

Availity® Quick Start Guide

For questions directly related to working with Availity®, please call Availity Client Services at **1-800-AVAILITY** (1-800-282-4548) 8 AM - 8 PM Eastern time, Monday through Friday.

For all other inquiries, please contact an Author by Humana Provider Navigator at 1-833-502-2013, 8 AM - 5 PM Eastern time, Monday through Friday.

Availity is the preferred partner of Author by Humana for all electronic transactions. This document contains information about how to navigate within the Availity Portal for Author. For helpful tips and step-by-step instructions, click 'Learn More' next to the transaction you would like to see more information about.

With Availity, you can:

Check patient Eligibility and Benefits	Availity.com > Select South Carolina as your region > Patient Registration > Eligibility and Benefits Inquiry > Select Author by Humana as the payer
Submit Authorizations Learn More →	Availity.com > Select South Carolina as your region > Patient Registration > Authorizations & Referrals > Authorizations > Select Author by Humana as the payer
Manage Authorizations via the Auth/Inquiry Search Learn More →	Availity.com > Select South Carolina as your region > Patient Registration > Authorizations & Referrals > Authorization/Referral Inquiry > Select Author by Humana as payer
NEW with Author Manage Authorizations via the Auth/Referral Dashboard Learn More →	Availity.com > Select South Carolina as your region > Patient Registration > Authorizations & Referrals > Authorization/Referral Dashboard
Manage Medical Records Requests Learn More →	Availity.com > Select South Carolina as your region > Payer Spaces > Author by Humana Payer Space > Medical Records Management
Submit Claims	Availity.com > Select South Carolina as your region > Claims & Payments > Select Professional or Facility Claim > Select Author by Humana as the payer
Review Claims	Availity.com > Select South Carolina as your region > Claims & Payments > Select Claim Status > Select Author by Humana as the payer
View Remittances	Availity.com > Select South Carolina as your region > Claims & Payments > Select Remittance Viewer

Navigating the Availity Portal

Accessing the Availity Portal

To use Availity tools and features, your organization must have an Availity account. If your organization does not have an account, one person from your organization should register at availity.com/provider-portal-registration. There are no set-up fees, monthly fees, or per claim fees charged to your office.

Author by Humana ID Card

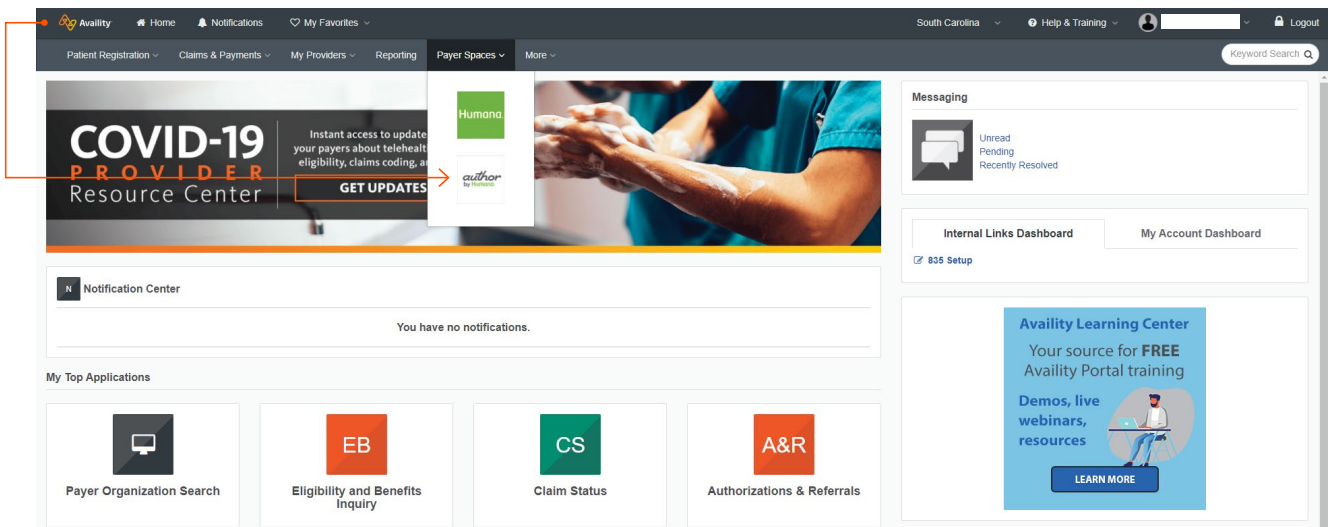
Patients with service from Author by Humana are identified by their Member Identification Card pictured below. This sample is shown for HMO, but the PPO version is similar in terms of identifying that the patient has service from Author by Humana.

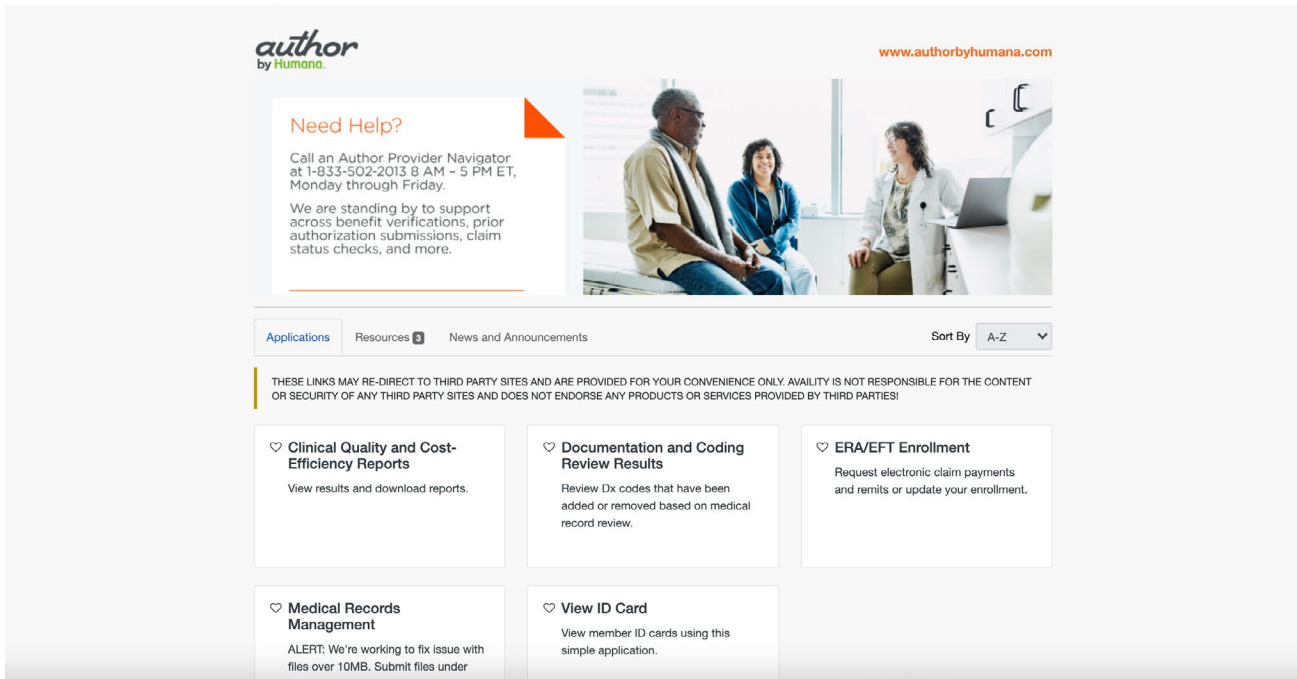


Author by Humana Payer Space

Author by Humana has its own unique payer space (separate from Humana’s). To perform certain transactions for patients with Author, you must work within the Author Payer Space. The Author Payer Space is located in the ‘Payer Spaces’ dropdown menu.

Always ensure you have ‘South Carolina’ selected as your region to access the Author Payer Space.





Within the Author Payer Space, you can complete EFT/ERA enrollment, manage Medical Records Requests, and more.

The Author Payer Space is also where you will find important information about working with Author in the Availity Portal. The 'Resources' tab contains informational documents (like this one!) which will help support you and your staff in answering common questions and completing transactions. The 'News and Announcements' tab contains time-sensitive, important announcements that might impact your workflows. We update the information in these tabs regularly, so we recommend checking them frequently to stay up to date.

Availity Portal x Author by Humana Personalized Support

Author by Humana is committed to ensuring you and your staff feel comfortable using the Availity Portal. If you would like additional support beyond this guide, contact a Provider Navigator to schedule a personalized training with a member of the Author team.