

You are invited!

Availity Claim Payment Disputes

Amerigroup Community Care of New Mexico, Inc. and Availity cordially invite you and your staff to an Availity training webinar.

Availity, our online provider web tool, should be used to submit payment disputes. In the August 2018 Provider Newsletter, we communicated that beginning September 1, 2018, providers will have the ability to submit claim reconsideration requests through the Availity Portal with more robust functionality. For you, this means an enhanced experience when:

- Filing a claim payment reconsideration.
- Checking the status of your claim payment reconsideration.
- Sending supporting documentation.
- Viewing your claim payment reconsideration history.

Live webinar:

- Friday, August 31
2-3 p.m. Eastern time
- Thursday, September 6
2-3 p.m. Eastern time
- Tuesday, September 18
2-3 p.m. Eastern time
- Thursday, October 4
2-3 p.m. Eastern time
- Wednesday, October 24
2-3 p.m. Eastern time

To register:

1. Log in to the Availity Portal > Select **Help & Training** > Select **Get Trained**.
2. From the Availity Learning Center, enroll using one of the following methods:
 - a. Select the **Dashboard** dropdown arrow > Select **Catalog** > Select **Sessions** > Select the date of the webinar > Select the webinar title > Select **Enroll**.
 - b. While in the *Catalog*, select the search button > Enter the webinar title > Select **Enroll**.

