

# **Availity FL Medicaid Registration Instructions**

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## **Florida Medicaid Connectivity through Availity**

Availity is pleased to offer our users free connectivity to Florida Medicaid for the submission of Claim (837), Eligibility and Benefit Inquiry (270/271), and Claim Status Inquiry (276/277) transactions as well as the receipt of Electronic Remittance Advice (835) via the Availity® Health Information Network!

To accommodate this offering, Availity is undergoing a connection change with Florida Medicaid. In order to ensure proper registration for connectivity to Florida Medicaid, please be sure to complete the steps outlined in the following pages. Once completed, Availity will be authorized to receive any 271s, 277s, or 835s (ERAs) that may be generated by the payer. If these actions are not taken, Availity will not be able to receive these files from the payer and deliver them to you.

### **Background**

As Florida Medicaid transitioned their fiscal agent services from ACS to EDS on June 23<sup>rd</sup>, 2008 a registration process was implemented for Florida Medicaid providers to gain access to their Florida Medicaid Web Portal accounts. A Web Portal registration information letter was mailed to each active Florida Medicaid provider with a Personal Identification Number (PIN) noted to assist providers with activating their Web Portal Accounts. If you have activated your Florida Medicaid Web Portal account, you may proceed with the following steps for adding Availity as an Agent, beginning on November 15, 2008.

#### **NOTE:**

If you have not activated your Florida Medicaid Web Portal account and no longer have the personal access information (PIN letter) to register, please contact Florida Medicaid to retrieve this information by calling **800.289.7799** and selecting **Option 5** to speak to Provider Services.

## Step 1: Register to Receive Electronic Remittance Advice (ERA/835) Files via Availity (Optional)

If you wish to receive ERA (835) files from Florida Medicaid via the Availity Health Information Network, you must first submit a completed [Availity Multi-Payer ERA Registration form](#). Instructions for submission are listed on the form, which can also be accessed on the Availity web site at [www.availity.com](http://www.availity.com). Once you have received email notification of your successful registration for the receipt of FL Medicaid ERA files via Availity, you may proceed with step 2.

### NOTE:

If you do not wish to receive FL Medicaid ERA files via Availity, skip Step 1 and proceed to Step 2.

## Step 2: Access the Florida Medicaid Web Portal

Beginning on November 15, 2008, visit the Florida Medicaid Web Portal at <https://home.flmmis.com> and enter your established username and password. Once logged in, you will need to select Account Management (see screen shot below):



Application	Description
<a href="#">Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Florida Web Portal</a>	Florida Web Portal

## Step 3: Add Availity as an Agent

Once you have landed on the Account Management Home Page, you will need to click **Add Agent** at the top of the screen (see first screen shot below). This will bring you to the Add Agent screen (see second screen shot below). When prompted please enter the e-mail address linked to Availity which is: [florida.medicaid@availity.com](mailto:florida.medicaid@availity.com). Once the e-mail address has been entered, click **Search** and Availity, L.L.C. will be listed as an Agent.

### NOTE:

The above e-mail address is not monitored and should not be used for communications or support contact.



Providers:  
Provider Services  
Monday through Friday  
7am - 6pm EST  
1-800-289-7799 Option 5

Account Home
My Information
Change Password
View Agent Roles
Add Agent

### Account Home

Good afternoon Availty Llc.

**Please select a button above to view or edit your account.**



Providers:  
Provider Services  
Monday through Friday  
7am - 6pm EST  
1-800-289-7799 Option 5

State Staff ONLY:  
Password Resets  
Monday - Friday  
8am - 5pm EST  
850-298-7123

Account Home
My Information
Change Password
View Agent Roles
Add Agent

### Add Agent

Use this screen to add access to an agent for your application.

**Enter the email address of the agent you are adding access to your application and click search.**

## Step 4: Assigning Agent Roles

Upon searching the designated Florida Medicaid Availty e-mail address, your screen will return the following:

Username	Last Name	First Name	Email	Phone	Select
availity	Availty Llc		florida.medicare@availity.com	904-470-4900	Select

Proceed by clicking **Select**.

## Step 5: Agreeing with the Terms of Service

Read through the Terms of Service and then click **Yes, I agree** to advance.

 <p>Providers: Provider Services Monday through Friday 7am - 6pm EST 1-800-289-7799 Option 5</p> <p>State Staff <b>ONLY</b>: Password Resets Monday - Friday 8am - 5pm EST 850-298-7123</p>	<h3>Terms of Service</h3> <p>You must agree to the terms below before delegating permissions.</p> <div style="border: 1px solid black; padding: 5px;"> <h4>FLORIDA MEDICAID: PROVIDER WEB PORTAL USER AGREEMENT</h4> <p>This User Account Agreement is made by and between the State of Florida Agency for Health Care Administration, ("Agency"), and a licensed health care provider, or an entity who acts on behalf of a licensed health care provider, who has signed up for an account on this website ("User").</p> <p>This Agreement becomes effective today, and shall remain in effect until 02/28/2013, or until terminated with or without cause by either party.</p> <p>Pursuant to the terms of this Agreement, User is authorized to access confidential Medicaid data through the use of computer-related media (system inquiry, on-line update, printed reports, ad hoc reporting, CD reports, etc.), commonly known as the Florida Medicaid Management Information System ("FMMIS").</p> <p>User is responsible for complying will all applicable federal and state laws, rules, and regulations when creating, receiving, maintaining, or transmitting information within the FMMIS.</p> <p>User agrees to use appropriate administrative, technical, and physical safeguards to prevent any use or disclosure of information retrieved from the FMMIS that is not permitted or provided for by this Agreement.</p> <p>User shall only use and/or disclose information retrieved from the FMMIS to perform</p> </div> <p>Do you agree to the Terms of Service as stated above?</p> <p> <input type="button" value="Yes, I agree."/> <input type="button" value="No, I do not agree."/> </p>
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## Step 6: Modify Agent to allow for Trade File Upload and Download of the 271, 277, and 835 Transactions

This step allows you to modify the roles for an agent.

- Please select the hyperlink for **Florida Web Portal** listed on the left hand side under Step 1: Select the system you want to modify access
- On the right hand side of the screen under Step 2: Modify the permissions for Florida Web Portal select **Trade Files, Download 271, Download 277, and Download 835**. Once these steps are complete, click **Save Changes**.

**1 Select the system to modify access**

System

Select Account Management

Select **Florida Web Portal**

**2 Modify the permissions**

Roles

Clerk

Download 271

Download 277

Download 277U

Download 820

Download 834

Download 834 Process Summary

Download 835

Download 997

Download CLM PMHP

Download PSN

Download TA1

PES

Provider Maintenance

Trade Files

Save Changes

NOTE: Upon completion of these steps, all future 271, 277, and 835 transactions will be delivered to Availity.

## Step 7: Accessing Existing ERA (835) Files

If there were 835 files created for you prior to your completion of the steps above, they will be delivered to your personal Florida Medicaid Web Portal account. To access those outstanding 835s, you will need to do the following:

1. Access the Florida Medicaid Web Portal at <https://home.flmmis.com> and enter your established username and password. Once logged in, you will need to select **Florida Web Portal**.



Providers:  
Provider Services  
Monday through Friday  
7am - 6pm EST  
1-800-289-7799 Option 5

### Florida Medicaid Home

Welcome to Florida Medicaid

**Applications**

Application	Description
<a href="#">Account Management</a>	Manages contact information, password, and authorizations for applications.
<a href="#">Florida Web Portal</a>	Florida Web Portal

2. On the next screen that appears, click **Trade Files**.



**FLORIDA MEDICAID** Florida Medicaid Agency for Health Care Administration  
Champions of Health Care

Welcome

**Providers** Account Claims Eligibility LTC Prior Authorization Trade Files Reports

home demographic maintenance

Name  
Provider ID  
NPI  
Taxonomies

Zip Code

Your R.A.s, or 835 transactions, are being sent to:  
The Download page on the Trade Files menu.

Click the **Trade Files** menu item.

3. Click **download** and select the Document Type of **835\_X12\_BATCH**. You will see a search button listed on the right hand side of the screen to initiate your request. Any 835 that has been generated since the transition of Florida Medicaid fiscal agent services from ACS to EDS will be listed for you to download.



**FLORIDA MEDICAID** Florida Medicaid Agency for Health Care Administration  
Champions of Health Care

Welcome

Providers Account Claims Eligibility LTC Prior Authorization **Trade Files** Reports

upload **download**

File Download Search:

Document Type  
Date Available

When Date Available is blank, search for previously downloaded files.

Click the **Document Type** drop-down menu.