

## New look to Claim Status and Secure Messaging on the Availity Portal

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### Claim Status changes

You will now see updates to the claim status screens on the Availity Portal.

Use the **Go To** menu on the patient eligibility and benefit detail page to navigate seamlessly to the new look. The new claim status look includes color coded patient ID cards and easy to read claim detail.



### Secure Messaging changes

A new **Actions** menu on the updated Claim Status page will be used to access the Secure Provider Messaging tool. The link *"Do you have a question about this claim?"* will no longer be available with the new claim screen. You can also use the **Actions** menu to edit or print the claim screen.



More information is now available in the Availity Learning Center. Access the training demo through Help & Training | Get Trained from the Availity Portal. Type **Claim Status - Training Demo** in the learning center's search field to locate the course and enroll.

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<https://providernews.anthem.com/georgia/article/new-look-to-claim-status-and-secure-messaging-on-the-availity-portal>

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