

Aetna|Magellan|BCBS - Verify Insurance

26 Steps [View most recent version on Tango.us](#) 

Created by
Progress Counseling Group

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October 21, 2023

Login to Availity

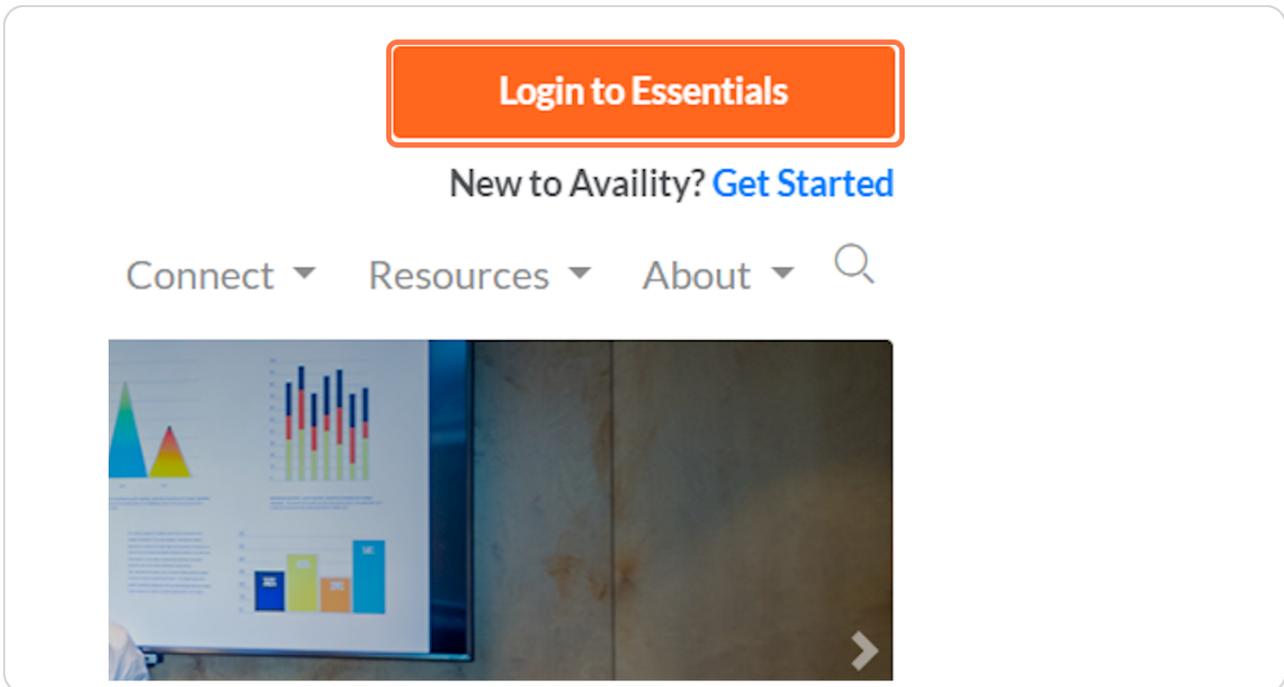
26 Steps 

<https://availity.com>

**Also applies to Magellan and Blue Cross Blue Shield

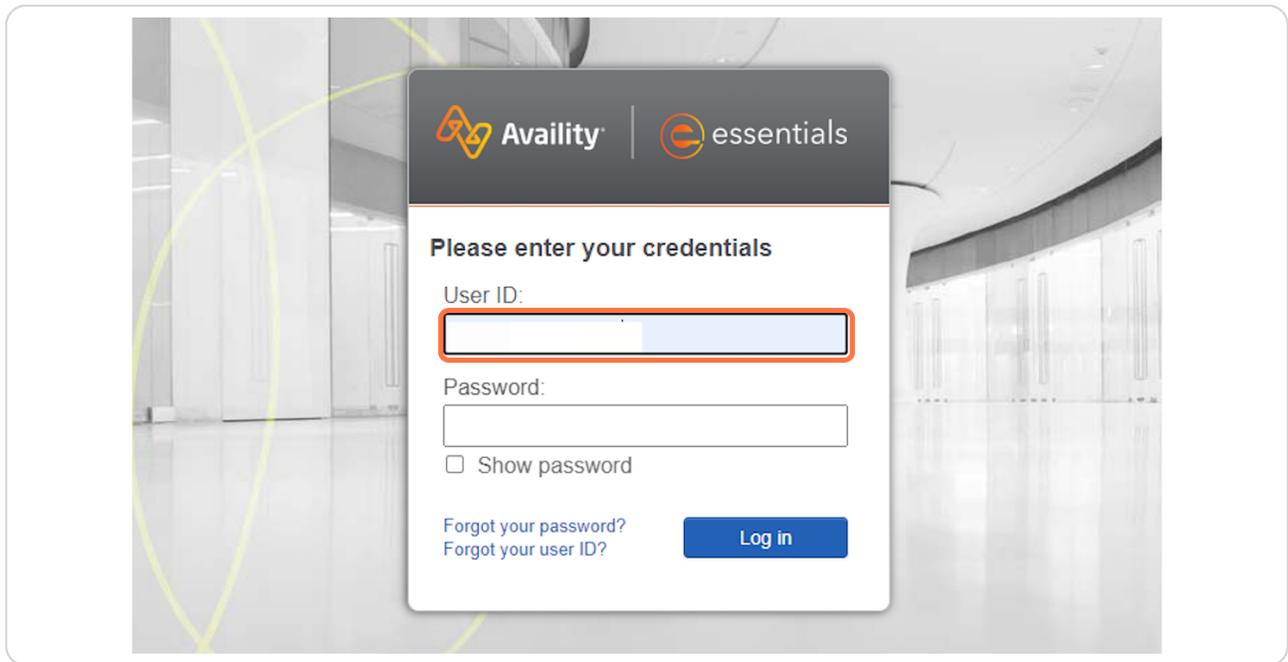
STEP 1

Click on Login to Essentials



STEP 2

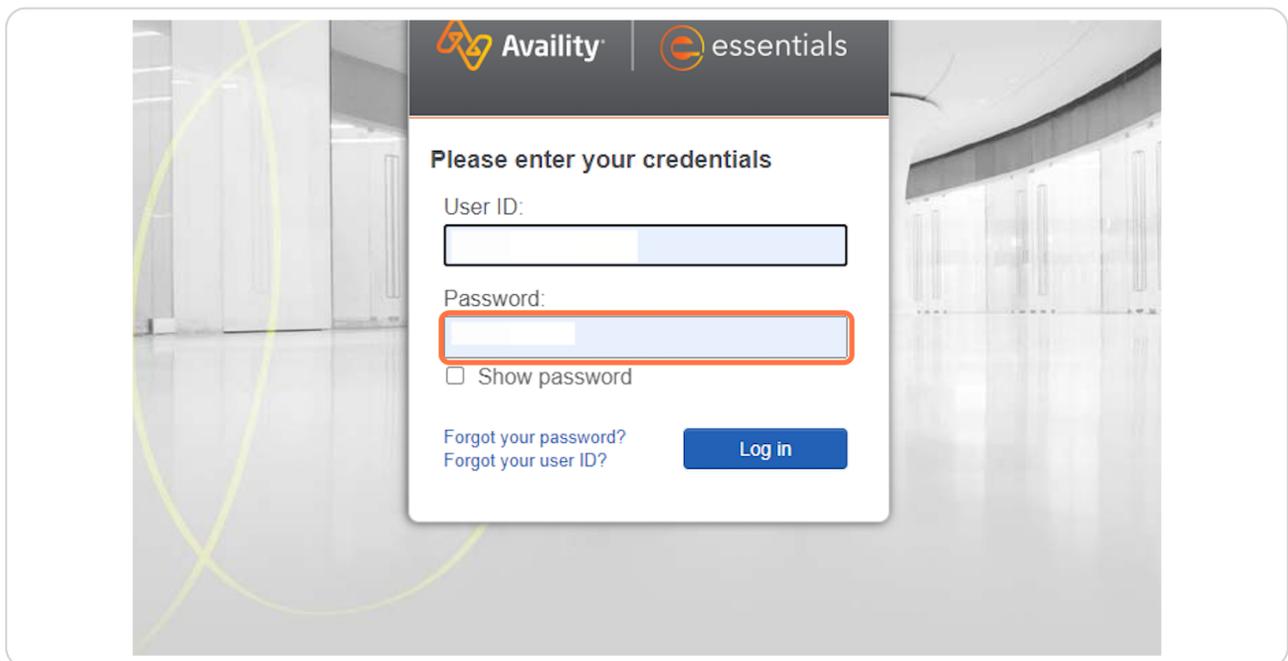
Enter User ID:



The screenshot shows a login form for Availity essentials. The form is titled "Please enter your credentials" and includes a "User ID:" label above a text input field. This input field is highlighted with a red border. Below it is a "Password:" label above another text input field. A checkbox labeled "Show password" is positioned below the password field. At the bottom left, there are links for "Forgot your password?" and "Forgot your user ID?". A blue "Log in" button is located at the bottom right. The background of the form is a blurred image of a modern office hallway.

STEP 3

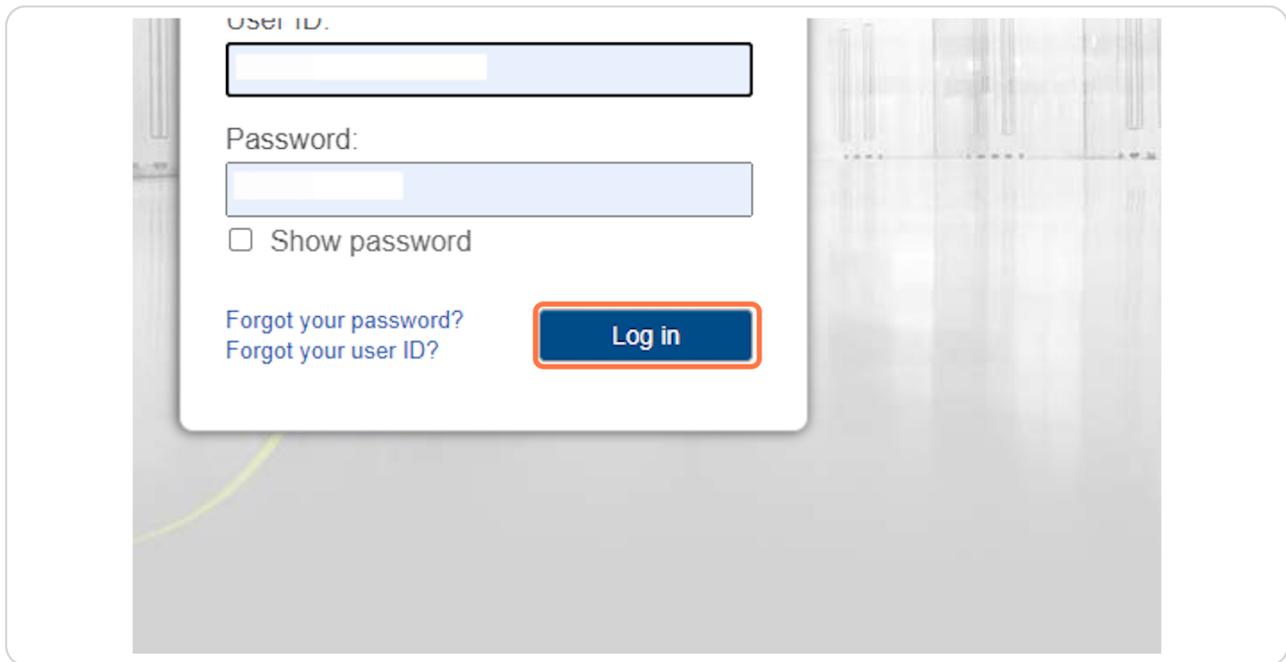
Enter Password



This screenshot is identical to the one in Step 2, showing the Availity essentials login form. However, in this step, the "Password:" input field is highlighted with a red border, indicating the user is entering their password.

STEP 4

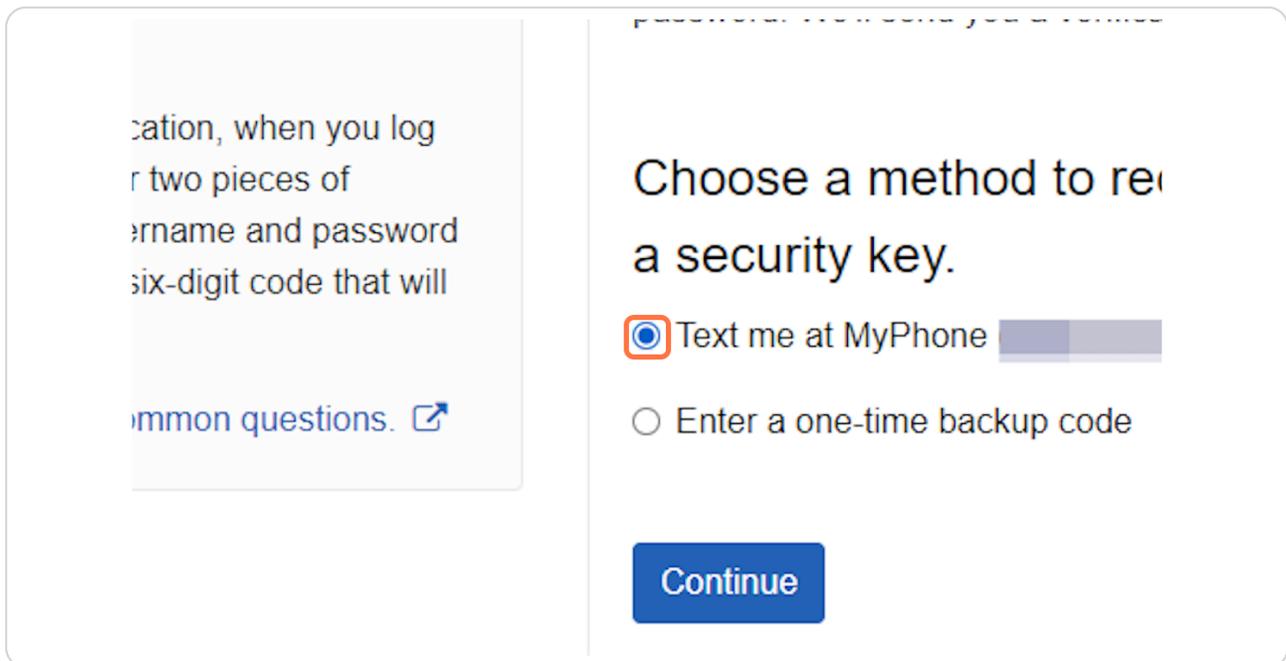
Click Log in



A screenshot of a login form. It features two input fields: "User ID:" and "Password:". Below the password field is a checkbox labeled "Show password". At the bottom left, there are two links: "Forgot your password?" and "Forgot your user ID?". A blue button labeled "Log in" is highlighted with a red border.

STEP 5

Select 2 Factor Authentication Method



A screenshot of a 2-factor authentication selection screen. On the left, there is a text box explaining that after logging in with a username and password, a six-digit code will be sent to the user's phone. Below this text is a link for "Common questions." with an external link icon. On the right, the heading reads "Choose a method to receive a security key." There are two radio button options: "Text me at MyPhone" (which is selected) and "Enter a one-time backup code". A blue "Continue" button is located at the bottom.

STEP 6

Click on Continue

name and password
x-digit code that will

Common questions. [↗](#)

a security key.

Text me at MyPhone

Enter a one-time backup code

Continue

[I want to use a different phone, tablet or computer](#)

STEP 7

Enter Security Code

Make sure you're the
access your account,
knows your

ation, when you log
two pieces of
name and password
ix-digit code that will

Common questions. [↗](#)

Verify your account

We've sent a code to (***) *** - 7828. For added security,
access your account.

You have **10** minutes to enter your code.

Code

Go Back **Resend Code** **Verify Code**

STEP 8

Click on Verify Code

access your account.

You have **10** minutes to enter your code.

Code

[Go Back](#) [Resend Code](#) [Verify Code](#)

STEP 9

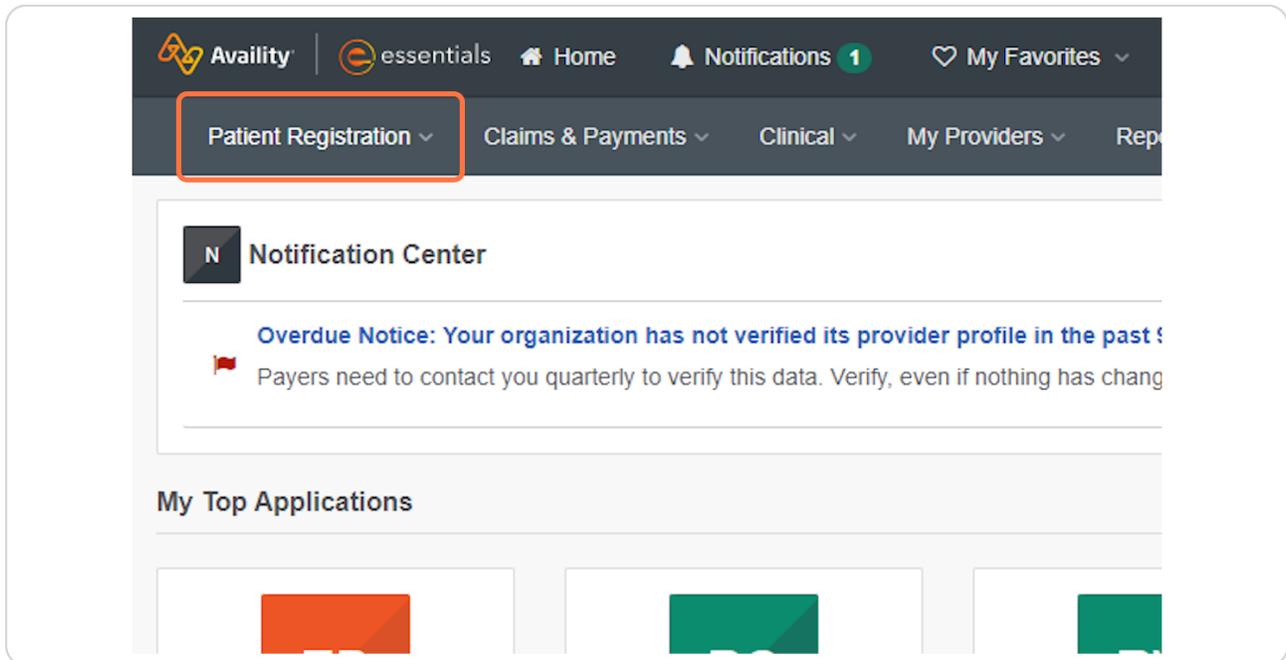
Click on Continue

retrieve an updated list of backup codes.

[Add Another Device](#) [Continue](#)

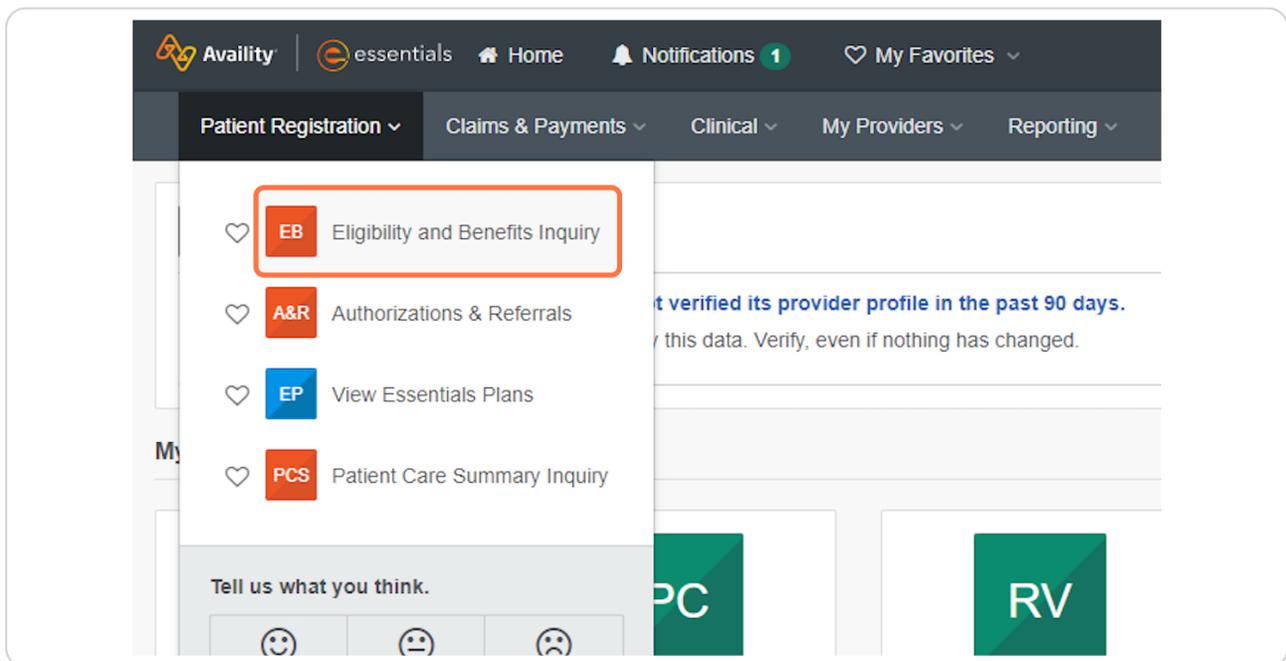
STEP 10

Click on Patient Registration



STEP 11

Click on EB Eligibility and Benefits Inquiry



STEP 12

Search for Insurance Company

AETNA (COMMERCIAL & MEDICARE)

MAGELLAN

FLORIDA BLUE

are experiencing intermittent failures. ✕

* Payer ?

AETNA (COMMERCIAL & MEDICARE) ▼

[Clear Section](#)

STEP 13

Select Insurance Company from list.

AETNA (COMMERCIAL & MEDICARE)
MAGELLAN
FLORIDA BLUE

* Payer ⓘ

AETNA (COMMERCIAL & MEDICARE) ▼

FREQUENTLY USED PAYERS

AETNA (COMMERCIAL & MEDICARE)

OTHER PAYERS

AETNA BETTER HEALTH (AETNA MEDICAID) NJ-VA FIDE SNP - DSNP

ALLEGIANCE BENEFIT PLAN

ALLINA HEALTH AETNA

STEP 14

Click on Dropdown to select provider

on

following: Provider NPI, Provider Tax ID, or Payer Assigned Provider ID

▼

conomy code, or address

Provider Tax ID ⓘ

STEP 15

Select yourself as provider

Moore Consulting Holdings, LLC dba Progress Counseling Group | v | AETNA (COMMERCIAL)

Patient History

Provider Information

Select a provider or enter one of the following: Provider NPI, Provider Tax ID, or Payer Assigned Provider

Provider ⓘ

| v

MOORE, MICHAEL

Provider Tax ID ⓘ

Organization or Provider Last Name ⓘ

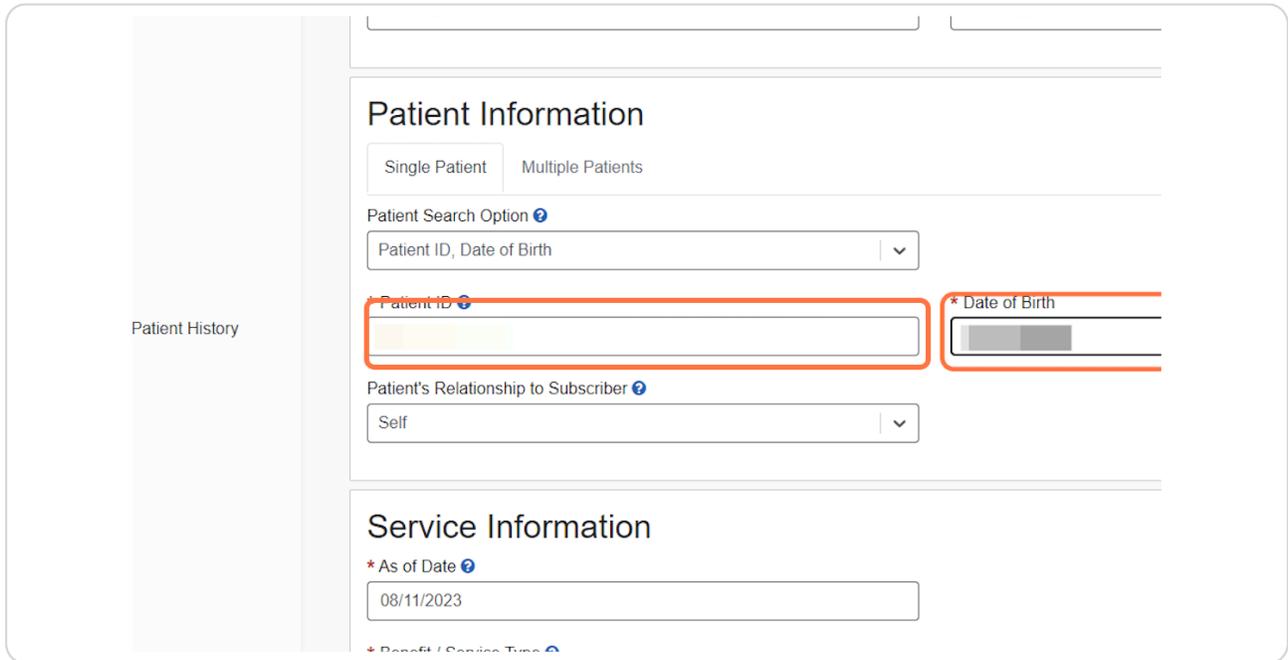
Provider First Name

STEP 16

Enter Patient ID (Member ID)

STEP 17

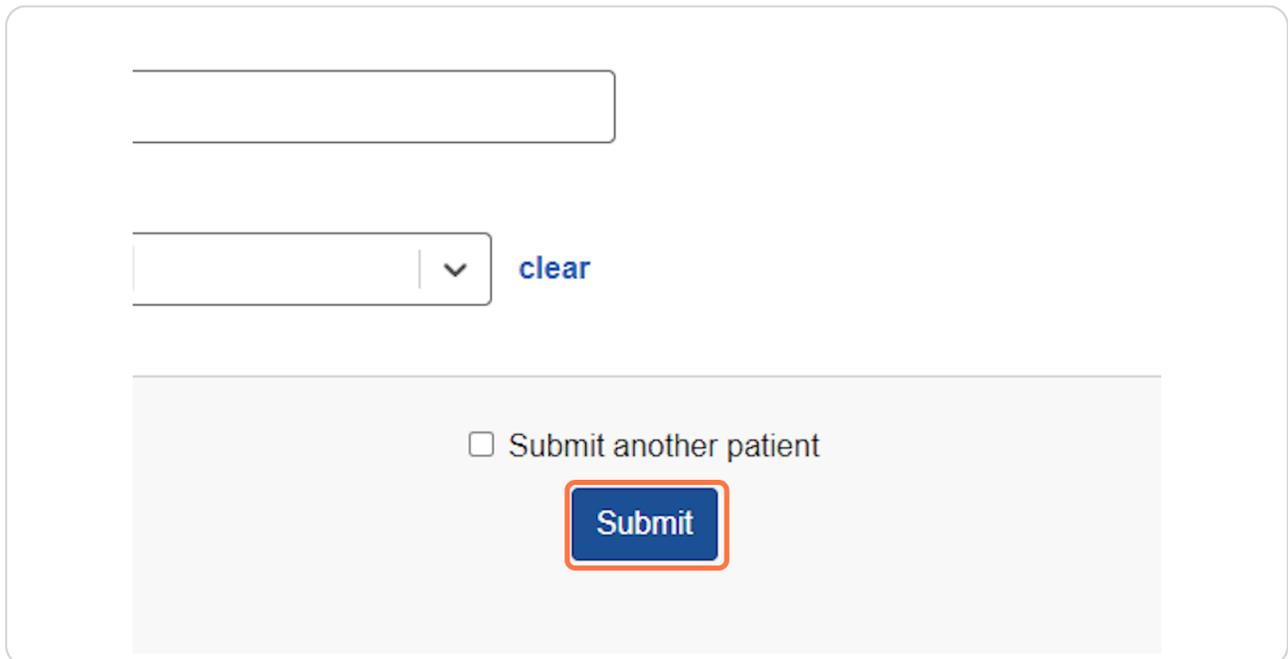
Enter Date of Birth



The screenshot shows a web form titled "Patient Information". On the left is a vertical sidebar labeled "Patient History". The main form area has two tabs: "Single Patient" (selected) and "Multiple Patients". Below the tabs is a "Patient Search Option" dropdown menu with "Patient ID, Date of Birth" selected. Two input fields are highlighted with orange boxes: "Patient ID" and "* Date of Birth". Below these is a "Patient's Relationship to Subscriber" dropdown menu with "Self" selected. The form is divided into two sections: "Patient Information" and "Service Information". The "Service Information" section includes a "* As of Date" field with "08/11/2023" entered and a partially visible "* Benefit / Service Type" field.

STEP 18

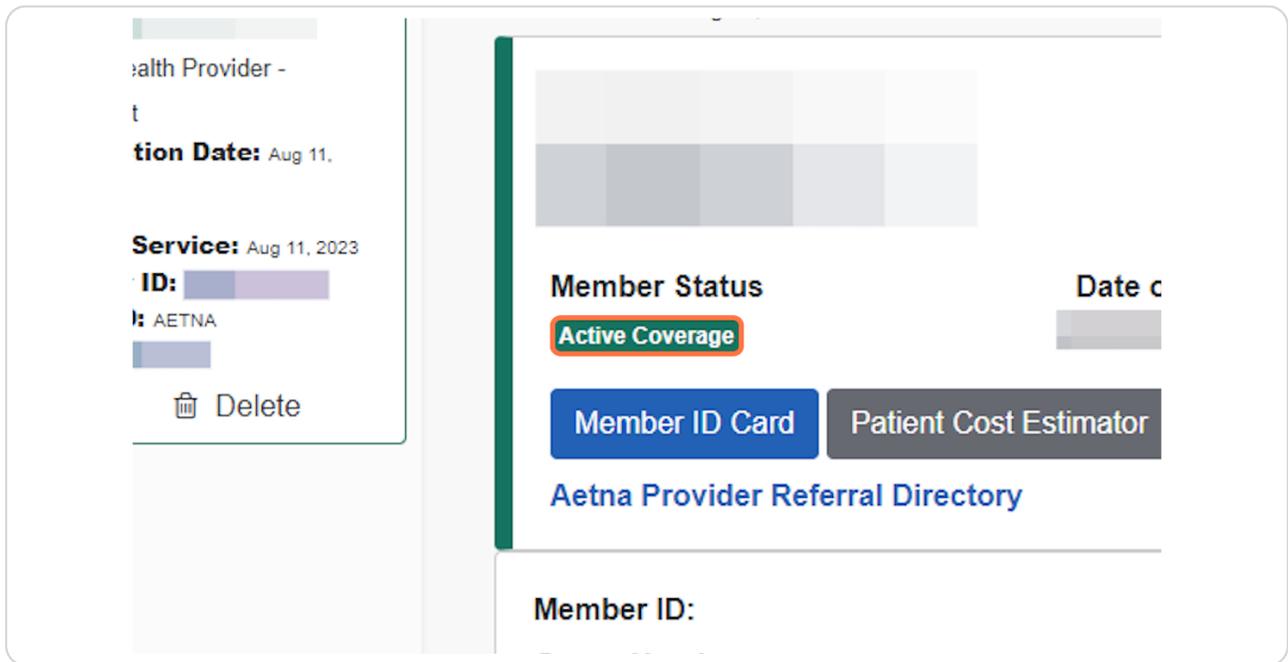
Click on Submit



The screenshot shows the bottom portion of the form. It features a text input field at the top, followed by a dropdown menu with a "clear" link to its right. Below these is a light gray rectangular area containing a checkbox labeled "Submit another patient". At the bottom center of this area is a blue "Submit" button, which is highlighted with an orange border.

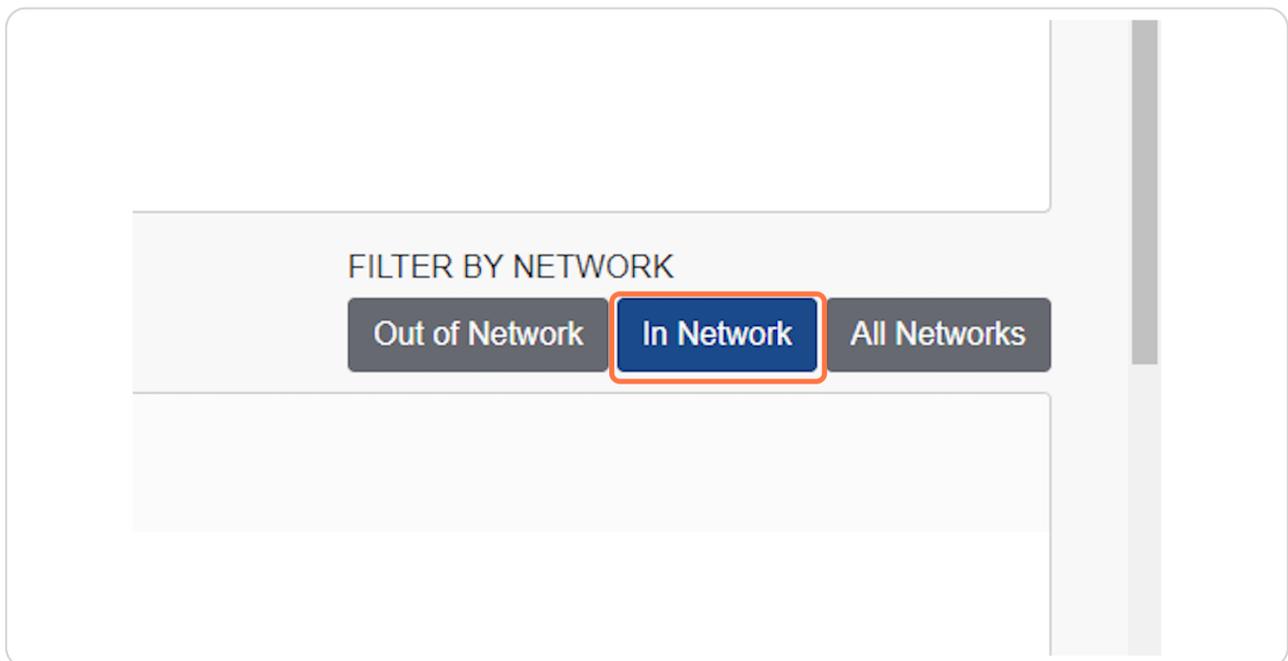
STEP 19

Click on Active Coverage



STEP 20

Click on In Network



STEP 21

Review Deductible information

the network of doctors & hospitals + 3

Details	Individual	Family
Start Date: Jan 1, 2023 End Date: Dec 31, 2023 Start Date: Jan 1, 2023 End Date: Dec 31, 2023 Deductible AND RX, Deductible In OOP, Maximum Savings	\$0 / Calendar Year(s)	Remaining value not provided
Deductible AND RX, Maximum Savings	\$1,700 / Calendar Year(s)	Remaining value not provided

STEP 22

Click on Mental Health Provider - Outpatient - CF

Coverage Level: Individual
• Individual Exchange member

Service Level Contact Information
Name: Orlando Health Physician Group, Inc
Category: Primary Care Provider
Type: Primary Care Provider
665 Longwood Lake Mary Road
Lake Mary, FL 32746

Benefit Information [Expand](#)
▶ Mental Health Provider - Outpatient - CF

Additional Information [Expand](#)
▶ Contacts

Benefit Disclaimer
THE PROVIDER UNDERSTANDS THAT RECEIPT OR USE OF THIS INFORMATION DOES NOT GUARANTEE PAYMENT OF ANY HEALTH CARE CLAIM BY AETNA AND SUCH INFORMATION IS SUBJECT TO CHANGE, EVEN RETROACTIVELY, AT ANY TIME.

STEP 23

For in person - Click on Office

Benefit Start Date: Jan 1, 2023

Benefit End Date: Dec 31, 2023

- Telemedicine Behavioral Health Visit/PLAN DED WAIVED,Deductible Included In OOP,Maximum Savin

In Network

Place of Service: Office

Coverage Level: Individual

- Outpatient or Office Visit for Mental Health,Copay Incl OOP,Maximum Savings

In Network

Place of Service: Office

STEP 24

For Telehealth Click on Telemedicine Behavioral Health Visit

My Patients Only | Status | N

Provider -

n Date: Aug 11,

rvice: Aug 11, 2023

ETNA

Delete

Information / Details	Co-Insurance	Co-Pay
In Network Coverage Level: Individual <ul style="list-style-type: none">• Telemedicine Behavioral Health Visit,Copay Included In OOP,Maximum Savings	—	\$0
In Network Coverage Level: Individual <ul style="list-style-type: none">• Telemedicine Behavioral Health Visit,COINS APPLIES TO OUT OF POCKET,Maximum Savings	0%	—
Network Not Applicable Coverage Level: Individual <ul style="list-style-type: none">• This plan may require precert for certain services. To check if	—	—

STEP 25

Review Copayment information

		Benefit Plan Coverage	
Savings			

Amount		<input type="text" value="\$0"/>	Refer to: Health Benefit Plan Coverage

Percentage	0%		Refer to: Health Benefit Plan

STEP 26

Click on New Request to lookup another client

Florida [Help & Training](#) MICHAEL's Account [Logout](#)

Keyword Search

[Need help? Watch a demo about Eligibility and Benefits](#) [+ New Request](#)

Benefit Deductible	Limitations	Authorization

Refer to:

Tango

Never miss a step again. Visit [Tango.us](https://tango.us)