

# Register your non-healthcare business (organization)

## Quick start guide

Welcome! Let's get you up and running in Availity Essentials. Then, you can submit claims and receive reimbursement for the services you do.

### Checklist

We realize the services you do are not always healthcare related.

Follow the steps in this checklist to enter your information in Availity Essentials.

In each section of the checklist, click the links to the help topics. They have detailed, step-by-step instructions to help you with the tasks in this checklist.

## Step 1: Enter your personal information with Availity

### How do I do this?

1. Go to [availity.com](https://www.availity.com).
2. Click **Register** in the upper right-hand corner of the page.

For step-by-step instructions, review this help topic: [Create a new user account](#).

**Important:** If you already have a user ID and password (Availity Essentials user account), you can skip this step and go to step 2.

### What happens next?

After you enter your information with Availity, this means:

- You are a registered user with Availity Essentials.
- You have a user ID and password to log in to Availity Essentials. Your user ID and password is called your Availity Essentials user account.

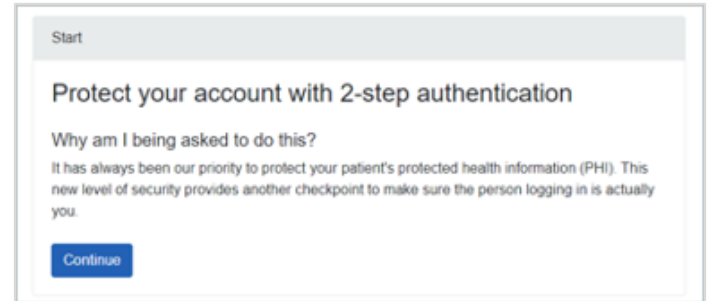
## □ Step 2: Log in to Availity Essentials

### How do I do this?

Use your user ID and password to [log into Availity Essentials](#).

### What happens next?

After you log in, you'll see the first page in the wizard to protect your account with 2-step authentication. All users need to set up 2-step authentication.



For step-by-step instructions, review this help topic: [Set up 2-step authentication](#)

## □ Step 3: Gather information about your business (organization)

This information is familiar to you. It's the same type of information you use to file your income taxes with the Internal Revenue Service (IRS). You'll need this information when you enter your business (organization) (Step 4).

### What information do I need?

- Tax ID – use either a Employee Identification Number (EIN) for your business or your personal Social Security Number (SSN).
- NPI (National Provider Identifier) – a unique number for covered health care providers

**Important:** If you have an NPI, enter the NPI when you enter information about your business. An NPI typically speeds up the approval of your business information. An NPI is not required when you enter your business information.

- Code for the services that you do. This code is called a taxonomy or speciality code.

**Tip:** Not sure what code describes your business? No problem! Search the code that describes your business and services on this [website](#).

### What happens next?

You're ready to enter your business (organization) in Availity Essentials.

## □ Step 4: Enter information about your business (organization)

### How do I do this?

1. Log in to [Availity Essentials](#).
2. In the Availity Essentials menu bar, click **[Your Name's] Account | Manage My Organization**.
3. On the Manage My Organization page, click the **Register an Organization** menu, and then select **Register a Provider/Billing Service**.

For step-by-step instructions, review this help topic: [Register an organization](#)

### What happens next?

Review steps 4a - 4c for a little more detail. These are steps you'll follow while you enter your business (organization).

When you have finished entering your information, your information is registered in Availity Essentials for your business (organization).

## □ Step 4a: Let's make sure it's you

When you start entering your business (organization) information, Availity needs to make sure it's really you at the keyboard. Any user who enters their business information with Availity automatically becomes the administrator of the account. All administrator users need to verify their identity with Availity.

### How do I do this?

Choose one of these methods to verify your identity:

- Enter information about yourself using Availity Essentials. For step-by-step instructions, review this help topic: [Verify your identity online](#)
- Verify your identity by printing out and completing a form. You'll visit a public notary, who notarizes the form. Then you'll mail the form to the address listed on the form. For step-by-step instructions, review this help topic: [Verify your identity manually](#)

### What happens next?

Continue entering your business (organization).

## Step 4b: Enter an NPI (if you have one)

As a non-healthcare service provider, you might not have a National Provider Identifier (NPI). If you have an NPI, enter it in the field. An NPI typically speeds up the approval of your business information. If you don't have an NPI, continue entering your business (organization).

### How do I do this?

1. Select the check box that your business is an "atypical provider".
2. Then enter the NPI (if you have one) in the **Atypical NPI (optional)** field.

This organization is an atypical provider and does not provide healthcare, as defined under HIPAA in Federal regulations at 45 CFR section 160.103.

Atypical NPI Optional  
If you have an both individual (entity type 1) and organization (entity type 2) NPIs, enter the organization's NPI.

### What happens next?

Go to the next page and find your specialty (taxonomy) code.

## Step 4c: Find your specialty (taxonomy) for your business (organization)

### How do I do this?

1. Select the **Primary Specialty/Taxonomy** field and then start typing the description in the field to find the code.

**Note:** You'll only select one code in this field.

2. Select the **Additional Specialties/Taxonomies** field and then start typing the description in the field to find the code. This field is optional. You can select more than one code in this field.

### Taxonomy and Specialty

Primary Specialty/Taxonomy  
 Other Service Providers|Specialist|Graphics Designer

Additional Specialties/Taxonomies Optional  
 Other Service Providers|Veterinarian|Not Applicable x  
 Other Service Providers|Contractor|Home Modifications x

[clear all](#)

It's okay to select more than one.

### What happens next?

Finish entering information about your business (organization).

## □ Step 5: Check your email and go to the Manage My Organization page

After you send your business (organization) information to Availity, we send you an email on next steps. Go to the Manage My Organization and check the status of your business (organization). Available statuses for your business (organization) include:

- **Active (Green)** – your information is approved and you are good to go. You can add the service (provider) to your business (organization). Go to step 7.
- **Pending (Yellow)** – your information is not approved yet. Availity requires that you complete additional steps. Follow the steps below to find out what you need to do next.
- **Rejected (Red)** – rejected means that Availity has made a final decision on your business (organization). Business (organization) information gets rejected for different reasons. For example, the information that you entered is the same (duplicated) of an existing business (organization) that already exists for you. In this case, you don't need to re-enter your business (organization) information.

### How do I do this?

1. Open the email that Availity sends you.
2. Click the link in the email.
3. Log in to [Availity Essentials](#).
4. On the Manage My Organization page, search for your business (organization).
5. Select your business (organization).
6. Go to the right side of the page to review your business (organization).
7. In your business (organization), click the **Organization Activity** section. Review the message from Availity and the next steps that you need to complete.

### What happens next?

If you have questions on the tasks you need to do in the **Organization Activity** section, then send a message to Availity.

You'll use the **Ask a question about this application** feature to send a message to Availity.

For step-by-step instructions, review this help topic: [Send a message to Availity about your pending organization](#)

Home > Manage my Organization

## MMO Manage My Organization

Give Feedback

### Organizations

Register an Organization

Org Name Search...

Newest to Oldest

Active **Pending 1** Rejected

**Example Provider**

Tax ID	NPI	<b>PENDING</b>
111222333	N/A	

### Example Provider

Tax ID	NPI	Regions	Primary Taxonomy	Primary Service Address
111222333	N/A	FL	1742000005 Other Service Providers Meals Not Applicable	123 Main Street Jacksonville, Florida 32256

[Expand All](#)

### Administrator Verification Status

Admin Name	Email Address	Status	Notes
Example Provider	ExampleProvider@email.com	<b>APPROVED</b>	You've been verified.

### Organization Status

Upload document [Ask a question about this application](#)

Application ID	Application Date	Status	Notes
1234567	11/17/22	<b>PENDING</b>	Your application is being reviewed.

### Organization Activity

- Availity Support** 11/18/22 05:04 AM  
 We could not confirm your business automatically. Please message us if you applied with a Social Security Number. If not, we will need you to provide certain documents to confirm your business.
- To help us guide you to the right documents, please send us a message whether you are a Sole Proprietor or if your business is set up differently with your State and the IRS.
- To message us, please use the "Ask a question about this application" option above and select "Application Status".
- Thank you!
- 
- Availity Support** 11/17/22 04:00 PM  
 Your registration was submitted.

## □ Step 6: Keep checking your email and find out what you need to do next

After Availity reviews your information, we'll send you another email if your business (organization) is not approved yet. In this email, we ask that you go to the Manage My Organization page and review the information in the **Organization Activity** section. We provide additional instructions on the next steps that you need to complete.

### How do I do this?

1. Log in to [Availity Essentials](#)
2. On the Manage My Organization page, search for your business (organization).
3. Select your business (organization).
4. Go to the right side of the page to review your business (organization).
5. In your business (organization), click the **Organization Activity** section. Review the message from Availity and the next steps that you need to complete.

### What happens next?

If you had to complete any forms from previous instructions from Availity, you'll need to attach the form to your business (organization) through the **Upload document** feature.

For step-by-step instructions, review this help topic: [Upload documents to Availity for your pending organization](#)

## □ Step 7: Add your service (provider) information

When your business information is approved, you can add information about the services you do. Add this information one time and then use it every time you need to submit a claim, run an eligibility and benefits check, and send all of your transactions to the health plan.

**Important:** When you add information about the services that you do, Availity calls this adding provider information without an NPI. Do **NOT** add an NPI when you add the service (provider) to your business (organization).

### How do I do this?

1. Log in to [Availity Essentials](#)
2. On the Manage My Organization page, search for your business (organization).
3. Select your business (organization).
4. Go to the right side of the page.
5. Under your business information, click **Add Provider(s)**.
6. Select the check box that says you are an atypical health provider. Do NOT enter an NPI.

For step-by-step instructions, review this help topic: [Add a provider without an NPI](#)

### What happens next?

You can start submitting claims to the health plan for reimbursement.

## Help, training, and support

### Help

In the Availity Essentials menu bar, click **Help & Training | Find Help**. Search by keywords **register an organization, add a provider**.

Or, go directly to these help topics.

- [Register an organization](#)
- [Add a provider without an NPI](#)

### Training

In the Availity Essentials menu bar, click **Help & Training | Get Trained**. Search by keywords **get started, manage my organization, service providers not required**.

Or, go directly to the these demos.

- [Get Started with Availity Essentials](#)
- [Manage My Organization](#)
- [Service Providers Not Required to Have an NPI](#)

### Support

In the Availity Essentials menu bar, click **Help & Training | Availity Support**. Access online support ticketing and online chat. Or, call 800-282-4548 (800-AVAILITY).

**Tip:** See the [Availity Client Services](#) help topic for more information.