Availity to Host Live Training Webinars for Providers

As you may be aware, the ability to electronically submit claims to Absolute Total Care through Change Healthcare is currently unavailable due to a cybersecurity incident that impacted its network and operations with no timeline for resolution. Availity, our preferred clearinghouse partner, is ready and available to help providers to enroll and begin submitting claims. They are offering several live training webinars for providers to get started with Availity Essentials.

Webinar registration is easy via the Availity Essentials Provider Portal. ***Providers must be enrolled with Availity Essentials to access webinars.*** Step-by-step instructions for Availity Essentials enrollment can be found on the Availity Lifeline website.

Live Webinar: Use Availity Essentials to Submit Professional Claims

Join Availity to explore using the Claims and Encounters application on Availity Essentials. In this 75-minute webinar, providers will learn how to:

- Get access and explore form options
- Save entry time including shortcuts when entering provider, patient, and code details
- Use key features that include options for submitting COB claims, corrected claims, and adding attachments
- Take important steps to follow up after you submit claims
- Navigate help, training and support tools

An expert Availity Essentials application trainer will also guide providers through key insights about the application and provide a downloadable quick-tips PDF that they can save to use later.

Upcoming webinar dates:

- March 11th – 12:00 pm EST
- March 13th – 11:00 am EST
- March 14th – 10:00 am EST
- March 15th – 10:00 am EST
- March 19th - 10:00 am EST

Live Webinar: Getting Started with Electronic Data Interchange (EDI) on Availity Essentials

Join Availity experts to learn about Electronic Data Interchange (EDI) on Availity Essentials. This webinar will cover:

- How to access the Availity EDI Companion Guide
- Availity payer list
- EDI reporting preferences
- Manage your file transfer protocol (FTP) mailbox
- Send and receive EDI files
- EDI response files

- Help and support resources

Upcoming webinar dates:

- March 11th – 1:30 pm EST
- March 13th – 3:30 pm EST
- March 14th – 2:30 pm EST
- March 15th – 2:00 pm EST

Registration: Webinar registration is easy via the Availity Essentials Provider Portal**.**

Thank you for your continued partnership as we navigate the Change Healthcare outage. If you have any questions, please contact your Provider Engagement representative or our Provider Services team at 866-433-6041 or visit our Change Healthcare Outage Resource website.