

# Support for issues with Availity

**Important:** If you submit transactions through a clearinghouse and have questions regarding transactions that are then routed to Availity, please contact your clearinghouse directly. If your clearinghouse is unable to directly assist, they will reach out to Availity on your behalf.

## Who do I contact for my issue?

### Contact your Availity administrator for these issues:

- You do not see something in the Availity Portal menu to which you expect access
- You are a new user and cannot log in to Availity Portal
- If you have been using a shared or inherited user account

**Note:** Especially when you need to enroll in 2-step authentication, you will need to have your own Availity user account, one that is unique to you, and not share your credentials with anyone else at your office.

### Contact the vendor for your PMS, HIS, or other system for these issues:

- If you are an administrator and you are setting up your office to use EDI through Availity and coordinating with the vendor to establish the level to which you want to integrate Availity with your system
- Issues you cannot resolve related to errors in loops, segments, and data elements in your system, often identified in an acknowledgement file received from Availity or another clearinghouse
- Errors such as PA03 that involve a problem with your system's ability to configure the loops, segments and data elements in batch files, to match Availity's requirements

**Note:** If you don't have a vendor or have not been able to resolve the issue with your vendor, contact Availity Client Services.

### Contact Availity Client Services for these issues:

- HIPAA-related errors that you cannot resolve, which usually display in a pop-up window
  - Most recurring AV or PA errors
- Note:** In the case of PA03 errors, contact the vendor for your PMS, HIS, or other system first. If you don't have a vendor, contact Availity Client Services.
- Difficulty interpreting EDI errors
  - Problems with links or other technical problems with Availity
  - When you need to set up new users and the administrator listed for your user account no longer works at your company
  - Any other problems with which other resources listed here cannot assist you

**Important:** If you do not have a registered user account with Availity and have questions regarding transactions submitted to Availity, please contact your Availity administrator and ask them to create an Availity account for you. Availity Client Services is only able to discuss transaction data with registered users.

## How do I contact Availity Client Services?

Once you've determined that Availity Client Services is the best resource for your issue, you can contact them in any of the following ways:

- **Eticket** (preferred method) – Log in to [Availity Portal](#) and then go to **Help & Training > Availity Support > Contact Support** to submit an eticket at any time of day. An Availity Client Services agent will respond during Availity's normal business hours.
- **Chat** – Log in to [Availity Portal](#) and then go to **Help & Training > Availity Support > Contact Support** to chat with an available Availity Client Services agent
- **Phone** – 1.800.AVAILITY (282.4548) between the hours of 8:00 a.m. EST to 8:00 p.m. EST

Before contacting Availity Client Services, make sure you have the following information available:

- Tax ID of the Organization
- CID (Customer ID)
- Organization name

**Tip:** Additional information that will assist the Availity Client Services agent in quickly resolving an issue:

- If you call about a registration you initiated with Availity, have your application ID handy
- If you call about an EDI file or a transaction, having specific details, screenshots, and/or any error messages you received about the transaction can be extremely helpful