



Today we are Carelon Behavioral Health. We are working on updating all documents, but some historic references to Beacon may remain.

Our name may be new, but our commitment to you remains the same.



Beacon Health Options' Transition to Availity Essentials Provider Frequently Asked Questions (FAQ)

Overview

Effective March 1, 2022, Availity Essentials becomes the preferred multi-payer portal of choice for submitting the following transactions to Beacon Health Options ("Beacon"):

- Claim Submissions (Direct Data Entry Professional and Facility Claims) applications or EDI using the Availity EDI Gateway
- Eligibility & Benefits
- Claim Status

Beacon transactions on Availity Essentials are available at no charge to providers.

States and Lines of Business included:

All States, All Lines of Business

Q1: Why is this transition happening?

A1: [Availity Essentials](#) is a secure claims portal where providers can check eligibility and benefits, manage claims and complete other secure administrative tasks for Beacon. Beacon is partnering with Availity to help reduce administrative resources by eliminating paperwork and phone calls.

Q2: How do these changes positively affect other providers and me?

A2: Claims submission and processing is a time-consuming task for providers and their support staff. Availity Essentials simplifies the healthcare benefit and claims process so you can spend more time on patient care and less time on paperwork.

Q3: How do I get started with Availity Essentials?

A3: Your organization must first designate an administrator for your office. The administrator is required to register the organization and will be responsible for adding new users to the group's account.

If you are the administrator for your organization, follow these steps to register with Availity Essentials:

1. First, you will need to [create a user account](#). Enter your information on the form and select **Continue**. You will receive an email from Availity; be sure to confirm your email address within 24 hours..
 2. Log in to Availity Essentials, where you will receive a prompt to enroll in 2-step (multi-factor) authentication.
 3. Once you confirm your 2-step method, log in to Availity Essentials. You will have a notification to register your organization.
 4. Select the blue button, **Go to Manage My Organization**. Select **Register an Organization** and **Register a Provider/Billing Service**.
 5. You will need to verify your identity either online or manually. Choose your preferred method and follow the instructions.
 6. You can check the status of your registration any time by going to **Manage My Organization**. When your organization is approved, you will receive a message in
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Manage My Organization. You will also receive an email to the address you used during registration.

7. You can now add new users for your organization by going to **My Account Dashboard** from the Availity Essentials home page.

If you need more registration help, check out these these online resources:

Register and Get Started with Availity Essentials:

https://apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/lessons/OVRw_AHT7gGfBcoJ9KhkI3hwWWrfL0aU

A step-by-step guide with easy-to-follow screenshots to assist with the registration process:

https://apps.availity.com/availity/Demos/Availity_Portal_Registration.pdf

Q4: What is Availity Essentials and what information can I find there?

A4: [Availity Essentials](#) is an online, multi-payer portal that gives providers, hospitals and other healthcare professionals access to multiple payer information with your own secure user ID and password. You can find many important resources on Availity Essentials to assist with your claims processing needs, including but not limited to eligibility and benefits inquiries, claims status inquiries and submissions.

Q5: What resources are available for new users?

A5: Beacon wants to ensure that all providers, especially those new to utilizing Availity Essentials, have many resources available to them. Below is a quick reference guide to the most frequently utilized resources on Availity Essentials:

Availity Essentials website: <https://availity.com/essentials>

Information You Will Find Here: Overview of the type of services provided, training and education

Availity Essentials Login Page: <https://apps.availity.com/availity/web/public.elegant.login>

Information You Will Find Here: Eligibility and benefits, claims status tracking, reporting and dashboards

How to register your provider organization with Availity:

https://apps.availity.com/availity/Demos/Availity_Portal_Registration.pdf

Information You Will Find Here: A step-by-step guide on how to register your organization, including screenshots

Availity Essentials Reference Guide for New Users:

https://www.availity.com/documents/Welcome_New_User.pdf

Information You Will Find Here: A list of action items to help you get started with your new Availity Essentials account

EDI Welcome App: <https://apps.availity.com/web/welcome/#/>

Information You Will Find Here: Information on how to submit EDI transactions in the system and how to sign up for Availity EDI Clearinghouse

Availity Essentials Training Resources: <https://www.availity.com/training-and-education>

Information You Will Find Here: An overview of the training and education resources that are available with instructions on how to access them.



Availity Essentials Registration and Training Microsite:

https://apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html#/lessons/OVRw_AHT7gGfBcoJ9Khkl3hwWWrfL0aU

Information You Will Find Here: Specific training for registered Availity users

Q6: Does Availity offer any on-demand training for new users?

A6: Yes, Availity provides many tools and training resources for new users on topics such as eligibility, claims and compliance. To access on-demand training options, log into Availity Essentials and select **Help & Training > Get Trained** in the upper right-hand corner.

Q7: Will Availity offer any live training opportunities for new users?

A7: Yes, Availity and Beacon have partnered together to offer live training sessions for Beacon providers. Registration information for these sessions was sent via email to Beacon providers in early February 2022 and again in late February 2022.

- March 10, 2022, 10:30 a.m. to 12:00 p.m. EST [Register Here](#)
- March 14, 2022, 2:00 p.m. to 3:30 p.m. EST [Register Here](#)

Q8: I currently use a different claims portal/clearinghouse. Can I continue to use my current claims portal/clearinghouse?

A8: Yes, you can continue to use your current claims portal/clearinghouse. If you submit claims through a different portal/clearinghouse (i.e. Change Healthcare, Office Ally), these claims will be routed through Availity to Beacon and may take longer to process. In addition, please be aware that you may incur additional fees for continuing to utilize other claims processing clearinghouses other than Availity. Please reach out directly to your claims processing clearinghouse with questions regarding potential costs.

Q9: Can providers continue to utilize the ProviderConnect and eServices portals?

A9: Yes, providers (including MBHP providers) can continue to utilize ProviderConnect and eServices. Beacon is currently working to update the ProviderConnect and eServices platforms to align with Availity Essentials' functionality.

Q10: Can I utilize Availity Essentials to update my demographic information?

A10: No – Availity Essentials does not currently have this capability. You should continue to utilize [CAQH](#) or the [Beacon Provider Portal](#) to update your demographic information.

Q11: Will I be able to send batch EDI files through Availity Essentials?

A11: If you currently send batch EDI files through ProviderConnect, you will be able to do the same in Availity Essentials, as the functionality is the same. In addition, Availity Essentials includes easy-to-read reports for these files.

Q12: With Beacon transitioning to Availity Essentials, what does this mean for Beacon's existing relationship with Payspan, Inc.?

A12: Beacon will continue its relationship with Payspan, Inc. – Availity Essentials is simply another tool that is available for providers to utilize.

Q13: If I have additional questions, who should I contact?

A13: For additional questions, contact Availity Client Services at 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday for additional support.



To access online help within Availity Essentials, log in to the portal and select **Help & Training > Find Help** in the upper right-hand corner.

For further assistance, select Availity Support in the Help and Training Menu to open a support ticket or browse articles in the support community.