



# Availity Portal Frequently Asked Questions

## How do I register?

1. Have your designated administrator go to [www.Availity.com/dentalproviders](http://www.Availity.com/dentalproviders) and click Register on the top right.
2. After selecting your organization type, complete the online registration wizard.
  - Make sure you have the following ready:
    - Basic information about your practice, including your federal tax ID and NPI.
    - The name of someone with the legal authority to sign agreements for your organization (typically this is an owner, or senior partner).
    - The name of the administrator in your office who will need to grant and maintain access to Availity for your entire organization.
3. Your office administrator will receive an email from Availity with a temporary password and information on next steps.
  - At this time you will be able to begin adding other users for your organization.

## Who do I contact if I need help registering for Availity?

For registration assistance, Call Availity Client Services at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday from 8 a.m. to 7:30 p.m. Eastern time

## How can I unlock my account?

1. If you forget your user ID or password, you can use the self-service features at the Availity Login page:  
**Availity.com>LOGIN>Forgot your password/Forgot your user ID?**
2. You may also contact Availity Client Services at **800.282.4548** for additional assistance. When calling Availity Client Services you will be asked security questions to validate your identity.

## How do I use the portal?

To make the transition easy, we are offering a variety of training and informational sessions via the Availity Learning Center (ALC).

After you register, log in to the Availity provider portal and click *Help & Training/Get Trained* to access recorded demonstrations. There you find in-depth product training as well as continuing education via national industry experts. Some available training demonstrations include the following:

- Getting Started for Dental Providers
- Eligibility and Benefits Inquiry
- Dental Attachments
- Claim Status
- Registering a Provider Organization to Use the Availity Portal
- Dental Claim, Encounter, Pre-Determination Submission
- Secondary Tertiary Dental Claim Submission