

Provider notice

Get ready for a new online experience

Molina Complete Care Medicaid transitions to Availity on July 1, 2022

Dear Molina Complete Care (MCC) provider:

MCC Medicaid is partnering with Availity to help reduce administrative resources by eliminating paperwork and phone calls. Availity Essentials is a secure, multi-payer site where providers can check eligibility and benefits, manage claims, single sign on to a Prior Auths app, and complete other secure administrative tasks for MCC. Here are a few things you can do with your own secure Availity Essentials user ID and password:

- View and submit **claims** and **check eligibility and benefits**
- Upload supporting documentation with your claims using attachments
- Save time and prevent errors with an **Add Provider** tool that pre-populates provider information across the Essentials platform
- Access **Remittance Viewer** for all remittance advice including claim, check, and EFT
- Use the **Prior Auths** app in MCC's payer space and keep it handy by adding it to **My Favorites**

First things first

To get started with Availity, your organization must first designate an administrator for your office. The administrator is required to register the organization and is responsible for adding new users to the group's account.

Already registered with Availity? You're good to go! You're ready to start working with MCC or register for training in the Availity Learning Center.

If you are the designated administrator for your organization, follow these steps to register with Availity:

1. First, you will need to register a user account. Go to Availity Essentials (Essentials) at availity.com and select Register in the top right.
2. Once you review and submit your user information, select **Create Account**. You will receive an email from Availity. Confirm your email address within 24 hours.
3. Log in to Essentials where you will receive a prompt to enroll in 2-step (multi-factor) authentication.
4. Once you confirm your 2-step method, log in to Essentials. You will have a notification to register your organization.
5. Select the blue button, go to **Manage My Organization**. Select **Register an Organization** and **Register a Provider/Billing Service**.
6. You will need to verify your identity either online or manually. Choose your

- preferred method and follow the instructions.
7. You can check the status of your registration any time by going to **Manage My Organization**. When your organization is approved, you will receive a message in Manage My Organization. You will also receive an email to the address you used during registration.
 8. You can now add new users for your organization by going to **My Account Dashboard** from the Essentials home page.

Once your organization is registered and your administrator has set up your user account, you can register for training in the Availity Learning Center. From the Essentials home page, select Help & Training > Get Trained. Look for live training sessions for MCC providers on July 6 or July 12.

Need more registration help? Check out these online resources:

Registration training options

[Apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/](https://apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/)

Availity reference guide for new users

[Availity.com/-/media/Files/Misc/Availity-Essentials-User-Guide.aspx](https://availity.com/-/media/Files/Misc/Availity-Essentials-User-Guide.aspx)

How Availity is working with Molina Healthcare

[Availity.com/MolinaHealthcare](https://availity.com/MolinaHealthcare)

We appreciate the exceptional care you provide our members and look forward to continuing to support your practice. If you have questions about registering with Availity Essentials, contact Availity Client Services at (800) 282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday.

Thank you for your prompt action.

Your partners in patient care,

Molina Complete Care

You can opt out of future faxes by faxing your contact information and a copy of this message to: (888)-656-5098.