

Availity Essentials Auth Inquiry Expansion

(For Providers doing business with Centene health plans)

Currently, Availity displays authorizations submitted via its portal on the Authorization Dashboard.

Providers use the Authorization Inquiry application available within Availity to locate authorizations submitted via other intake methods.

Existing auth inquiry functionality

- Limited to searching by Authorization Number
- Only allows one authorization to be retrieved at a time

New release (Effective 08/18/2025)

- Removes the Authorization Number restriction
- Allows providers to search for multiple authorizations at a time

Why it Matters

- Enhances provider efficiency and reduces search abrasion

NEW AUTH INQUIRY FUNCTIONALITY OVERVIEW

1. Multiple Auth Results Returned

- Based on **matching NPI & Tax-ID** (Requesting or Servicing provider)
- Includes **Cancelled** Authorizations

2. Search by Member Information and Date Range

- No longer limited to Authorization Number
- **From Date:** Start date of auth search window
- **To Date:** Max 30-day span, up to **18 months back**



IMPORTANT

If provider information cannot be found on authorization, results will not be returned as NPI & TIN will be required for matching logic.

INQUIRY METHOD OPTIONS (Dropdown in Availity UI Effective 08/18/2025)

METHOD 1: Authorization Number (NPI + Auth Number Search)

- **Clinic or Facility NPI** (Required)
- **Service Information** (ALL Required)
 - ▶ Authorization Number (*primary identifier for this method*)
 - ▶ From Date
 - ▶ To Date

Note: To Date will become optional effective 09/20/2025

METHOD 2: Member ID (Member + Provider Search)

- **Patient Information** (ALL Required):
 - ▶ Member ID, First Name, Last Name, Date of Birth
- **Requesting Provider:**
 - ▶ Required: Role code (Provider or Facility), NPI
 - » Embedded NPI search (select correct NPI & TIN)
 - » Manual entry allowed if no results (Requesting Provider Role, NPI, Tax ID, Contact Name, Contact Phone – ALL Required)
- **Service Information** (ALL Required):
 - ▶ From Date
 - ▶ To Date (Max 30-day span, **up to 18 months back**)

Availity Portal Navigation assistance



Contact Availity Client Services (ACS) at **1-800-282-4548**.

Assistance is available on weekdays, 8:00 a.m. to 8:00 p.m. ET (excluding holidays).