



Availity® Provider Training Webinars – November 2008

The following is a list of available training webinars/dates that Availity will be offering to their participating providers for the month of November. Availity **participating providers** can enroll in any of these webinars by simply logging into the secure Availity Portal and selecting **FREE TRAINING** from any page.

Please see the brief descriptions of each training session provided below the table. If you have providers that have questions on the topics below, or just want to learn more about Availity, please recommend that they enroll in a training session today.

Day	Date	MST Time	ET Time	Title
Tuesday	11/04/08	9:30	11:30	Maintain Provider and Express Entry Training
Tuesday	11/04/08	12:00	2:00	CareCollect
Tuesday	11/04/08	2:00	4:00	EDI Part 1: An Introduction to EDI with Availity
Wednesday	11/05/08	9:00	11:00	CareProfile
Thursday	11/06/08	8:30	10:30	Primary Access Administrator (PAA)
Thursday	11/06/08	11:00	1:00	Web Claim Submission & Inquiry for Professional Claim Submitters (CMS-1500 non-EDI)
Tuesday	11/11/08	2:00	4:00	EDI Part 2: Understanding Availity EDI Reports
Wednesday	11/12/08	1:00	3:00	Eligibility and Benefits Inquiry Training
Thursday	11/20/08	9:00	11:00	EDI Part 1: An Introduction to EDI with Availity
Friday	11/21/08	11:30	1:30	Web Claim Submission & Inquiry for Facility Submitters (UB-04)
Monday	11/24/08	11:00	1:00	Professional Provider Workflow: Availity's comprehensive approach
Tuesday	11/25/08	9:30	2:00	Authorizations and Referrals Training
Tuesday	11/25/08	12:30	2:30	EDI Part 2: Understanding Availity EDI Reports

- **EDI Part 1: An Introduction to EDI with Availity** – Interested in learning more about the Availity EDI process? Learn how to submit EDI batches using Availity's Send and Receive EDI Files functionality. Additionally, learn about other submission methods and how to utilize Availity's EDI Guidelines, help feature, and dashboard reports. Approximately 60 minutes.
- **EDI Part 2: Understanding Availity EDI Reports** – Need help understanding EDI reports? Join this webinar to learn in a step-by-step process how to interpret EDI reports and when they are generated in the EDI process. We will discuss each Availity EDI report. Also, learn how to access and update your organization's EDI reporting preferences. Approximately 60 minutes.
- **Authorizations and Referrals Training** – Learn how to submit referral and authorization requests and inquiries using the Availity Health Care Services Review and Inquiry features.
- **CareCollect** – Attend this session to learn more about Availity's CareCollect. Via the Availity web portal, your staff can process patient payments for all of your payment situations including complete credit and PIN-less debit transactions in real-time for co-pays or deductibles, collect information for processing a future payment for estimated total due or unknown balance, complete payment processing in a back-office environment for key-entered post-adjudication balances. In addition to processing Visa, MasterCard,

American Express, and Discover, CareCollect also allows you to process electronic PIN-less debits to checking and savings accounts, turn paper checks into electronic transactions, set up recurring payments for repeat patients or installment payment plans, void and credit payments, perform end-of-day settlements, and run customized reports of payments processed through the system based on your individual practice needs. Approximately 60 minutes.

- **CareProfile** – The Availity CareProfile provides clinically-relevant information to consider at the point of patient care. It enables real-time access to claim history from multiple health plans, including lab, radiology, immunization, and prescription history as well as diagnoses and associated procedures. This consolidated view of patients' health care services across providers and participating health plans, helps improve patient safety and eliminate duplicate medical procedures, aids in reducing unnecessary services, and can protect against fraud.
- **Web Claim Submission & Inquiry for Professional Claim Submitters (CMS-1500 non-EDI)** – Is your office still submitting CMS-1500 paper claims? If yes, this training is for you. Learn how to use Availity's free web claim submission forms to quickly submit a real-time, electronic claim or encounter to multiple payers. Also learn how to use the Claim Status Inquiry feature to view claim status and adjudication information. (*Please note:* This training is for non-EDI submitters.) Availity's Professional Claim Submission feature allows you to quickly submit a real-time, electronic claim or encounter. This feature can dramatically accelerate the claims and reimbursement process. Availity offers various quick forms and one detailed form for professional claims. All claim forms are based on the paper-based HCFA1500 professional claim form.
- **Primary Access Administrator Training** – This training is essential for your organization's Primary Access Administrator (PAA). Learn how to perform the account administration functions, such as registering new users, assigning business functions to users, and more.
- **Eligibility & Benefits Inquiry** – Learn how to submit eligibility and benefits inquiries and interpret the results returned by the payer. The Eligibility and Benefits Inquiry feature allows you to verify eligibility for a patient and confirm the benefits covered under the member's contract. Approximately 60 minutes.
- **Maintain Provider and Express Entry Training** – Learn how to save time entering provider information on web transactions using the Maintain Provider feature and Express Entry fields.
- **Professional Provider Workflow: Availity's Comprehensive Approach** – Are you interested in learning how Availity's products and services can improve the efficiencies of your every day work? How these products and services can save you time and money? This webinar will introduce you to all of Availity's products and services and how to get started today. This webinar is based on a typical professional provider's workflow.