

April 2021

## Register Now for the Availity Portal: Be Prepared to Access Healthy Blue Online Tools and Resources on July 1, 2021

Beginning July 1, 2021, the Availity Portal (<https://www.availity.com>) will be your exclusive portal to access Healthy Blue online tools and resources. Be ready by starting the registration process now.

Availity provides access to real-time information and instant responses in a consistent format, regardless of the payer. Start exploring how to use the Availity Portal for patient check-ins, checkouts, billing, or whenever you might benefit from easy, instant access to health plan information.

### Some of the Healthy Blue self-service features available on the Availity Portal beginning July 1, 2021, include:

- Eligibility and benefits
- Claims submission and status inquiry
- Claims disputes
- Medical attachments
- Interactive Care Reviewer (ICR) for authorization requests and inquiries.

View the full list of additional Healthy Blue online tools and resources that will be available through Availity on *Payer Spaces*. Visit [www.availity.com/healthybluenc](http://www.availity.com/healthybluenc).

Register your organization on the Availity Portal to access these self-service features and tools by July 1, 2021. Each user needs a unique ID and password. Your Availity administrator can grant you access to the tools you need.

### Availity registration

Your organization needs to assign an Availity administrator to initiate registration. To begin the process, the administrator will visit <https://www.availity.com>, select **Register**, and complete the online form. For more details on registration, visit: [Learn About Availity Portal Registration](#).

Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.

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### Are you new to Availity?

Availity is offering the following introductory webinars May through July: **Registering with Availity** and **Getting Started with Availity for Healthy Blue Providers**. These sessions include some quick tips on registering for your Availity account and familiarizing you with initial login and Availity home page navigation. Visit the Healthy Blue Welcome Page at Availity ([www.availity.com/healthybluenc](http://www.availity.com/healthybluenc)), select **Training at Your Fingertips** and then select the Webinar Registration link to enroll for these new user webinar sessions. Enrollment for all sessions will begin on May 1, 2021.

### Is your organization currently registered on the Availity Portal?

If you already use Availity, you do not need additional registration. *Healthy Blue* will appear as one of your options in the payer drop-down lists on July 1, 2021. Ask your Availity administrator to grant you access to the transactions and tools that require a role assignment. If you do not know who your Availity administrator is, select **My Account Dashboard | My Administrators** from the Availity homepage.

### Check out the Availity Learning Center and begin taking on-demand courses as soon as you register on the portal

Availity offers on-demand onboarding modules for new administrators and users. To access this Availity training, you need to register and have a user account. These modules are located on the Availity Learning Center. From the Availity top navigation bar, select **Help & Training | Get Trained**. The Availity Learning Center catalog opens in a new browser tab. Type **HBNC** in the search field and select **Enroll** for courses you want to take.

### Availity Live Training Webinars for Healthy Blue Providers

Once you register on Availity and have your unique Availity user ID and password, you can join the live training webinars beginning in June 2021 to learn how to set up and use the Availity Portal and EDI Gateway and Clearinghouse. Enrollment for these sessions will begin on May 1, 2021. To enroll for a course, visit the Availity Healthy Blue Welcome Page and select Training at Your Fingertips to find the webinar registration link.

- **Availity Administrator Training for Healthy Blue Providers:** June 9, 2021, June 15, 2021, and June 28, 2021
- **Availity for New Users:** July 9, 2021, and July 15, 2021
- **Getting Started with EDI Services at Availity:** June 14, 2021, June 29, 2021, and July 14, 2021
- **Authorizations and Payer Spaces:** June 22, 2021, and July 16, 2021

You can visit the *Healthy Blue Welcome Page* on Availity at [www.availity.com/healthybluenc](http://www.availity.com/healthybluenc) and find all the information your organization needs to be prepared to access self-service online tools and resources through the secure Availity Portal.

### Do you have questions regarding Availity registration?

Call Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**. Availity Client Services is available Monday to Friday from 8 a.m. to 8 p.m. ET (excluding holidays) to answer your registration questions.