

# Availity Essentials registration

## Your key to working with Humana online

Physicians and other healthcare professionals can work with Humana online through Availity Essentials (formerly Availity Portal) at Availity.com. Here's how to get started.

### If your organization has an Availity account:

Contact the Availity administrator within your organization to request a user ID and access to specific tools on the portal.

### If your organization does not have an account:

Your organization can designate an Availity administrator to register for a new account. The administrator should be someone with the legal authority to sign agreements for your organization (typically an owner or senior partner) or that person's designee. The administrator can then add users to the account and grant access to specific tools.

To register, the designated administrator should:

1. Go to Availity.com.
2. Click "Register."
3. Complete the registration form.



## What does an Availity administrator do?

Your organization's Availity administrator manages access to your organization's account.

This includes:

- Adding and removing users or secondary administrators
- Resetting user passwords
- Granting access to specific roles and/or tools
- Adding your organization's Tax Identification Numbers (TINs) to the account

## What can registered users do?

Depending on the access assigned by the administrator, individual users may be able to:

- Check eligibility and benefits
- Submit a referral or authorization request
- Check the status of an authorization
- Check claim status
- View remittance advice
- Respond to medical record requests
- Manage overpayments
- Find Humana-specific apps, resources and news

## Is training available?

Yes. Sign up for Humana-led training by visiting [Humana.com/ProviderWebinars](https://www.humana.com/ProviderWebinars). For Availity-led training, sign into the portal and select "Help & Training" from the top navigation bar.

## How can I get help?

For registration assistance or help with portal tools, call Availity Client Services at **800-AVAILITY (282-4548)**, Monday – Friday, 8 a.m. – 7:30 p.m., Eastern time.