

# Availity Logins for OrthoFi

User Guide

## What is Availity?

Availity is a secure portal used by providers to access patient transaction information, including:

- Prior authorization requests
- Eligibility & benefits
- Claim status
- Other inquiries

A single Availity login provides access to multiple dental plan providers, such as Aetna, BCBS networks, Humana, and more.

## Why This Matters

- OrthoFi requires an authorized user login in Availity to perform:
  - Eligibility verification
  - Claims follow-up
  - ERA/EOB retrieval for carrier deposits
- The practice login must have admin access. OrthoFi uses a pre-existing login that your practice must authorize.

## Frequently Asked Questions (FAQs)

### I don't have a practice Availity login.

- Create one using the Availity Portal Registration link.
- Add your providers so you have access to all carriers in Availity.

### How do I make sure my login is admin?

- During account setup, assign yourself the Administrator role.
- Admins control user access levels and can authorize OrthoFi.

### How do I authorize the OrthoFi username?

- Follow the [Add User Account](#) steps below to grant OrthoFi access.

# Solution

Once the practice admin login is active, OrthoFi will confirm which username to add. After OrthoFi's username is added as an authorized user, OrthoFi can manage eligibility verification, claims follow-up, and ERA/EOB collection.

## Step-by-Step Process

### Create an Availity Login

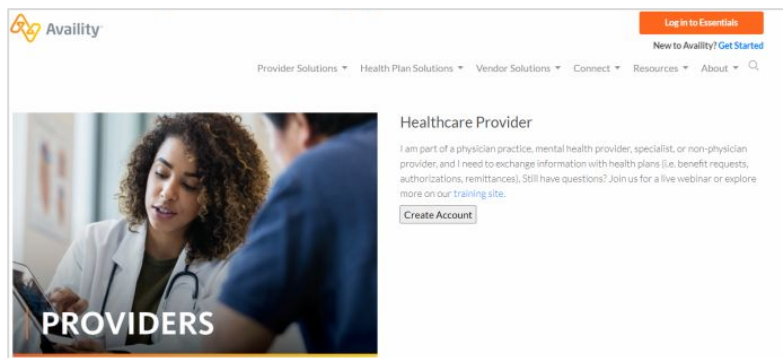
#### Practice Registration and Access Info (Linked):

- [Availity - Get Started](#)
- [Availity - Portal Registration](#)

#### Process:

- Go to the Availity website.
- Click Get Started (upper right corner).
- Select Healthcare Provider.
- Complete the account setup form.

**Note:** Only one email can be tied to each login. Do not reuse emails for multiple logins.




### Adding a User Account

- Log in to Availity.
- Click the dropdown next to your username → select Add User.
- Enter the User ID for OrthoFi (see region-specific usernames below).
- Check "This is an existing user ID".
  - **⚠ Important:** Do NOT create a new Availity login for OrthoFi.

**Add User**

\* indicates a required field

\* User ID:  

This is an existing user ID

\* First Name:

\* Last Name:

\* E-mail:

Phone:  -  -  ext.

Notes:

**Have a lot of users?**

Upload users from a spreadsheet in .csv format.

Copy users from one organization to another.

**Add User**

\* indicates a required field

\* User ID:

This is an existing user ID

## Adding a User Account (Cont.)

- Select your practice organization(s) → click Next.

### 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)?

- Confirm Yes to add user.
- Assign roles to OrthoFi:
  - 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
- Review selections → click Submit.
- Confirmation screen: “User Information Saved.”
- You’ll receive a confirmation email that the user has been added.

### Review and Submit

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

Organization(s) and Roles

Organization	Address	Tax ID	Role(s)	
			Base Role 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	<a href="#">Edit Info</a>

## Region-Specific OrthoFi Usernames

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: BjacksonOFI (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: BjacksonOFI (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: BjacksonOFI (User: Beverly Jackson)

**If your practice is part of a DSO/OSO:**

- Username: OFRemittance (User: Stephanie Brantner)
- Username: DSOOrthofi (User: Stephanie Brantner)
- Username: BjacksonOFI (User: Beverly Jackson)