early January.

Do you have questions regarding Availity Essentials registration?

Call Availity Client Services at **800-AVAILITY (800-282-4548)**. Availity Client Services is available Monday to Friday from 8 a.m. to 8 p.m. Eastern time (excluding holidays) to answer your registration questions.