Enhancing the Claims Experience in Availity Essentials

Managing claims in Availity Essentials is about to get easier.

Beginning this December, you'll have access to new claims tools and self-service options designed to support claim disputes/reconsiderations, document access and supporting documentation needs.

Expanded claims tools

- **Submit claim disputes/reconsiderations***
  You'll be able to submit claim disputes/reconsiderations through Availity Essentials and access information related to your requests.
- **Access determination letters and supporting documents**
  You'll be able to download determination letters and notices, as well as access previously submitted attachments directly within Availity Essentials.
- **Submit more supporting documentation**
  You'll have greater flexibility when submitting supporting documentation thanks to an expanded total attachment capacity of up to 600 MB, while continuing to support up to 10 files per request at up to 60 MB per file.

Benefits

With these enhancements, you can:

- Submit and manage claim disputes/reconsiderations.*
- Access determination letters and previously submitted attachments.
- Review information related to your dispute/reconsideration requests.
- Submit larger sets of supporting documentation in a single request.

Join a no-cost live training session

To help you get the most from these enhancements, Availity will host several live training webinars highlighting the new tools.

Training dates

Save the date for one of our upcoming trainings. Registration will be available mid-November.

- Tuesday, Dec. 8, 2026, noon to 1 p.m. ET
- Thursday, Dec. 10, 2026, 1 to 2 p.m. ET

If you cannot attend a live session, a recording will be available afterward so you can access the training at a time that works best for you.

PA Health & Wellness, Wellcare and Ambetter Health are affiliated products serving Medicaid, Medicare and Health Insurance Marketplace members in the state of Pennsylvania, respectively. The information presented here is representative of our network of products. If you have any questions, please contact Provider Relations.

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Access requirements
Access to the new claim dispute/reconsideration tools requires the Claim Status role. Contact your organization's Availity administrator for assistance.

* For Ambetter Health and Wellcare plans, providers can submit both claim disputes/reconsiderations and appeals through Availity Essentials.