



Provider Portal

October 29, 2025

CONFIDENTIAL



Agenda

- AHIP Prior Authorization announcement
- Availity Essentials
 - Login and Home page
 - Authorizations
 - Payer Spaces

AHIP's Prior Authorization Announcement

SCAN has signed on and is committed to reforms outlined in the announcement

- Standardizing Electronic Prior Authorization.
- Reducing the Scope of Claims Subject to Prior Authorization.
- Ensuring Continuity of Care When Patients Change Plans.
- Enhancing Communication and Transparency on Determinations.
- Expanding Real-Time Responses.
- Ensuring Medical Review of Non-Approved Requests.

How SCAN is meeting our commitment

- **Availity Essentials** is a cloud-based, multi-payer provider portal designed to streamline administrative workflows between healthcare providers and payers. It offers a centralized, standard platform for managing key functions.
- **Prior Authorization (PA) list** - List that contains CPT codes that require a prior authorization. If a CPT code is not on the list, then a prior authorization is not required. It is available on the SCAN website and is incorporated into the Authorization Request workflow in Availity. (*Any authorization for an out of network provider requires a prior authorization*).
- **MCG Cite Guideline Transparency Tool** - Allows access to review MCG clinical evidence used by SCAN to support member care decisions. It is available on the SCAN Health Plan Website.
- **MCG Auto Approval Rule for Authorizations** – Rules based engine that will automatically approve the request, if the criteria are met while you are still in Availity.
- **Medical Review of Denials** – All clinical denials at SCAN will continue to be reviewed by qualified medical professionals.

Availity – Login Page

- Multi Payor
- Providers only need one account to access all Payors
- Provider administrators manage accounts and users for their organization
- Availity will do outreach and work with our Providers to get them signed onto Availity

Availity Essentials

https://essentials.availity.com/static/public/onb/onboarding-ui-apps/availity-fr-ui/#/login

Availity

Sign In

User ID
jloper001

Password
.....

Sign In

[Forgot your user ID?](#) [Forgot your password?](#)

Note: Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy.

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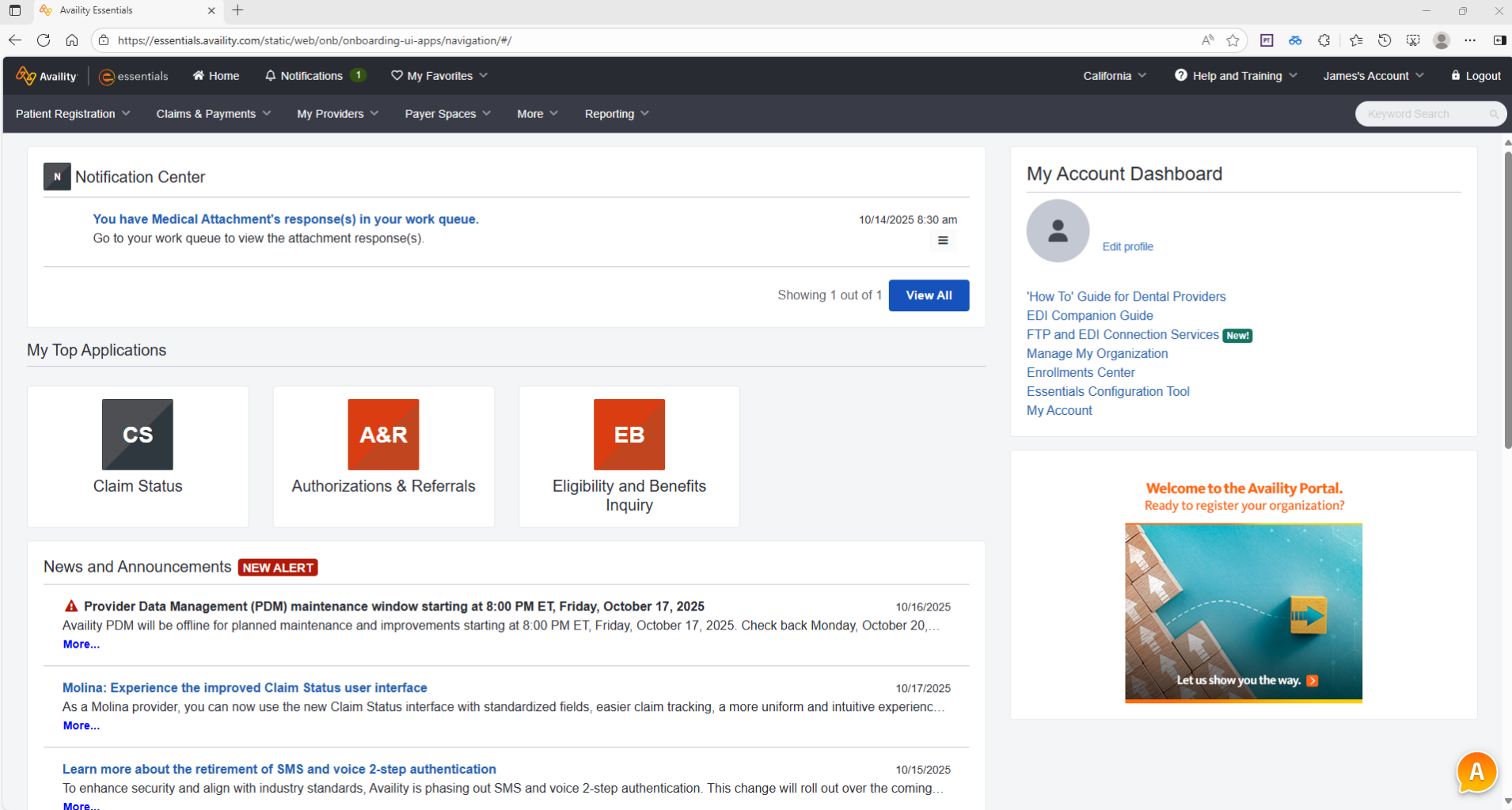
New to Availity?

Create a free account and discover all the benefits of using Availity.

- ✓ Free, real-time access to hundreds of payers
- ✓ Check eligibility, submit claims, collect patient payments and track ERAs
- ✓ Update your provider profiles
- ✓ Manage quality-of-care paperwork

Create a Free Account

Home Screen



- Each Payor will have different functionality enabled
- You can view Payors that are associated with the States your organization is setup in

Authorizations and Referrals

The screenshot shows the Availity Authorizations & Referrals dashboard. The top navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'California', 'Help and Training', 'James's Account', and 'Logout'. A secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area features a breadcrumb 'Home > Authorizations & Referrals' and a title 'A&R Authorizations & Referrals'. Below this, there are two main sections: 'Multi-Payer Authorizations and Referrals' and 'Additional Authorizations and Referrals'. The 'Multi-Payer' section contains three cards: 'Authorization/Referral Inquiry' (with a 'View Payers' link and heart icon), 'Authorization Request' (with a 'View Payers' link and heart icon), and 'Authorization/Referral Dashboard' (with a heart icon). The 'Additional' section lists eight items, each with a heart icon: 'Aetna Radiology Oncology Prior Authorization', 'Clinical Documentation Lookup Tool (CDLT)', 'Cohere Health', 'Prior Authorization - Pharmacy Benefit Drugs (CoverMyMeds)', 'Carelon Medical Benefits Management', 'Carelon Post Acute Solutions', 'New HAM React', and 'BlueReviewR'. At the bottom, a 'Looking for provider portals?' section with a glasses icon suggests checking the 'Payer Spaces' menu. A small orange 'A' icon is in the bottom right corner.

Availity | essentials | Home | Notifications | My Favorites | California | Help and Training | James's Account | Logout

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More | Keyword Search

Home > Authorizations & Referrals

A&R Authorizations & Referrals

Multi-Payer Authorizations and Referrals

- Authorization/Referral Inquiry** [View Payers](#)
- Authorization Request** [View Payers](#)
- Authorization/Referral Dashboard**

Additional Authorizations and Referrals

- [Aetna Radiology Oncology Prior Authorization](#)
- [Clinical Documentation Lookup Tool \(CDLT\)](#)
- [Cohere Health](#)
- [Prior Authorization - Pharmacy Benefit Drugs \(CoverMyMeds\)](#)
- [Carelon Medical Benefits Management](#)
- [Carelon Post Acute Solutions](#)
- [New HAM React](#)
- [BlueReviewR](#)

Looking for provider portals?
Check under the 'Payer Spaces' menu.

Authorization Dashboard

The screenshot shows the Availity Authorization/Referral Dashboard. The top navigation bar includes the Availity logo, 'essentials', 'Home', 'Notifications', 'My Favorites', 'California', 'Help and Training', 'James's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is located on the right side of this bar.

The main content area has a breadcrumb trail: 'Home > Authorizations & Referrals > Auth/Referral Dashboard'. There is a 'Need help? Watch a demo about the Auth/Referral Dashboard.' link. Below the breadcrumb is the title 'Authorization/Referral Dashboard' with 'AR' in a red box. To the right of the title are 'Feedback' and 'New Request' buttons.

The dashboard displays a list of authorization requests. The table has the following columns: Status / Last Updated, Certificate Number, Patient, Payer, Type, Submitted, and Actions. The first two rows are marked as 'Pending Action' (yellow background) and the last two as 'Approved' (green background). Each row includes a patient name, ID, and DOB, and a warning icon (triangle with exclamation mark) under the 'Type' column.

Status / Last Updated	Certificate Number	Patient	Payer	Type	Submitted	Actions
Pending Action Yesterday	M4274368	CO, VICTORIA 40070436501 DOB: 07/04/1955	SCAN HEALTH PLAN	Authorization Outpatient 	10/15/2025	
Pending Action 2 days ago	M5938545	PORTER, ZACHARY 40070436401 DOB: 07/04/1955	SCAN HEALTH PLAN	Authorization Outpatient 	10/14/2025	
Approved 2 days ago	M4273175	JOHNSON, SOFIA 40070436301 DOB: 07/04/1955	SCAN HEALTH PLAN	Authorization Outpatient	10/14/2025	
Approved 2 days ago	M1465357	EVANS, WAYNE 40070436201 DOB: 07/04/1955	SCAN HEALTH PLAN	Authorization Outpatient	10/14/2025	

- Not just limited to SCAN
- Not real time, but you can get a real time status by clicking on the Authorization
- Only displays Authorizations that were created in Availity

This is test data, and no PHI is displayed

Payer Spaces

Each Payer has their own Payer Spaces where you can access Payer specific resources (documentation) and applications.

The screenshot displays the SCAN Health Plan Payer Space interface. At the top, a navigation bar includes 'Availity essentials', 'Home', 'Notifications', and 'My Favorites'. Below this, a menu shows 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A dropdown menu for 'SCAN Health Plan' is open, showing the SCAN logo and a heart icon. The main content area features the SCAN logo and a welcome message: 'Welcome to the SCAN provider portal. We believe that sharing information is one way to ensure that we're providing our members with the best possible care.' Below the message is a search bar with the text 'Start typing to search this payer space...' and a 'Search' button. The interface also includes tabs for 'Applications', 'Resources', and 'News and Announcements', with a 'Sort By' dropdown set to 'Newest'. A disclaimer states: 'THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!'. The 'Filter By Category' section lists various categories with checkboxes and counts: Resource Documents (15), SCAN Provider Today Newsletter (14), Claims (5), Provider Compliance Resources (7), Provider Information (7), 5 Star (4), Other (4), SCAN Guides (3), SCAN Guidelines (3), Provider Eligibility and Claims Transactions (2), SCAN Manual (2), Authorization (2), Utilization Management (1), Clinical (1), Provider Portal Resources (1), and SCAN Handbook (1). The main content area displays a list of resources, including 'Notice to Contracted Providers', 'September 2025 Provider Today Newsletter', '2025-2026 Employer Group Waiver Plans', '2026 SCAN Benefit Grid', 'August 2025 Provider Today Newsletter', 'SCAN Community Supports', 'Enhanced Care Management (ECM-Like)', 'July 2025 Provider Today Newsletter', and '2024-2025 Employer Group Waiver Plans'. Each resource entry includes a heart icon, a title, a brief description, and a date.

Appendix

Authorization Request

Request Details [Dashboard](#) [New Request](#)

✓ Add Service Information >

→ Add Attachments

Upload Clinical Documents
Add up to 50 attachments.

Drag & Drop Files Here
OR
Browse Files

[Choose Files](#)

Image files, Documents & PDFs - 9 MB

[← Back](#) [Submit](#)



Request Details [Dashboard](#) [New Request](#)

Print

✓ **Result** Ref: M5883274

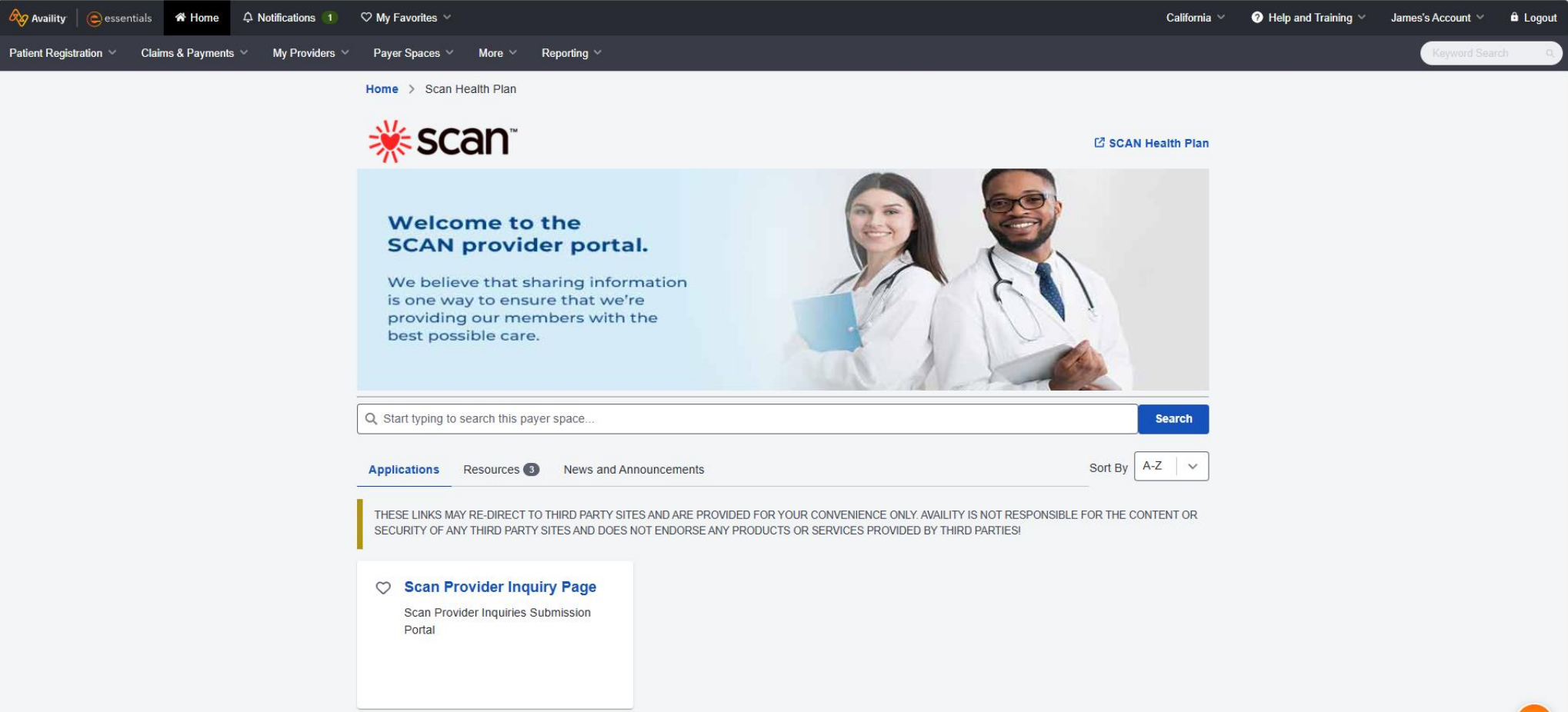
Status	Reference Number	Transaction ID
Contact Payer	M5883274	492335

Thank you for your prior authorization request. Fax supporting documentation including but not limited to; History & Physical, MD notes, PT/OT notes, and discharge plan (if applicable) to 800-411-0671 with your contact information.

SCAN HEALTH PLAN
Outpatient Authorization
SCAN Health Plan

- At this point you may be taken to MCG to complete the assessment, if not, you can attach documentation submit
- After you complete the MCG assessment you will be brought back to this screen

Claims Inquiry



The application is accessed from the SCAN Payer Spaces

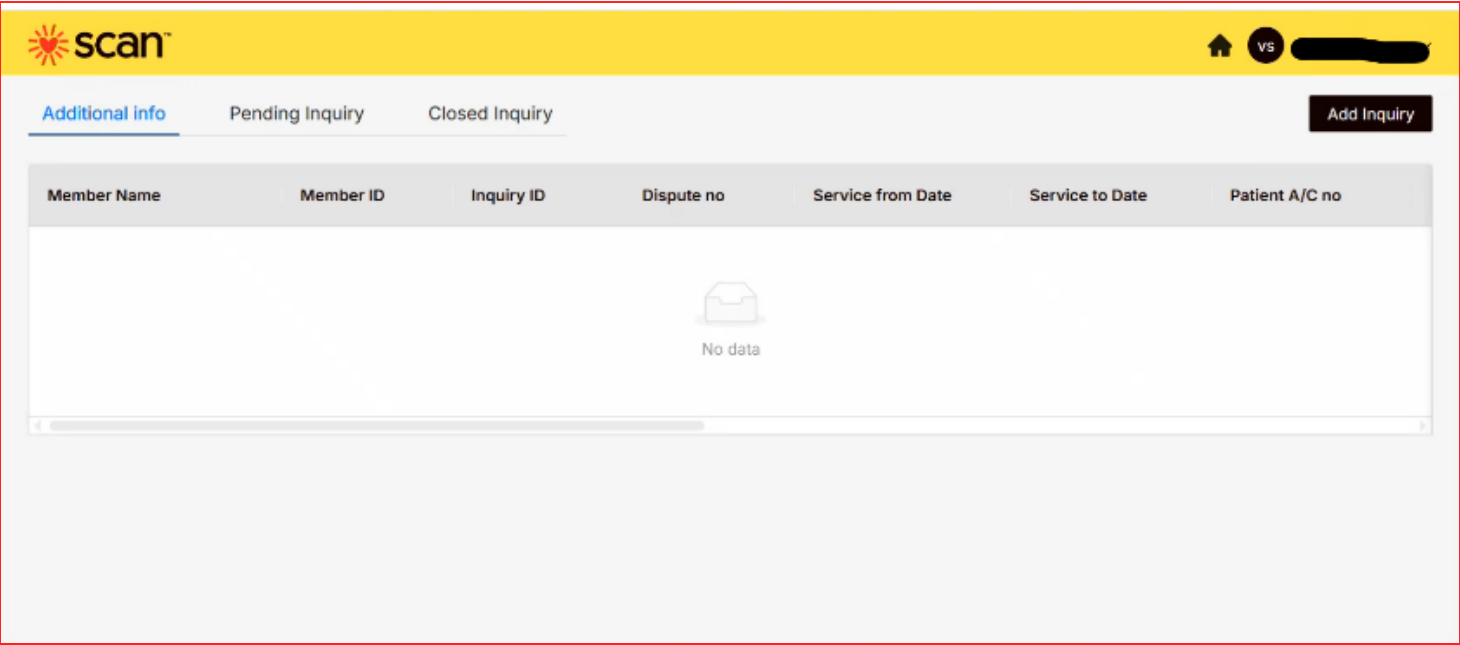
Claims Inquiry

- System should open Scan Provider Inquiry Page and User selects Organization and provider from it and Click on Submit.

The screenshot displays the Availity user interface for the Scan Provider Inquiry Page. The top navigation bar includes the Availity logo, 'essentials', a home icon, a notification bell with a '1' indicator, 'My Favorites', a location dropdown set to 'California', 'Help & Training', a user profile for 'Harish Kumar's Account', and a 'Logout' button. A secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'Clinical', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area is titled 'Scan Provider Inquiry Page' and contains a form with two dropdown menus. The first dropdown, 'Select an Organization', is populated with 'SCAN Health Plan Claim Status (Tax ID: 953826037)'. The second dropdown, 'Select a Provider', is populated with 'TACHIBANA, MIKIO (NPI: 1598721227 • Tax ID: 159872122)'. Below the form, a warning message states: 'You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.' At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

Claims Inquiry

- System should open and login to Custom Portal in another window with same user login details.
- Home Page displays 3 tabs Additional Info (If any information required for any Inquiry will be reflected here), Pending Inquiry (New/In-Progress Inquiries will be displayed here, Closed Inquiry (All closed/completed Inquiries will be displayed here).



Claims Status

Home > Select > Search Need Help? [Learn More](#)

cs Claim Status Give Feedback

Organization: SCAN Health Plan | Payer: SCAN HEALTH PLAN

HIPAA Standard

Fields marked with an asterisk * are required.

Provider Information

* Is the provider the same as the organization name?

Yes No

Select a Provider : Select... | * Provider NPI :

* Provider Tax ID :

Patient Information

Select a Patient : Select... | clear

* Member ID :

* Patient Last Name: | * Patient First Name:

* Patient Date of Birth: mm/dd/yyyy | Patient Gender: Select...

Patient Account Number : unknown | Patient's Relationship to Subscriber: Self

Claim Information

* Service From Date: mm/dd/yyyy | * Service To Date: mm/dd/yyyy

Claim Number : | Claim Amount:

Institutional Bill Type

Facility Type : Select... | Frequency Type : Select...

Claim Status Version 3.0

Eligibility and Benefits Check (E&B)

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More | Keyword Search

Search | My Patients Only | Status | Need Help? Watch a demo about Eligibility and Benefits | + New Request

Eligibility & Benefits

* is a required field.

* Organization: SCAN Health Plan | * Payer: SCAN HEALTH PLAN

Provider Information

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

Provider: [Dropdown]

Search for a provider by name, NPI, tax ID, taxonomy code, or address

Provider NPI: [Text] | Provider Tax ID: [Text]

Organization or Provider Last Name: [Text] | Provider First Name: [Text]

Clear Section

Standard Availability
E&B screen

Top half of screen



Eligibility and Benefits Check (E&B)

Search [] My Patients Only Status [] Need Help? Watch a demo about Eligibility and Benefits + New Request

No Patient History

Patient Information

Single Patient

Patient Search Option []
Patient ID, Patient Last Name, Patient First Name, Date of Birth []

* Patient ID []

* Patient Last Name [] Suffix []

* Patient First Name [] * Date of Birth [mm/dd/yyyy]

Patient Gender [Select...] Patient's Relationship to Subscriber [Self]

Service Information

* As of Date [10/17/2025]

* Benefit / Service Type [Health Benefit Plan Coverage - 30 x] clear

Submit another patient [Submit]

Member ID,
First Name,
Last Name &
Date of Birth
are required

You can enter multiple members. This means that you don't have to reenter the Plan and Provider details

Bottom half of screen



Authorization Inquiry

You can get the status of prior authorizations that were not entered in Availity and are not on the dashboard

Authorization/Referral Inquiry

[Give Feedback](#) [Go to Dashboard](#) [New Request](#)

SELECT A PAYER

Organization ·

Payer ·

Request Type ·

PATIENT INFORMATION SHOW OPTIONAL FIELDS

Select a Patient (Enter one or more to search: patient name (first or last), DOS, or Member ID.)

Member ID ·

Patient First Name · Patient Last Name ·

Patient Date of Birth ·

REQUESTING PROVIDER Show Optional Fields

NPI ·

SERVICE INFORMATION SHOW OPTIONAL FIELDS

Authorization or Referral Number ·

Form Data Test Suite: Essentials Payer Settings v0.101.0

Authorization Request

A **Authorizations** Give Feedback Go to Dashboard New Request

SELECT A PAYER

Organization *
SCAN Health Plan

Template(s) optional [Manage Templates](#)
No template selected

Select a template from the list or continue with Payer and Request Type fields.

Payer *
SCAN HEALTH PLAN

Request Type *
Outpatient Authorization
Inpatient Authorization
Outpatient Authorization

Next

- You can request Outpatient and Inpatient Authorizations
- All Inpatient Requests require an Authorization

Authorization Request

Start Request [Dashboard](#) [New Request](#)

Procedures Details
* Search and add at least 1 and up to 16 procedures.

NEW PROCEDURE ✕

* Type Select A Procedure

1 of 16

* Service Start Date


Requesting Provider
* A valid provider is required.

ADD A REQUESTING PROVIDER [Show Manual Entry](#)

* Provider Type Find a Provider

Patient Information
Search patients within the providers network by name, date of birth, and their Member ID.

* Subscriber Member ID * Patient Date of Birth * Patient Last Name * Patient First Name



Scan Health Plan
Outpatient Authorization
SCAN Health Plan

Requesting Provider search is standard
Availity search that links to Availity data.
This is set up and maintained by the
User/organization

Authorization Request

Request Details Dashboard New Request

→ Is Auth Required Result Print

The code(s) entered **do not** require prior authorization at this time. Reimbursement is subject to:

- Documentation supporting services rendered per Medicare guidelines.
- Verification of eligibility at the time services are provided.

Click here to view [SCAN's Prior Authorization list](#).

If you want to continue the request, please call: **800-250-9048**.

Availity will check the CPT code and network status and make a determination if Auth is required

Authorization Request

→ Add Service Information

Service Information

* Service Type:

* Place of Service:

* From Date:

* To Date:

* Quantity Type:

* Quantity:

Diagnoses

* Add up to 12 diagnoses. (primary first)

NEW DIAGNOSIS

Select A Diagnosis

Start typing a code or keyword

Add Diagnosis

1 of 12

Rendering Providers & Facilities

* Add a combination of up to 14.

ADD A SERVICING PROVIDER

Provider Type:

Find a Provider:

Add Provider

ADD A FACILITY

Provider Type:

Add Facility

scan

Scan Health Plan
Outpatient Authorization
SCAN Health Plan

Start an Authorization

Is Auth Required Result

Add Service Information
In Progress

KING, ADA
Female Born 07/04/1955

Member ID: 40070436101
Group Number: H5425ISNP

← Back Continue →

You can search for Rendering and Facility by NPI and it will display, network status, specialty and addresses