

Magellan Healthcare of Idaho

Availity Essentials troubleshooting guide

Overview

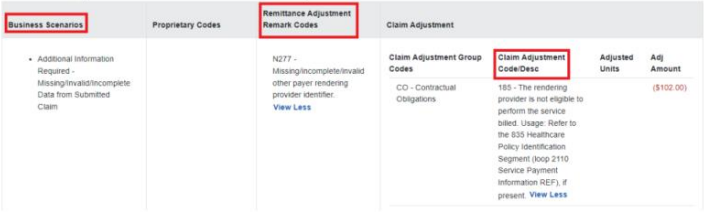
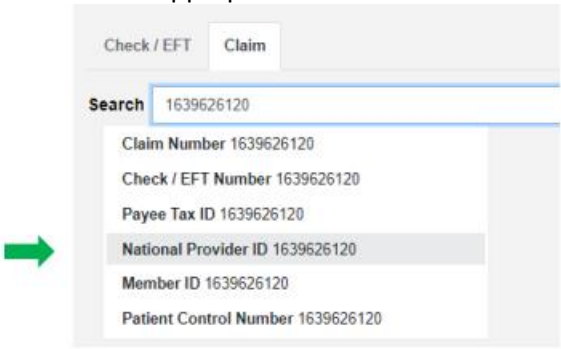
Idaho Behavioral Health Plan providers can use this guide to troubleshoot common issues encountered when accessing and completing work in Availity Essentials.

Important note

- **Contact Magellan Provider Services 1-855-202-0983 to verify information involving the member.**
- Availity Customer Service (ACS) **does NOT have access to Magellan data** and will not be able to provide member specific data, e.g., Magellan ID, eligibility or claim status, etc.

Question/Issue	Remediation Steps	Contact #
When should I contact Availity?	<p>Availity Customer Service (ACS) will ONLY be able to address calls related to the following:</p> <ul style="list-style-type: none"> • Provider registration in Availity • Adding providers to your organization • Login information • Error messages on the Availity screen 	1-800-Availity (1-800-282-4548)
I don't see all my providers listed under my organization.	<ul style="list-style-type: none"> • Each organization's administrator must access "Manage My Organization" to add additional providers. 	1-800-Availity (1-800-282-4548)
I don't understand how to use the Availity application.	<ul style="list-style-type: none"> • Each Availity feature has a demo button at the top right of the screen for a 2–3-minute guidance video. For Navigation help, call Availity Customer Service (ACS). 	1-800-Availity (1-800-282-4548)
What type of data should be entered in Availity screen?	<ul style="list-style-type: none"> • Select the blue question mark next to a field to access field-level help for guidance. • Example Question: What do I enter in the PO Box field? Example Action: Rep to provide the correct Magellan PO Box number 	Magellan Healthcare of Idaho Provider Services 1-855-202-0983

Eligibility and Benefit Issue	Remediation Steps	Contact #
<p>What member number should I use for an E&B search?</p>	<ul style="list-style-type: none"> You can use the Magellan ID or the Medicaid ID. You can also search with the name and date of birth (DOB) only. NOTE: If multiple records exist for a member, we can't return a response without the ID number to narrow down the search. 	<p>Magellan Healthcare of Idaho Provider Services 1-855-202-0983</p>
<p>What if I don't have the member's ID number?</p>	<ul style="list-style-type: none"> It is easiest to locate a member using their unique subscriber ID, but you can search without it. Availity defaults to searching by member ID. If an error occurs, you can search by first name, last name, and date of birth. If you still receive an error message, the member may not be an active Magellan member. You can wait for 30 minutes and try again. Sometimes the system may be overloaded with requests, and it may take longer to receive a response. 	<p>Magellan Healthcare of Idaho Provider Services 1-855-202-0983</p>
<p>I'm getting invalid Subscriber ID error message.</p>	<ul style="list-style-type: none"> Search by name and date of birth (DOB) from the "Member Search" field, ensuring correct placement of first and last names. For hyphenated last names, try both with and without hyphen. If you still receive an error message, the member may not be an active Magellan member. You can wait for 30 minutes and try again as the system may be overloaded with requests and responses may take longer to receive. 	<p>Magellan Healthcare of Idaho Provider Services 1-855-202-0983</p>
<p>I'm seeing a "Payer Unavailable" message in Availity.</p>	<ul style="list-style-type: none"> Due to heavy traffic on Availity's platform, results from Magellan may be delayed. You can check the system outage notice for Magellan's status or review the request later to see if results have returned. 	<p>1-800-Availity (1-800-282-4548)</p>
<p>I can't find my client/member that I searched for previously.</p>	<ul style="list-style-type: none"> On the eligibility and benefits (E&B) screen after searching for a member, a card will display to the left of the screen. The cards are color coded: <ul style="list-style-type: none"> Green: Successful Yellow: An error occurred Red: Inactive/terminated member These cards only display on the left side for 24 hours on the E&B screen. <p>NOTE: This is different on the claims screens. See mention of CLAIR feature below.</p>	

Claim Issue	Remediation Steps	Contact #
<p>What member number should I use for a Claim Status search?</p> <p>*CLAIR</p>	<ul style="list-style-type: none"> • Instead of manually entering an ID in Member ID field, select the member in the Select a Member field to auto-populate the ID. • If the member is not listed in the Select a Member field, submit an eligibility and benefits request. • After submitting the request, use the Select a Member field in the Claim Status application to search for and select the member. • The Select a Member field uses CLAIR to store E&B search data for 18 months. Members will appear in a drop down or can be found by typing the member's name. 	<p>Magellan Healthcare of Idaho Provider Services 1-855-202-0983</p> <p>Any issues with CLAIR, please call Availity (1-800-282-4548)</p>
<p>I am not getting results when searching in Availity for claims status.</p>	<p>Troubleshooting tips:</p> <ul style="list-style-type: none"> • NPI is optional. • Clear the cache. This has proven to be helpful with clearing temporary files that may prevent the provider from accessing the site. • Use Remittance Viewer, which requires minimal information to search. 	<p>1-800-Availity (1-800-282-4548)</p>
<p>I can't find the denial reason in Availity.</p>	<ul style="list-style-type: none"> • One of the areas below or a combination will provide the denial reason explanation.  <p>The screenshot shows the Remittance Viewer interface with tabs for Business Scenarios, Proprietary Codes, Remittance Adjustment Remark Codes, and Claim Adjustment. A detailed view of a claim adjustment is shown, including codes like N277 and 153, and a description: '153 - The rendering provider is not eligible to perform the service billed. Usage: Refer to the SCS Healthcare Policy Identification Segment (loop 2110 Service Payment Information REP) if present. View Less'.</p>	<p>Magellan Healthcare of Idaho Provider Services 1-855-202-0983</p>
<p>I'm not getting results when searching in Remit Viewer.</p>	<p>Troubleshooting tips:</p> <ul style="list-style-type: none"> • Providers must authenticate a check to view remit information from Magellan. • Link in top right corner of remittance viewer explains required steps. • Select the appropriate label for the search criteria.  <p>The screenshot shows the Remit Viewer search interface with a search bar containing '1639626120'. A dropdown menu is open, listing search criteria: Claim Number, Check / EFT Number, Payee Tax ID, National Provider ID (highlighted with a green arrow), Member ID, and Patient Control Number.</p>	<p>1-800-Availity (1-800-282-4548)</p>

	<ul style="list-style-type: none"> • Clear all filters from previous search. • Clear your cache. 	
Payer Space Issue	Remediation Steps	Contact #
What is Payer Space?	<ul style="list-style-type: none"> • Magellan has multiple self-service applications. Payer Space helps providers navigate these applications. • Providers can access Magellan-specific resources and information via single sign on (SSO) by selecting “Magellan Healthcare of Idaho” in the Payer Spaces drop-down menu on Availity. 	1-800-Availity (1-800-282-4548)
What applications can I access via Payer Space?	<p>In the Magellan Healthcare of Idaho Payer Space, providers can access:</p> <ul style="list-style-type: none"> • Submit Assessments • Submit and view Authorizations • Submit a Claim Dispute • Submit a Critical Incident • View the Grievances & Appeals process • Access the Magellan of Idaho website • Submit a Medicaid Disclosure Form • Contact a representative using the Need Help? tile • Update Provider Practice Information 	N/A
What if I have an issue with an application from Payer Space?	<ul style="list-style-type: none"> • All tiles in the Magellan Healthcare of Idaho Payer Space connect to specific Magellan applications (outcomes and assessments system, authorization system, and provider practice information, etc.) • For any issues, please contact Magellan Provider Services. <p>NOTE: To assist with troubleshooting any issues, the agent will need to know the URL (website address) for the application that is generating an error.</p>	Magellan Healthcare of Idaho Provider Services 1-855-202-0983