

#### **Provider Bulletin**

December 2020

# Claims Status Listing Reference Guide in the Availity Portal

Availity\* is a web portal that is used by providers to securely access patient information such as eligibility, benefits, claim status, authorizations, and other proprietary information. You have quick and simple access to your submitted claims online using the *Claims Status Listing Application*.

Availity administrators and assistants, as well as anyone who has been assigned the *Claims Role* in Availity, can access the application. *Claims Status Listing* is on the *Application* tab in Availity.

### **Navigation**

You may access *Claims Status Listing* by visiting **Payer Spaces**. To access the *Payer Spaces* page, select **Payer Spaces**, located on the right side of the Availity Portal's top menu bar.

Choose your **Payer** from the *Payer Spaces* drop-down menu. This drop-down menu shows other payers for whom your organization is registered with Availity and shows the brand applicable to the state you select.

### Role assignment

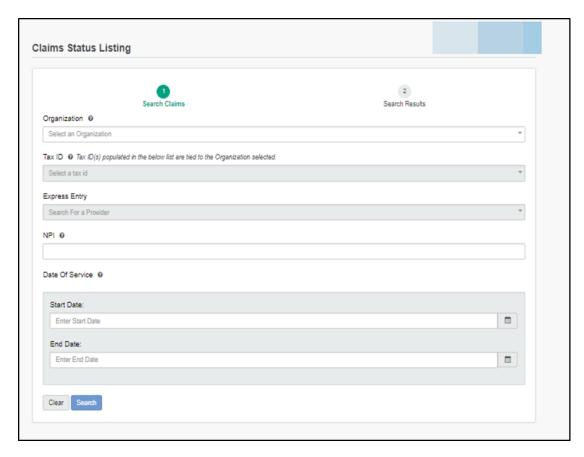
For Claims Status Listing, you only need the Claims Status role assignment in Availity.

## Using Claims Status Listing

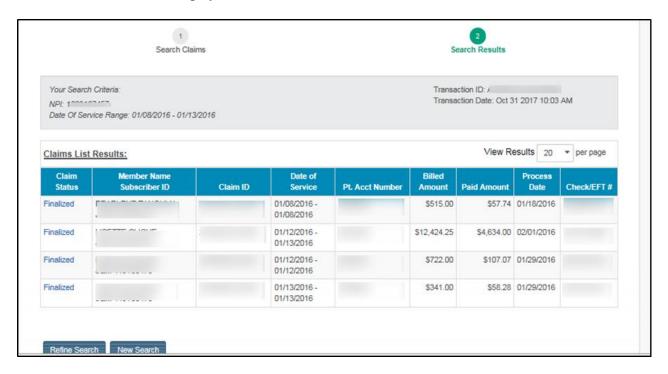
Users enter the required fields based on the tax ID(s) that they are attached to in Availity. All fields are required, and the Tax ID and NPI must be associated with each other in the source system.

The date span a user can search is 30 days or less, and the dates can be up to two years in the past.

<sup>\*</sup> Availity, LLC is an independent company providing administrative support services on behalf of Blue Medicare Advantage.



A successful return will display a list of claims that meet the search criteria:



Selecting the Finalized link will show additional claim information.

