

Indiana Provider Communications

New service types added to Availity

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Enhancements have been made to the Availity Portal that will now allow you to access more service types when using the Eligibility and Benefits Inquiry tool and will also allow us to share even more valuable information with you electronically.

You may have already noticed new additions to service types, including:

- Medically related transportation
- Long-term care
- Acupuncture
- Respite care
- Dermatology
- Sleep study therapy (found under diagnostic medical)
- Allergy testing

Note, although there is an extensive list of benefit types available when submitting an eligibility and benefits request, these types do vary by payer.

Here are some important points to remember when selecting service types:

- The benefit/service type field is populated with the last benefit type you selected. If you don't see a specific benefit in the results, submit a new request and select the specific benefit type/service code.
- You have the ability to inquire about 50 patients at one time using the Add Multiple Patients feature.

<https://providernews.anthem.com/indiana/article/new-service-types-added-to-availity-7>

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