

# Availity Essentials: Frequently Asked Questions

A Reference for MVP Providers

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## Overview

MVP is excited to offer Availity Essentials™ as a new provider portal experience within Availity's Payer Space, giving Providers easier access to MVP tools and information using their existing Availity credentials. MVP is integrating data from core systems so Providers can complete key transactions in Availity—such as eligibility and benefits, claims status checks, and claims submission—while both portals run in parallel during the transition before MVP's current portal is sunset.

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## Why is MVP partnering with Availity?

Availity Essentials provides a singular provider experience for checking eligibility and benefits, managing claims, and completing other secure administrative tasks for MVP. MVP is partnering with Availity to make transactions easier and simpler and reduce administrative burden.

## What is Availity Essentials?

Availity Essentials is an online, multi-payer portal that gives providers, hospitals, and other health care professionals access to multiple payer information with your own secure user ID and password.

## What is the timing for this implementation?

A select group of MVP Providers will be invited to participate as an early adopter to review and evaluate the Availity MVP Payer Space beginning in June. During June and July, both registered and unregistered providers will receive communications from MVP and Availity regarding program details and registration instructions, and they will be directed to appropriate training resources.

## If I am already utilizing Availity, what steps should I take next?

If you are currently utilizing Availity, please continue with your existing account to access MVP workflows, rather than creating a new portal account. Log in to your established Availity account and proceed to the MVP Payer Space.

## If I don't currently use, how do I register with Availity?

To get started with Availity, your organization must first designate an administrator for your office. The administrator is required to register with the organization and will be responsible for adding new users to the group's account.

## How do I register as an organization administrator?

If you are the administrator for your organization, you first need to register a user account. Go to [availity.com](https://www.availity.com) and select *Portal Login* in the upper-right corner, then select *Create Account*. For registration training, refer to Availity's [provider registration training site](#).

## Are there any additional resources for new users?

Yes, reference the [Help Center](#) for step-by-step instructions.

### **How do I contact Availity Client Services if I have specific questions?**

For additional registration support, contact Availity Client Services at **1-800-282-4548**, 8 a.m. to 8 p.m. ET, Monday through Friday.

### **Is Availity Essentials free?**

Providers can transact with sponsoring health plans on Availity Essentials for free. MVP is a sponsoring health plan on Availity Essentials.

### **Does Availity offer training for new users?**

Availity provides many training resources for new users to help you work with MVP on Availity Essentials. After logging into Availity Essentials, select *Help & Training*, then *Get Trained* to access live and recorded webinars.

### **What happens to my legacy MVP Provider Online Account when Availity goes live?**

Providers can continue using their MVP Provider online account until a retirement timeline is announced.

### **Are there future enhancements planned?**

Yes. Phase 2 deliverables for Availity in Q1–Q2 2027 include: Claim Appeals, Enhanced Claim Status API, Enhanced Eligibility & Benefits (Member ID card and Fee Schedule), Authorization Transaction x12 278, Authorization Inquiry Services Review (Is Auth Required and Auth/Referral Dashboard), Enterprise Attachments (275), Secure Messaging with CRM integration, and Provider Search.

## **Additional Availity Resources**

### **Availity Learning Center (ALC) User Guide**

[https://www.availity.com/documents/learning/alc/Handouts/ALC\\_User\\_Guide.pdf](https://www.availity.com/documents/learning/alc/Handouts/ALC_User_Guide.pdf)

### **Availity Learning Center (ALC) User Guide**

<https://www.availity.com/documents/learning/alc/faqs/index.html>

### **Availity Learning Center (ALC) Overview Video**

<https://player.vimeo.com/video/1094078031>

## **Availity Marketing Videos**

### **Intro to Availity Essentials Video**

One-minute marketing introduction to Availity Essentials Products:

<https://www.youtube.com/watch?v=CTUVImhBmgI>

### **Availity's Value to Providers Video**

Two-minute Availity overview, highlighting the value Availity adds to providers and health plans:

<https://www.youtube.com/watch?v=yBxGZu487rA>