

Access Availity's Multi-Payer Digital Authorization Application

Providers and Facilities can initiate online prior authorization requests more efficiently and conveniently with the [Availity Essentials Authorization Application](#). Use the application to initiate **HealthLink** inpatient and outpatient medical and behavioral health prior authorization requests online. Please refer to the member's ID card to ensure the member's health plan participates in HealthLink Medical Management with Caredon Medical Benefits Management.

What benefits and efficiencies does the Availity Essentials Authorization Application provide?

- **Determine if a prior authorization is required.** For most requests, after entering patient, service, and provider detail, a message will display indicating whether an authorization is required.
- **Inquiry capability.** Ordering and servicing physicians and facilities can locate information on prior authorization requests for cases affiliated with their organization. This includes requests submitted by phone, fax, and ICR. If you need to refer to an authorization that was previously submitted through ICR, we've developed a pathway to access your ICR dashboard. Simply follow the prompts provided through the Availity Authorization Application.
- **The Availity Authorization Application reduces the need to fax.** The Availity Authorization Application allows you to submit text detail as well as images along with the request. Therefore, requests submitted online reduce the need to fax medical records because they can be attached directly to the digitally submitted case.
- **No additional cost.** The Availity Authorization Application is a multi-payer, no-cost solution that is easy to learn and even easier to use.
- **The Availity Authorization Application is accessible anywhere.** Submit requests from any computer with internet access. (Note: We recommend you use Chrome for optimal viewing.)
- **View a comprehensive list of your preauthorization requests.** You have a complete view of all the utilization management requests your organization submitted online, including the status of your organization's requests, specific views that provide case updates, and a copy of associated correspondence.

How do you gain access to the Availity Essentials Authorization Application? Once your organization has registered for Availity Essentials, ask your organization's Availity administrator to grant you the required role assignment. Without the correct role assignment, you will not be able to access the Authorization application.

- **Do you create and submit prior authorization requests?** Ask for the **Authorization and Referral Request** role assignment.
- **Do you check the status of the case or results of the authorization request?** Ask for the **Authorization and Referral Inquiry** role assignment.

Once you have the role assignment, you can take the next steps to access the Authorization Application. Just log onto [Availity.com](#) choose the Patient Registration tab and select Authorizations and Referrals.

Training is available. If you aren't already familiar with the Availity Essentials Authorization application log onto [Availity.com](#), select the **Help & Training** menu. From the drop-down, select **Get Trained**. The Availity Learning Center (ALC) will launch. Enter **Authorizations** in the catalog search box to locate available training. Please note: An Availity User ID is required and it's best to use Google Chrome.

Who can you contact with questions?

For questions regarding the Availity Essentials Authorization application, please contact your local HealthLink Provider Relationship Account Consultant.

For questions regarding Availity registration, visit <https://www.availity.com/contact-us>. Call 800-AVAILITY (800-282-4548) for Availity Client Services available Monday to Friday from 8 a.m. to 8 p.m. ET (excluding holidays).