Availity Logins for OrthoFi

What is Availity?

Availity is a portal used by Providers to securely access patient transaction information such as prior authorization requests, eligibility, benefits, claim status and other inquiries. A single login provides access to several dental plan providers such as Aetna, BCBS networks, Humana and many more.

What is the Challenge?

Availity has several guidelines for login management with their portal. The practice login **MUST** be admin with Availity. OrthoFi has a pre-existing login for Availity that requires the practice to grant access to OrthoFi as an authorized user.

Frequently Asked Questions

- What if I do not already have a practice login for Availity?
  - One will need to be created. The **Availity - Portal Registration** link below has step by step instructions on how to create your login and get your provider(s) added so you have access and can make sure you're set up for all carriers in Availity
- How do I make sure my practice login is admin?
  - When you set up your account, the person filling it out can give themselves the role of administrator. The administrator is the one who dictates what users have what level of access.
- How do I authorize the OrthoFi username?
  - The **Adding A User Account** section below goes through the process of adding the existing OF user name and what we will need access granted for. Once the process of adding our username is complete, we will be authorized

Solution

Once the practice has an access manager login, OrthoFi will confirm the username that needs to be added as an authorized user to the account.

Once OrthoFi's username is added as an authorized user, OrthoFi will be able to effectively perform eligibility verification, perform follow-up on claims and pull ERAs/EOBs for carrier deposits.
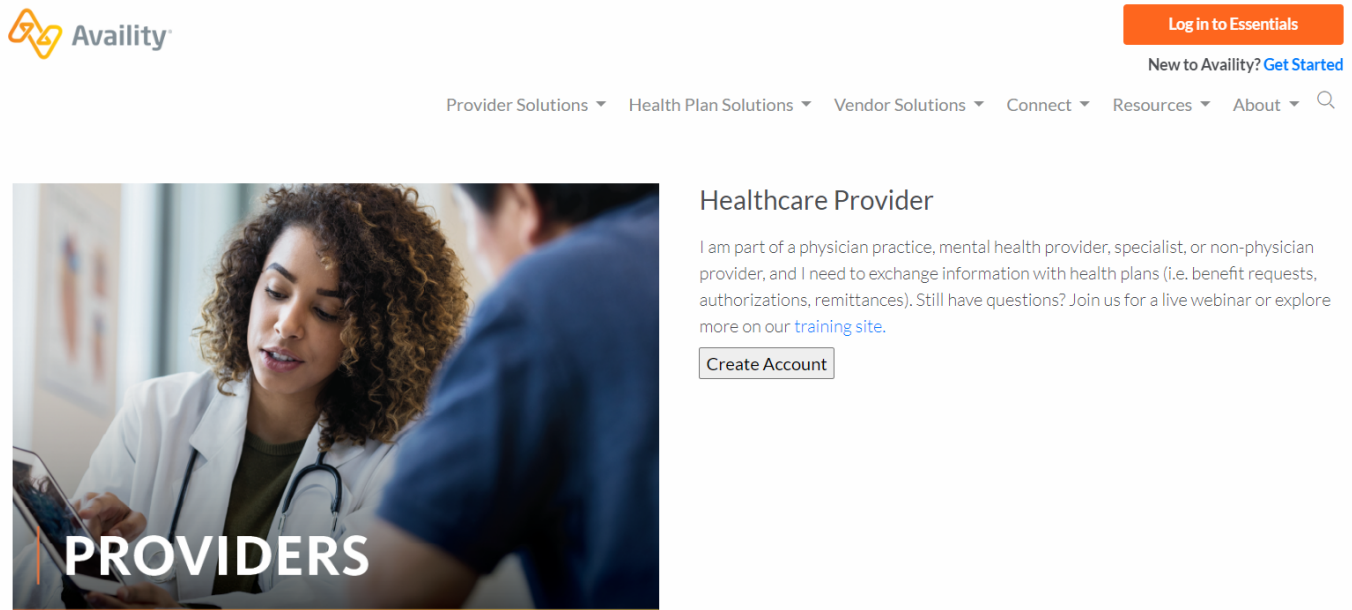
Process

Practice Registration and Access Info:

[Availity - Get Started](#)

[Availity - Portal Registration](#)

How to Create an Availity Login:

From the availity website, in the upper right hand corner, you'll select the Get Started button on select Healthcare provider on the next page.
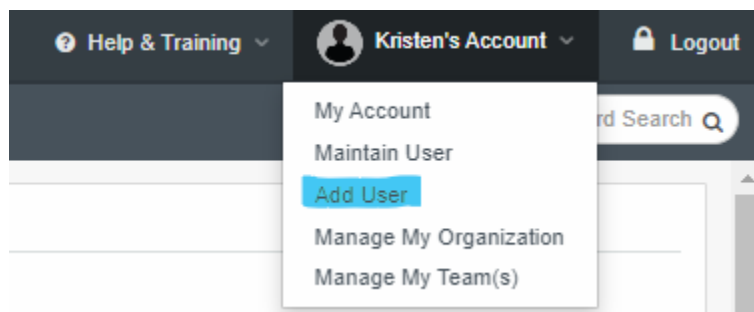

The next screen is where you'll create your user account.

Note: When creating a login with Availity, only one email address can be tied to each login. You will not be able to re-use your email address for multiple separate logins

Adding a User Account:

Step-by-Step Instructions:

Once you log into Availity, you'll go to the upper right corner and select the dropdown next to [user's name]'s account. From here, you'll click on "Add User".

The next page should look something like this. From here, you'll fill in the User ID field with the login associated with your region (see the end of this document). Once you input in the user ID, you will click on the box directly underneath where it shows "This is an existing user ID". Please do not create a new Availity login for OrthoFi.

 Note: Please make sure you click the highlighted box. Otherwise, we will not have access to grab your EOBs for payments

This is what it will look like once you have that field selected:

Add User

* indicates a required field

*User ID: bjacksonOF1

☑ This is an existing user ID

Next, under the "Add this user to the following organization(s)", you will select your practice and select Next at the bottom of the page.

The following screen will look like this:

User ID Search Results

Availity has found a match for the user ID and name combination you entered.

User ID: bjacksonOF1
First Name: Beverly
Last Name: Jackson

Do you want to associate this user with your organization(s)?

[Yes] [No]

Please select "Yes" and move to the next screen. This is where the practice will select the types of roles that OrthoFi will have access to. Please select the following:

- Claims Status
- Claims
- Claims Overpayment recovery
- EDI Management
- EFT Enrollment
- Eligibility and Benefits
- ERA/EFT Maintenance
- ERA/EFT View
- Provider Enrollment
- Provider Enrollment ERA/EFT

Once all fields are selected, scroll down and select "Yes". It will ask you to review and submit the above information. Please make sure that everything is correct in this area and you'll select "Submit". You will have the ability to edit/maintain the user information if anything needs to be added in the future. This is what it should look like:

Review and Submit

User ID: **bjacksonOF1**
First Name: Beverly
Last Name: Jackson
Title: Revenue Cycle Management/Finance Specialist/Accountant
E-mail Address: Beverley.jackson@orthofi.com
Phone:
Notes:
Effective Date: 04/15/2024

Organization(s) and Roles

Organization	Address	Tax ID	Role(s)	
████████████████			Base Role	Edit Info
			Claim Status	
			Claims	
			Claims Overpayment Recovery	
			EDI Management	
			EFT Enrollment	
			Eligibility and Benefits	
			ERA / EFT Maintenance	
			ERA / EFT View	
			Provider Enrollment	
			Provider Enrollment ERA/EFT	

[Submit] [Cancel]

You'll get a screen showing "User Information Saved'' and you can either add another user or move to any other page of the Availity site. You will receive an email afterward to confirm the user has been added.

Usernames to Add:

This selection will be broken down by region/states to make adding the appropriate users easier. If your state falls within the following regions, these are what you will add:

- If your practice is in Texas, Louisiana, Arkansas, Oklahoma, Nebraska, Kentucky, Missouri, Michigan, Ohio, Wisconsin, Minnesota, Illinois, Indiana, and Iowa, you will add the following:
    - Username: OFRemittance (User: Stephanie Brantner)
    - Username: MSMWOrthofi (User: Stephanie Brantner)
    - Username: BjacksonOF1 (User: Beverly Jackson)

- If your practice is in New York, Connecticut, Maryland, North Carolina, New Jersey, Delaware, Pennsylvania, Washington DC, Virginia, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont, Georgia, Florida, South Carolina, Mississippi, Alabama or Tennessee :
    - Username: OFRemittance (User: Stephanie Brantner)
    - Username: NESEOrthofi (User: Stephanie Brantner)
    - Username: BjacksonOF1 (User: Beverly Jackson)

- If your practice is in Oregon, Washington State, Colorado, Utah, Nevada, Idaho, Wyoming, New Mexico, Montana, Arizona, California, or Hawaii :
    - Username: OFRemittance (User: Stephanie Brantner)
    - Username: NWSWOrthofi (User: Stephanie Brantner)
    - Username: BjacksonOF1 (User: Beverly Jackson)

- If your practice is part of a DSO/OSO:
    - Username: OFRemittance (User: Stephanie Brantner)
    - Username: DSOOrthofi (User: Stephanie Brantner)
    - Username: BjacksonOF1 (User: Beverly Jackson)