WholeHealth Living®
User Manual for Availity®

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Introduction

This manual will guide you through WholeHealth Living, Inc.'s new practitioner portal, powered by Availity. Using the information provided you will become familiar with navigating, accessing, and utilizing the WholeHealth Living Payer Space features.

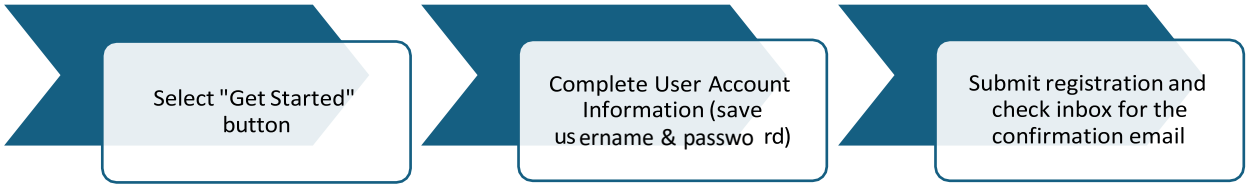
What is Availity?

Availity's platform allows healthcare practitioners and payers to connect and manage administrative and financial transactions. Through the platform, practitioners and office staff can perform tasks such as eligibility verification, claim submission, and prior authorizations. By providing tools and services that support efficient communication and data exchange, Availity helps streamline healthcare business operations.

How to Access Availity

You can access the Availity Practitioner Portal directly at:
https://essentials.availity.com/static/public/onb/onboarding-ui-apps/availity-fr-ui/#/login

How to Create an Account



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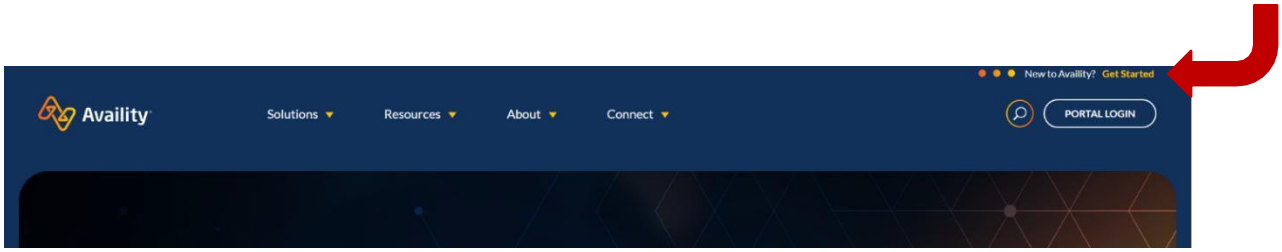
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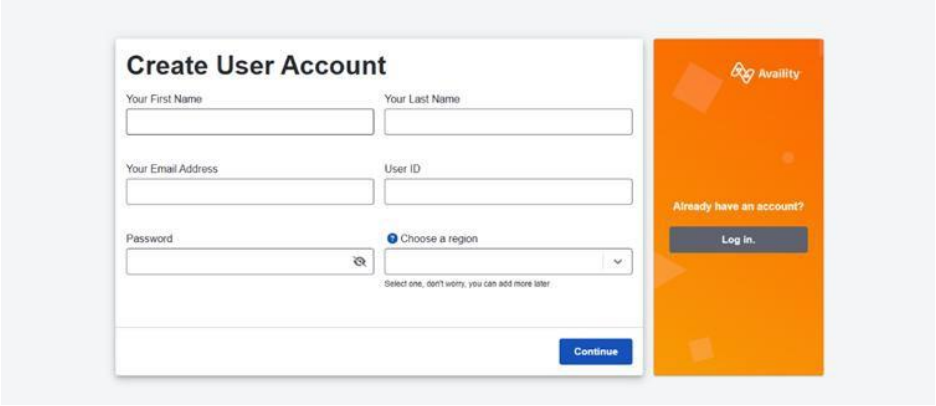
1. **Go to the Availity website**: www.availity.com

2. **Initiate Registration:** Click on the "Get Started" button, found in the top right corner of the homepage.



3. **Choose Organization Type**: Select the option that best describes your organization, such as "Practitioners" or "Billing Services".

4. **Create User Account:** Set up a unique User ID and password for your account. Ensure it meets Availity's security requirements (a combination of uppercase and lowercase letters, numbers, and special characters).



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5. **Agree to Terms**: Review and accept Availity's terms of service and privacy policy.

6. **Submit Registration**: After filling out all required information, submit your registration.

7. **Confirm Registration:** Availity will send a confirmation email with a verification link to the email address you provided. Click on the link to finalize your registration.

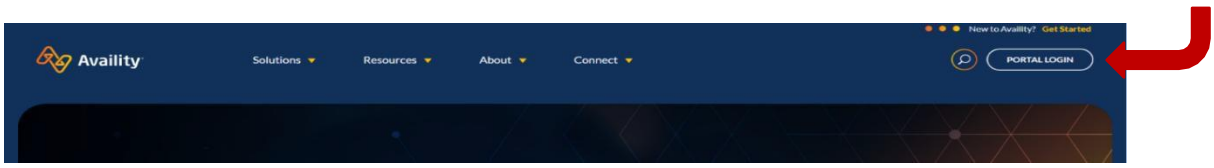
   Please be advised - if you already have an existing Availity account, there is no need to create a new one. Your current account will continue to work and you can access the WholeHealth Living Payer Space with your existing account. Skip ahead to the Navigating Availity & WholeHealth Living Payer Space section for instructions on accessing the WholeHealth Living Payer Space.

   If you are the administrator for your office or group - please refer to this resource on understanding your role and responsibilities (copy and paste this link to your browser after you have created a log in account): https://essentials.availity.com/availity/help-providers/oxy_ex-1/onb-essentials-provider-help/account_administration/_topics/c_faqs_for_administrators_3.html

Existing User: Logging into Availity Instructions

1. **Go to the Availity website**: www.availity.com

2. **Click the "Portal Login" button** located at the top right of the page.



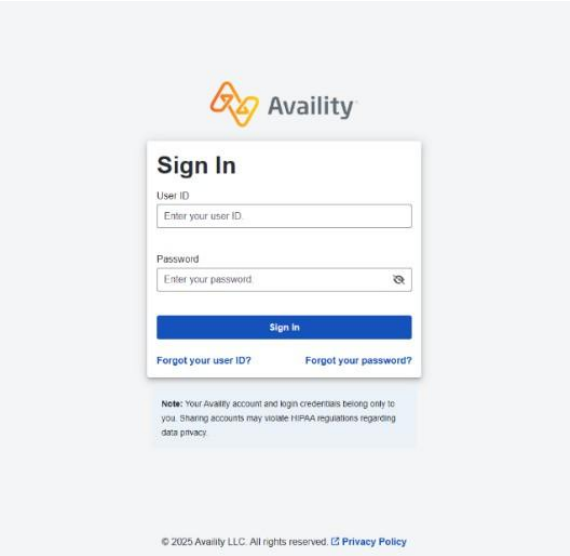
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3. **Enter your credentials**: Input your Username ID and Password in the designated fields.



4. **Two-step authentication**: After logging in, you may need to complete a two-step authentication process for added security, which involves verifying your identity with a code sent to your phone or email.

It is recommended that new and existing Availity users bookmark the login page to facilitate quick and consistent access to the portal.

Navigating Availity & WholeHealth Living Payer Space

Availity Navigation

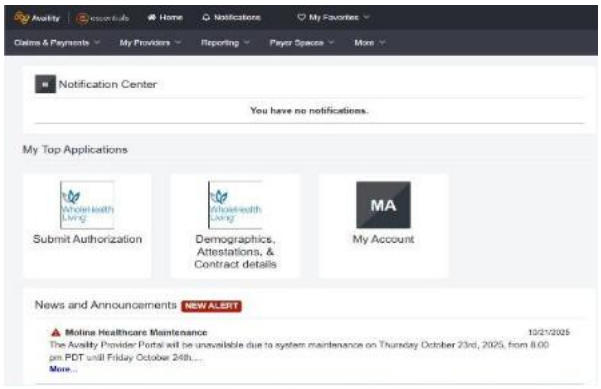
1. When logging in, you will see your home screen. Here you will find Notifications, Top Applications used, and Availity News & Announcements. See below for a home screen example. *(Please note: the system will customize your home screen with your information, top applications, and relevant news and announcements. The example below is for instructional purposes only.)*

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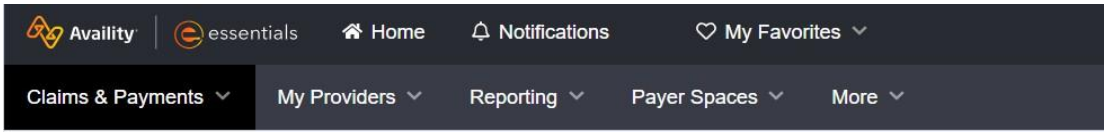
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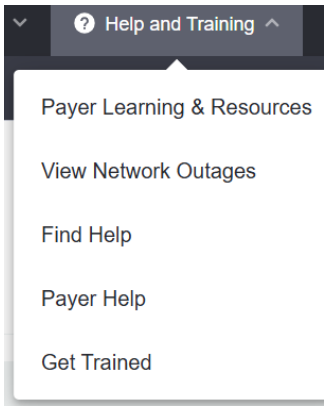
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2. You will find additional resources and information within your top tool bar on the home screen including Claims & Payments, My Practitioners, Reporting, Payer Spaces, and more.



3. For additional information on navigating through your homepage, locate the Help & Training tab at the top right corner of your home screen.



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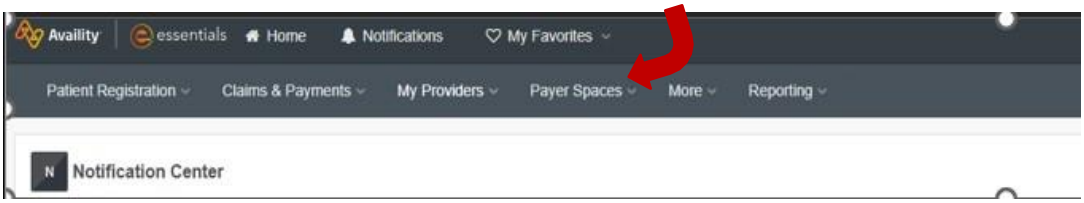
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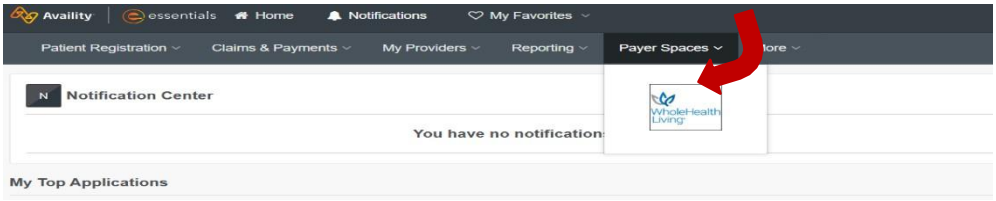
WholeHealth Living Payer Space Navigation

The WholeHealth Living Payer Space acts as a centralized hub, giving practitioners access to the portal along with all tools, resources, and information necessary for effective practice management.

- Locate Payer Spaces and the top toolbar in Availity.



- Click the drop down and locate the WholeHealth Living logo.



- Click the WholeHealth Living emblem to enter the Payer Space.
  *Optional feature: favorite our Payer Space link

Entering the WholeHealth Living Payer Space

The WholeHealth Living Payer Space is our new dedicated practitioner portal. Once you have followed the instructions above, you will see our homepage.

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WholeHealth Living Payer Space Features and Tools

Applications, Single Sign On (SSO)

This section provides **Single Sign-On (SSO) access** to key tools and functions. Within the Applications tab, you can submit authorizations, request demographic updates, review your group summary and fee schedule documents, and perform additional administrative tasks. This area serves as the primary hub for managing operational activities.

IMPORTANT – Note About Single Sign On (SSO) Registration

The first time you enter each application you will be required to enter your sign on information. This is a one-time step. Once you have saved your sign on information to each application, you will then be able to seamlessly enter all applications using a Single Sign On.

Resources

This section contains helpful documents and tools made available by WholeHealth Living to support our practitioner network. Here you can view reference materials, procedural guides, and other important resources that help our practitioners operate efficiently.

News and Announcements

This section provides important updates and notifications from WholeHealth Living. Practitioners can refer to this tab for the latest announcements, important updates, and time-sensitive information that may impact daily operations. Checking this section frequently ensures that you remain informed about key updates and organizational communications.

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Electronic Claims Submission Feature

A feature is available for practitioners to manually submit claims to WholeHealth Living through electronic submission. Follow the steps below to use this tool:

1: Home screen: Begin by logging into Availity and entering your home screen page.

2: Claims & Payments: Navigate to the Claims & Payments tab located on the top tool bar. Then, click the drop-down arrow on the right side of the tab.

3: Locate Claims & Encounters: Locate the Claims & Encounters link within the listed options or use the search bar found in the top right corner of your Availity home page.

4: Complete claims forms: Fill out the forms provided to you on your screen when entering the claims and encounter link.

Please note: Users must have the Claims user role assigned to their User ID to access the Claims & Encounters application. If you do not have the claims' role assigned, please have your Availity account administrator assign the role.

For detailed instructions on how to complete the Claims & Encounter forms,

please access the training steps here:

https://availitylearning.learnupon.com/content-details/636385/0

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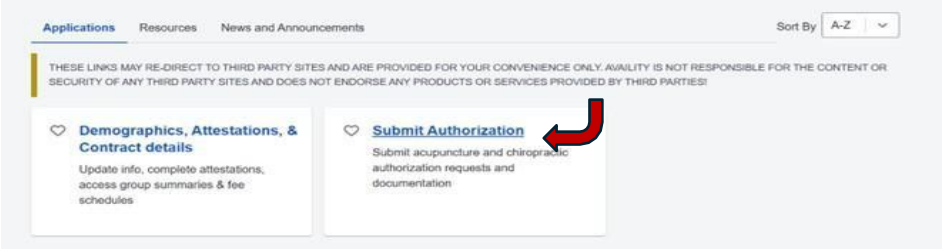
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Submitting Authorizations

Within the Applications tab of the WholeHealth Living Payer Space, practitioners can submit authorizations directly by selecting the "Submit Authorizations" application.



Authorization submission instructions can be found within the Utilization Management Authorization Submission Manual, located in the WholeHealth Living Payer Space Resources Tab:



Utilization Management Contact Information

Fax: **833-430-0360**

General questions may be directed to the WholeHealth Living Practitioner Experience Center at **1-800-274-7526** (Monday – Friday, 8am – 8pm EST)

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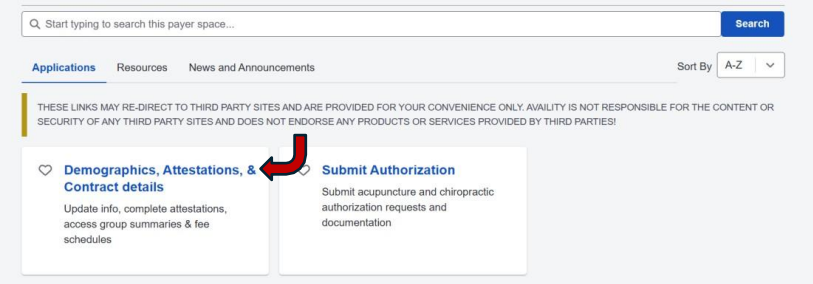
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Updating Practitioner Information and Quarterly Attestation

Within the WholeHealth Living Payer Space, practitioners can update their information and complete quarterly attestations directly within the platform. This section also provides access to Network participation details and key documents, including group summaries and fee schedules. Practitioners can update a wide range of information, such as location and billing details, general demographics (phone, fax, email), Network participation, and more. To access these features, click the "Demographics, Attestations, & Contract Details" application.

Logging in to Update and Attest Practitioner Information



Single Sign On: *Practitioners are required to create sign-on credentials using the Tax ID on file with WholeHealth Living. When setting up your login for the first time, entering your Tax ID. If an error message appears, it may indicate that your Tax ID is not up to date with WholeHealth Living. Please contact us at practitioner.updates@tivityhealth.com if this occurs so we can ensure your information is current. This is a one-time setup step. After your sign-on information is saved, you will be able to access the application seamlessly moving forward.*

Navigating the Updates, Attestations, & Contract Details Application

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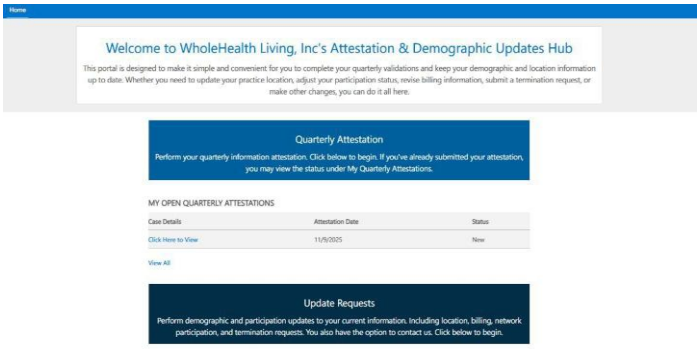
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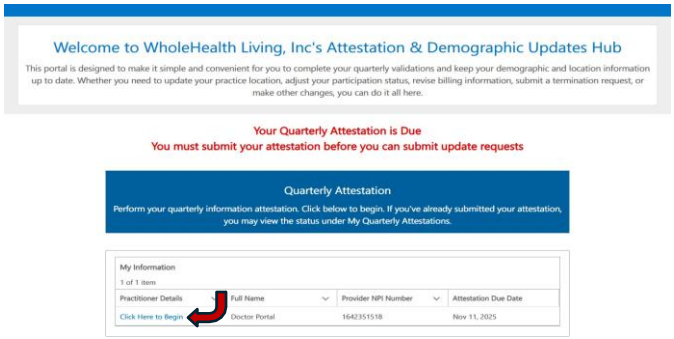
Once you have successfully logged in, you will see the home screen:



The Attestation & Demographic Updates Hub home screen includes two features that support performing practitioner quarterly attestations and requesting changes to your information. Follow the prompts in accordance with the function you are seeking to perform.

Quarterly Attestation

WholeHealth Living requires quarterly attestation of your demographic and practice information. Leading up to each attestation period, you will receive a series of email reminders prompting you to complete this process using the "Demographics, Attestations, & Contract Details" application. Once logged in, begin your attestation by selecting "Quarterly Attestation." Practitioners must review, attest to, and confirm all information on file for each participating location. Your attestation home page will look like the following example:



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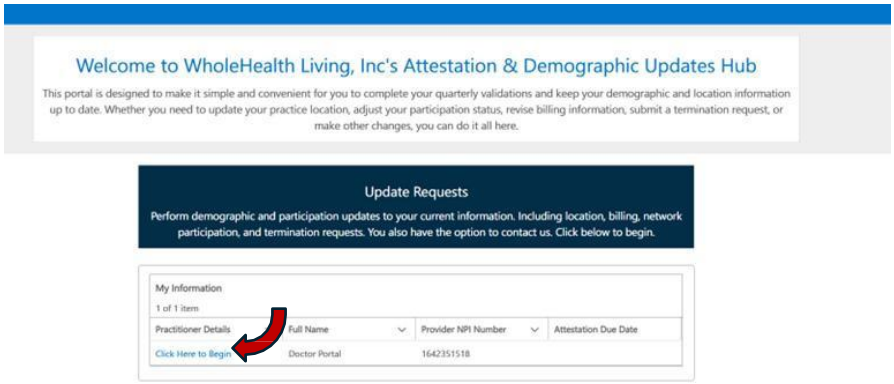
Update Requests

1. After selecting **"Click Here to Begin"** under Quarterly Attestation, follow the prompts to review each location listed in your record.

2. Once all locations have been reviewed, you will be directed to electronically sign and date your attestation. Your completed attestation will be submitted directly to WholeHealth Living and filed in your practitioner record.

   Practitioners may update, modify, add, or remove information at any time by logging in and submitting a request. To begin, navigate to the Practitioner Details section and select the update information button located in the top right corner of your screen. Please refer to the instructions below for guidance.

   1. Locate the practitioner details using "**Click Here to Begin**" link.



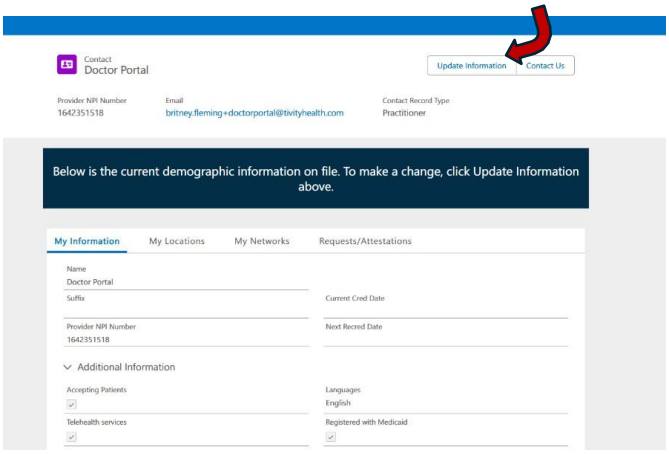
   2. Navigate to the top right corner of the newly directed page showing current demographic information and select "update Information".

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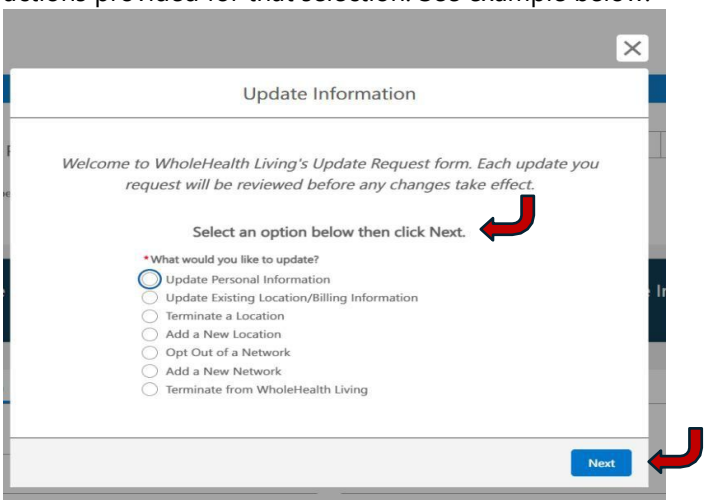
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3. Select the update option that matches your request, click "next" in the bottom right corner, then follow the instructions provided for that selection. See example below:



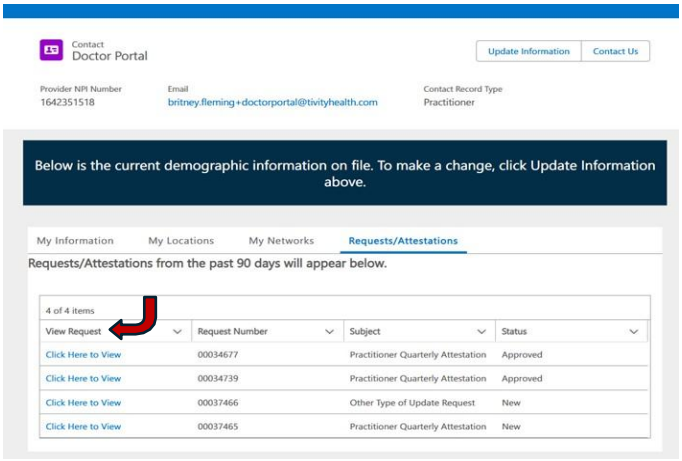
4. You can review the status of any request by navigating to the "Requests/Attestations" tab within your practitioner details profile. Requests may be approved, denied, or returned for corrections. ***Please ensure you have verified the status of your request prior to rendering services that rely on the updated information.***

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Update Request Corrections

If WholeHealth Living requires clarification or a correction to a submitted update, the practitioner will be notified via email specifying the necessary correction. The notification will contain the subject line: Demographic Update Corrections Needed. Practitioners will receive a maximum of three email reminders regarding the outstanding correction.

> **Failure to submit the correction via the Attestations & Demographic Updates Hub after the third reminder will result in closure of the update request and the requested changes will not be applied.**

Viewing Contract Documents and Network Participation

Practitioners can access key documents and review participating Networks directly through the Attestations and Demographic Updates Hub. This allows practitioners to log in at any time to view up to date information.

Contract Details

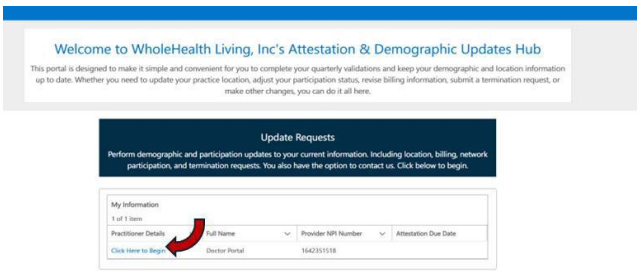
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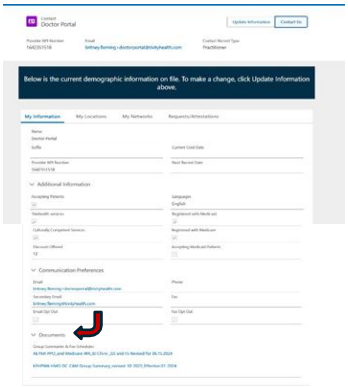
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1. Click into practitioner details using link “Click Here to Begin”.

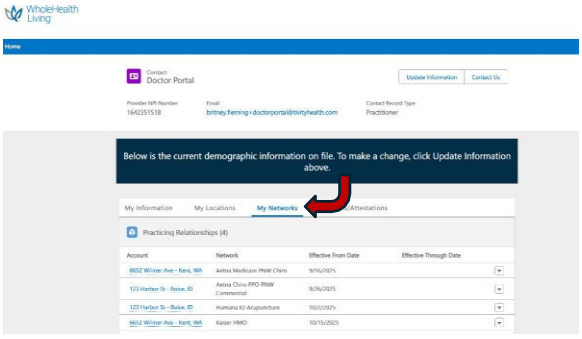


2. Scroll to the bottom of the “My information” tab and locate the section labeled “Documents”.



Network Participation

Practitioners can view participating Networks by selecting the “My Networks” tab within the Practitioner Details page. This tab provides a summary of Networks per location, including each Network’s effective date and, if applicable, effective through date.



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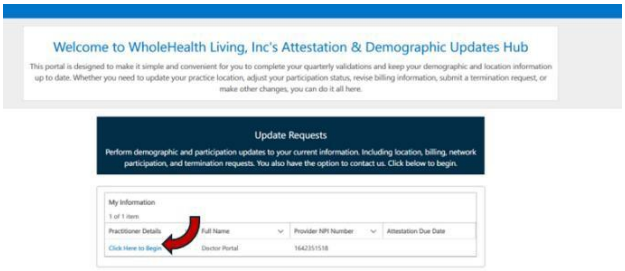
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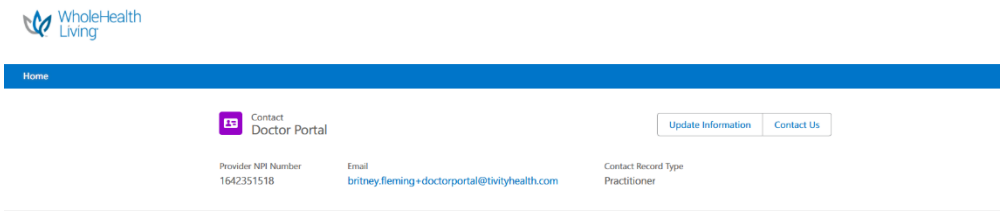
Practitioner Updates and Attestations Contact Information

For any questions or comments about updating your information, please use the "Contact Us" button located in the top right corner of your "My Information" page.

1. From your home page, select **"Click here to begin"** under Update Requests.



2. Locate the **"Contact Us"** button on the top right corner of your page.



3. A team member will reach out within five business days to assist with your questions or any additional needs. To ensure timely communication, please include your preferred contact method by providing your name along with your phone number and/or email address.

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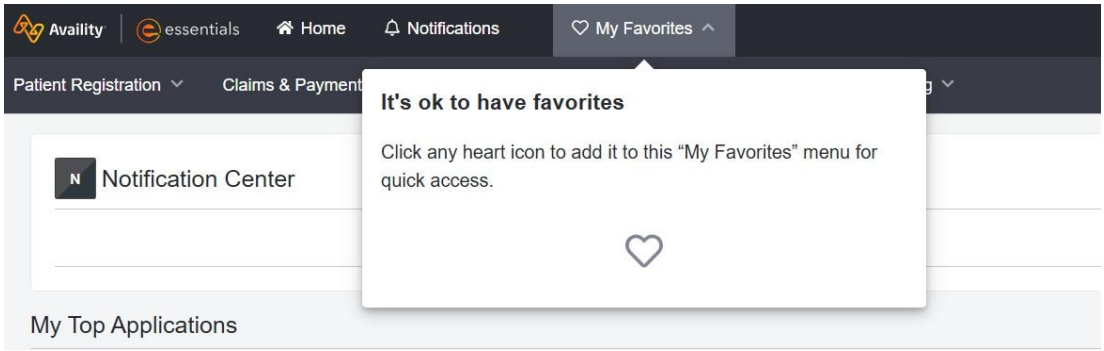
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Quick Tips & Troubleshooting

Quick Tips

Favoriting Feature

Availity provides a quick access feature that allows users to mark applications as favorites by clicking the heart icon. You can then view your selected favorites under “My Favorites” for easy, streamlined access. (Try this feature with WholeHealth Living Payer Space resources and applications!).



1. Log in to your Availity account.
2. Navigate to the section where the application you wish to bookmark is located (e.g., the "Applications" tab or "Payer Spaces").
3. Click the **heart icon** next to the application's name. The icon will change (usually to red) to confirm your selection.
4. You can now find this application in the "My Favorites" section at the top of the page for easy access.

Availity Support Community

https://availity.my.site.com/customercommunity/s/

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Training material

Demos/Webinars https://availitylearning.learnupon.com/catalog

Live Learning Sessions https://availitylearning.learnupon.com/live-learning
Your homepage lists the training you're enrolled in, but have not yet completed
https://availitylearning.learnupon.com/dashboard

Troubleshooting

Password Reset Instructions

1. To reset your password, click on the "Forgot your password?" link.
2. Follow the password reset instructions, which may involve answering security questions or receiving a verification code.

Submit a Ticket

- Log in to Availity Essentials to submit a support ticket below: If you are having issues logging in, please attempt self-service password reset or contact your administrator for assistance.

- Register: If you do not have an Availity Essentials user account (free portal), register here.
- If you have an Availity Essentials or Essentials Plus account and cannot log in to submit a ticket, call for support:

1-800-282-4548
(Monday – Friday, 8am – 8pm EST)

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WholeHealth Living Contact Information

WholeHealth Living Practitioner Experience Center
1-800-274-7526
practitioner.services@tivityhealth.com
(Monday – Friday, 8am – 8pm EST)

*** The instructional images included in this manual are provided solely for guidance and training purposes. Your personal information, screens, and applications may appear differently based on your individual access and system configuration. The examples shown should not be interpreted as exact representations of what you will see within your own applications or platforms.*

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