USING AVAILITY

How to Determine Patient Eligibility

Questions?
Call 1-877-762-3515 or go to www.devoted.com/providers
SECTION 1

Log in

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Click the “Login” button on the top right to log into Availity with your User ID and Password.

If you do not have an Availity account, click “Register Now” and/or reach out to your internal team to set up your account.

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SECTION 2

Submit Eligibility Queries

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Section 2: Submit Eligibility Queries

1. On the top bar under “Patient Registration,” select “Eligibility and Benefits Inquiry.”
Select “Devoted Health” from the payer dropdown menu. Input the NPI of the provider who you’re determining eligibility for.

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Input the date of service into the “As of Date” field. Identify the benefit or service type you’re requesting eligibility for in the “Benefit/Service Type” field.

The default option will show all benefits for the patient.
After you submit the eligibility check, you will be able to see the status of each patient submitted in the “Detail View” on the left-hand side of your screen.

A patient highlighted in green will be eligible for the requested services at the given date of service. A patient highlighted in red will not be.

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The “Patient Information” screen will show demographic and coverage information for the patient, including eligible service types and other payers.
The “Coverage and Benefits” screen will show the services a patient is eligible for based on their coverage, along with copay and cost share information for certain benefits.

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This screen will also give you the option to search for additional service types.