Getting comfortable with Availity Central

Availity Central is the landing page for the Revenue Cycle Management (RCM) application. From here, you can navigate to various modules and tools.

Click Change Office to switch to another office setup with Availity in your organization.

Click to print, view permissions, access help tools, and exit the application securely. Options vary by screen.

Click tabs to access an RCM module.

TIP: If one of the tabs is grey, you don’t have access to that module. Contact your Administrator for access.

Click these additional options to:
- Customize your Availity Central page
- Change your user settings
- View our payer list and payer setup forms
- Report an issue for general technical items
- View support tickets history
- Access ICD-10 information
- Search our announcement archive
- Access Availity Portal seamlessly
- Find Client Services contact details

Review Announcements for information including payer updates and Availity notifications.

Review various data modules for a snapshot view of your office’s revenue cycle activities.

TIP: Click Customize to change how data modules display when you log in and see Availity Central.
## Using module tabs

On Availity Central, click tabs across the top to access modules.

<table>
<thead>
<tr>
<th>CLICK</th>
<th>TO DO THESE THINGS…</th>
<th>…AND FROM THERE, TAKE THINGS UP A NOTCH!</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELIGIBILITY</td>
<td>Check eligibility and benefits for one or more patients.</td>
<td>Click <strong>Eligibility Management</strong> to submit single inquiries.</td>
</tr>
<tr>
<td>CLAIMS SUBMISSION</td>
<td>Submit claims for processing. Availity checks claims for accuracy and completeness validating for HIPAA and payer front-end edits.</td>
<td>Click <strong>Status</strong> to see history about submitted claims.</td>
</tr>
<tr>
<td>EDIT / ERROR</td>
<td>Pinpoint and fix errors for your stalled claims quickly and efficiently, with an easy claim tracking feature, that uses simple error messages.</td>
<td>View electronic claims in paper form, add detailed follow-up flags, view comprehensive claim history, and more.</td>
</tr>
<tr>
<td>STATUS</td>
<td>Search, filter, research, and view status of claims sent to Availity RCM.</td>
<td>Use claim history for help with proof of timely filing.</td>
</tr>
<tr>
<td>REMITTANCE</td>
<td>Search, view, and manually or automatically download files for posting to your practice management system.</td>
<td>Track missing remits from the remittance management screen. Locate claims with specific errors and print Explanation of Benefits (EOBs) in bulk.</td>
</tr>
<tr>
<td>PATIENT STATEMENTS</td>
<td>Complete patient statement and collection letters services. View same statement sent to patient through the application and correct address errors through Edit / Error functionality.</td>
<td>Contact your Client Account Manager (CAM) or Client Services for more information about this additional module.</td>
</tr>
<tr>
<td>REPORT ANALYSIS</td>
<td>Click options – <strong>Inbox</strong>, <strong>Library</strong>, <strong>Queue</strong>, and <strong>Events</strong> tabs – to manage your reporting and analysis activities.</td>
<td>Use the library to customize and run scheduled reports from hundreds of templates.</td>
</tr>
<tr>
<td>PAYMENTS</td>
<td>Collect co-pays and payments from patients by swiping a credit card at the front desk or entering credit card payments in the billing system. When used in conjunction with Availity’s patient statements, patients can also pay their bill online using a credit card or Automated Clearing House (ACH) transaction.</td>
<td>Contact your Client Account Manager (CAM) or Client Services for more information about this additional module.</td>
</tr>
</tbody>
</table>
| ADMINISTRATION        | Customize application look and feel, set your preferences, and reset password and security questions. Administrators can access user and group set up options. | Launch additional active modules from this screen.  
**TIP:** We recommend new users complete setup right away in the **Current User** section. |
Navigating basics in RCM

Learning the basics of RCM screen navigation helps you get oriented and work efficiently. Generally, most screens have distinct areas with consistent toolbars, icons, and tools. Some reports, analytics, and wizards may differ.

The title bar displays the module and office name. Availity alerts display above the title bar.

Enter search criteria in fields to filter results below.

Click toolbar icons to execute commands.

Click column headings to sort in ascending or descending order.

The table contains rows of returned data.

**TIPS:**
- Select row(s) to activate applicable icons on toolbar.
- Click **Refresh** or press F5 on your keyboard to keep data current as you continue to work.

Want to quickly change screens or offices while working in RCM?
Hover your mouse over the bar on the left and a short-cut bar will appear.

Finished with this screen?
Use the bottom area to navigate in Availity RCM. Navigation options change depending on your location in the application or module.

TIP: On most screens, bottom-left icons take you back and bottom-right icons take you forward.
Going beyond the navigation basics in RCM

Here are some additional RCM navigation tips.

Use toggles, where available, to expand and collapse display.

If a field name is a hyperlink, click it to toggle the type of data to search.

If a field has a vertical bar icon next to it, click to see a dialog box of additional selections.

Some fields allow you to add, remove, or exclude specific search data by using lists of options and buttons.

**TIP:** To exclude data from a search, first add the data (option) to the list. Then, select it and click the **Exclude** icon.