

# Availity Provider Portal update: Digital communications going live

## What is changing?

Providers will receive Utilization Management determination notifications (like approval or denial letters) directly through the Availity Essentials portal for authorization decisions they submit. All documents on the portal can be viewed, downloaded and saved at your convenience.

## Why is this helpful?

- Provide faster, real-time access to Utilization Management decisions
- Reduce paper waste and administrative burden
- Improve overall turnaround time and transparency

## Key dates to remember

### August 22, 2025

- Digital communication available to all Availity portal users. Letters are still faxed/mailed as well as available through the portal.

### Q4 2025:

- Most communications will switch to **digital-only** and will not be faxed/mailed unless you choose to opt out of this service.

## Can I opt out?

Yes. If you prefer traditional methods like fax or mail, you can opt out via the portal. Just fill out and submit an online form.

Please note: **Digital is the default**, so you will need to opt out if you want to go back to paper.

## Training available

Want to explore all the features Availity has to offer? Access on-demand training anytime through the **Help & Training** section of [Availity.com](https://www.availity.com).

Before accessing the training, be sure that:

- You're logged in to Availity

Your browser allows pop-ups from the following sites:

- [Apps.availity.com](https://apps.availity.com)
- [Availity.com](https://www.availity.com)
- [Learnupon.com](https://www.learnupon.com)

\*Register today: If your organization is not currently registered for Availity Essentials, the person in your organization designated as the Availity administrator should go to [Availity.com](https://www.availity.com) and select Get Started. If you need Assistance registering with Availity Essentials, visit [Availity Customer Support](#).