November 1 Change - Use Availity Essentials to Access HealthChoices Claim Status

This email serves as an additional announcement regarding Availity Essentials, following a series of nationally generated emails from the past year to include one yesterday (Oct. 25). We apologize for the multiple emails, but we want to ensure you and your colleagues are aware of the upcoming changes noted below that go into effect next Tuesday, November 1. If you have any questions on the information shared below, please send an email to **MBHofPA@magellanhealth.com**.

Reminder: Check Claims Status application unavailable on MagellanProvider.com after October 31

Access EOB/EOP data for HealthChoices via the Claims Status tile in Availity Essentials

Explanation of payment (EOP)/explanation of benefit (EOB) data for Magellan-paid claims became available via the remittance viewer on the **Availity Essentials** portal in June 2022. On Oct. 31, 2022, we plan to disable the *Check Claims Status* application on MagellanProvider.com and direct to Availity Essentials.

After signing in at Availity Essentials, you'll select the **Claims Status** tile.

Not yet registered on Availity Essentials?

Set up your account now. (There is no cost for registration or use.) Availity has **complimentary webinars and resources to help you get started** with your registration.

Listen to recordings of recent webinars to learn more

If you were unable to attend one of the live webinars hosted by Magellan and Availity, check out the recordings below to learn more.

Click the links and ensure your pop-up blocker is disabled. (Note: You must have an Availity Essentials account to access the recordings. To create an account, visit **Availity.com**.)

- **Webinar recording: Getting started as an Availity Essentials administrator**
  - An overview of administrator duties, including adding new users, maintaining existing users, adding providers to the organization, EDI setup and reporting.
- **Webinar recording: Performing Magellan transactions on Availity Essentials**
  - An overview of the available functions, including eligibility and benefits, claims status, remit viewer and Magellan Payer Space.

Additional option for viewing claims

If you use a clearinghouse and are enrolled to receive ERA/835, you may also be able to access EOP/EOB data by contacting your clearinghouse or using their portal.

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