

July 2019

## Enhanced Availability eligibility and benefits inquiry

Beginning in the second quarter of 2016, users were given the added benefit to query for multiple members at one time through the Availability eligibility and benefits inquiry.

You can check up to 50 members' eligibility and benefits during one system transaction. You do not have to request eligibility information one member at a time, and you can download the results of all your eligibility and benefits inquiries across multiple payers.

### **My organization is not using Availability. What do I need to do?**

To initiate the registration process, have your primary controlling authority (PCA), a person who is authorized to sign on behalf of your organization, register. Go to <https://www.availability.com>, select **Get Started** under the *Register Now* button and complete the online registration wizard.

After your PCA completes registration for the organization, your designated primary access administrator (PAA) will receive an email from Availability with a temporary password and next steps. Once logged in, the PAA can add users, providers and additional enrollments, if applicable. Please make sure every user has their own login and password. Logins and passwords should not be shared.

### **How can I get additional training on Availability?**

Once you complete registration, you can view the current training resources by selecting **Help**, then **Get Trained** at the top of any page in the Availability Portal to view Availability workshops and webinars that are available.

### **What if I need assistance?**

For questions or additional registration assistance, contact Availability Client Services at **1-800-282-4548**, Monday through Friday from 5 a.m. to 4 p.m. PT.

If you have questions about the tools and resources available on the Simply Healthcare Plans, Inc. or Availability websites, please visit [www.simplyhealthcareplans.com/provider](http://www.simplyhealthcareplans.com/provider). If you have questions, contact your local Provider Relations representative or call Provider Services at **1-844-405-4296**.