Welcome to our Frequently Asked Questions (FAQ) resource dedicated to **the Availity Clearinghouse release on March 1st, 2024.** We recognize that navigating through new processes and procedures can pose challenges, which is why we've curated this comprehensive list of frequently asked questions to provide you with assistance.

This document is designed to address common queries and concerns **related to accessing and submitting electronic claims through the Availity Clearinghouse.**

Please note that while we strive to keep this document updated with the latest information, it may not cover every scenario. In the event the FAQ document does not address your specific needs, **Healthfirst has established a Command Center** to streamline communication channels and effectively address any impacts. This strategic approach allows us to promptly handle questions, mitigate risks, and resolve issues across our external and internal partners.

For specific inquiries or further assistance, please don't hesitate to contact us directly:

📞 **Call:** Healthfirst Call Center Services at 1-888-801-1660

✉️ **Email:** Healthfirst Command Center at ChangeOutageCommandCenter@healthfirst.org

Thank you for choosing Healthfirst. We appreciate your patience and cooperation as we strive to ensure a seamless experience for all stakeholders during this transition period.

Availity Clearinghouse – 837 Submission Only

	Register for the Availity Clearinghouse	1. If you are experiencing issues with submitting claims and/or receiving payments, please reach out to **your Billing Department and/or Clearinghouse** to address all inquiries

Healthfirst Provider Portal – All Other Transactions

	Register for the Healthfirst Provider Portal	1. Go to **hfproviderportal.org** 2. Click **Create your account** and follow the online prompts.
	Check eligibility and benefits	1. Sign in at **hfproviderportal.org** 2. Go to **Eligibility Search**
	Submit an authorization	1. Sign in at **hfproviderportal.org** 2. Go to **Online Authorization > Authorization Request**
	Check the status of an authorization	1. Sign in at **hfproviderportal.org** 2. Go to **Online Authorization > Authorization Search**
	Check the status of a claim	1. Sign in at **hfproviderportal.org** 2. Go to **Claims Search > Claims Lookup**
	View and/or print Payment Details	1. Sign in at **hfproviderportal.org** and navigate to Remittances 2. Locate the desired remittance and current status 3. Locate print option on portal interface and select appropriate print path
	View and/or print Explanation of Payment	1. Sign in at **hfproviderportal.org** 2. Go to **Claims Search > Claims Lookup** 3. Search for a claim and click the **Claim Number** to view the details 4. Click the **Explanation of Payment** link to view or print the EOP

For help using the Availity Clearinghouse, contact Availity Client Services at 1-800-282-4548
For help using the Healthfirst Provider Portal, contact Healthfirst Call Center services at 1-888-801-1660
For all other inquiries, please contact the Healthfirst Command Center Mailbox at
ChangeOutageCommandCenter@healthfirst.org

Frequently Asked Questions:	Healthfirst Response:
What if I am a Provider that does not use Availity today – how do I submit claims to Availity? **Does receiving confirmation from a non-Availity clearinghouse indicate that Healthfirst has also received my claim?**	Please inform your clearinghouse that Healthfirst is now using Availity. Your clearinghouse should be able to establish a connection to route claims to Availity. If you need the Healthfirst payer ID or receiver ID to facilitate this configuration, they can be found below. For Providers using a clearinghouse other than Availity, your claims will still reach Healthfirst, although submission and processing times may vary. Upon Healthfirst's official receipt of the claim(s), you will receive a secondary confirmation from Availity.
How can I view or access my Electronic Remittance Advice (ERA)?	While your ERA will be created upon claims processing, there may be delays in accessing ERAs immediately following the Availity Clearinghouse release on March 1st, 2024. Healthfirst will notify providers as soon as access is available.
Should I consider sending in paper claims instead of electronic claims?	You should continue based on standard operating procedure. Healthfirst would prefer and recommends electronic submission.
Will timely filing be honored for all claims, including claims corrections?	Updates are forthcoming but there are no changes to policies at this time. Healthfirst will notify providers as soon as further information is available.
How long does it typically take to switch to Availity as a new clearinghouse for some providers on Change?	It may take up to a couple weeks, varying by Provider.
Why have there been no rejection reports when submitting claims?	You likely received a 999 acknowledgement of receipt from your intermediary clearinghouse. If your clearinghouse is not Availity, you can likely expect delays. Healthfirst is currently not sending any 999s.
How is Healthfirst handling retrospective claims reconciliation?	Healthfirst will perform a claims volume reconciliation for each provider.

Additional Availity-Related Service Detail:

Link Description	Contact Information:
Availity FAQ	https://www.availity.com/~/media/Files/FAQs/CHC_FAQ_FINAL-3
Availity Client Services	1-800-282-4548
Healthfirst Call Center Services	1-888-801-1660
Healthfirst Command Center	ChangeOutageCommandCenter@healthfirst.org
Payer ID	80141
Receiver ID	801410001