Quick Start Guide - Maternity

This application gives providers a way to notify specific health plans about pregnant members, and to provide additional information such as estimated due date and prenatal and postpartum visits.
We recommend these steps to get started. Participating payers vary. Application interfaces might differ.

Get access

Your organization's Availity Portal administrator can set up your user account and access (roles and permissions). For contact information, log into Availity Portal and select **My Administrators**. A user must have the **E&B** role to identify the member as being pregnant. Once that occurs, other users with **Office Staff** or **Medical Staff** roles can access the Maternity work queue.

Use the application

In Availity Portal, select Payer Spaces and then the payer's logo. In the Applications tab, select the Maternity option. In the Maternity Work Queue, you can use intuitive filter and search options or scroll through individual patient cards.

Availity Administrators

Log in to Availity Portal and select **Add User** to add new users or **Maintain User** to make changes to existing user accounts. When you get to the Roles page, select **Office Staff** or **Medical Staff** to give the user access to Maternity and the **Eligibility and Benefits** role to run E&B requests.

Tip: Select **More Info** next to a role on the Roles page to learn about permissions for that role.

E&B Application

(a) It starts when providers within the specified service types complete an E&B inquiry.
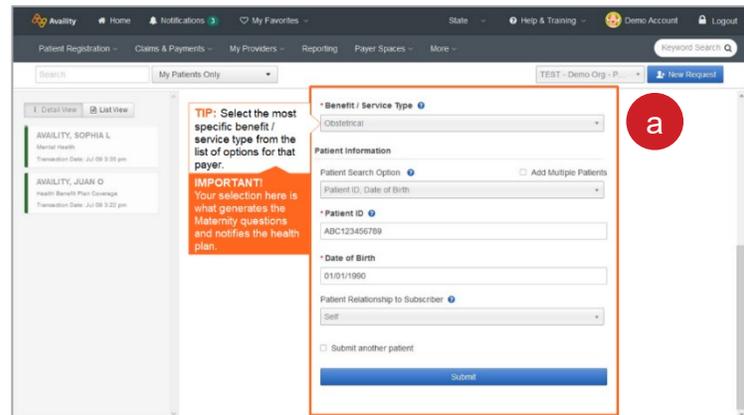
CERTAIN PROVIDERS
Providers using the Availity Portal include organizations that registered with Availity as Physician Practice, Multi-Physician Practice, Hospital, IPA, Ambulatory Surgical Center, or Home Healthcare.
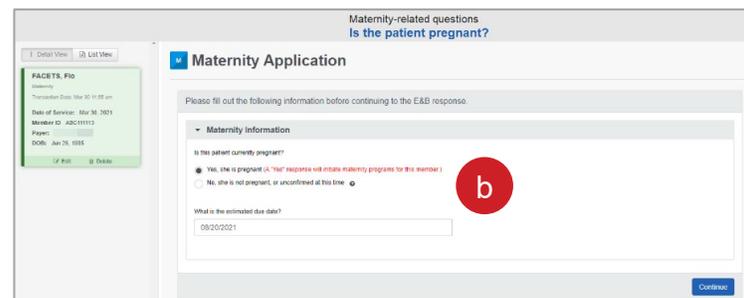
E&B INQUIRY MEETING CERTAIN CRITERIA
When a Benefit Service Type requested is for gynecological, maternity, obstetrical, or obstetrical / gynecological AND the patient is female between the ages specified by the payer organization at the time of the inquiry, the E&B inquiry meets the criteria to generate the maternity question.

(b) A question displays asking if the member is pregnant. The user must answer yes or no before continuing. If they answer yes, they can enter the estimated due date if it is known. From there, an entry is created in the maternity work queue.

 | Updated 10/12/2021
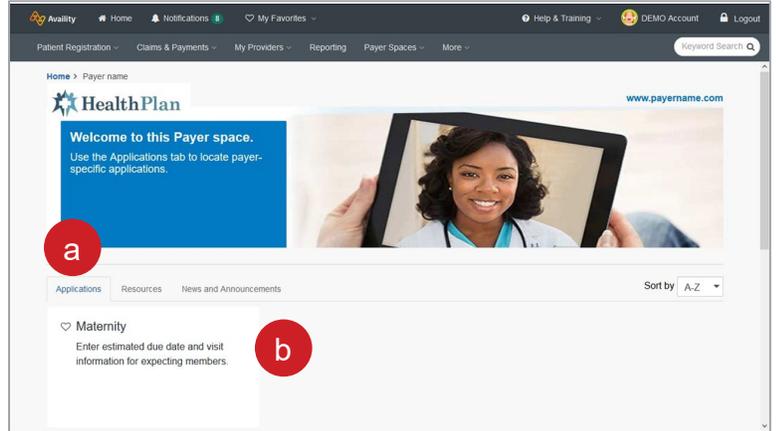
Access the Maternity Application

Select **Payer Spaces** (a) from the main menu and then the payer's logo (b).

NOTE: The list of payer logos varies by region.
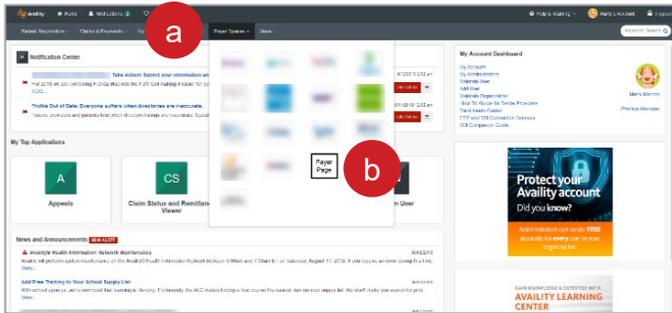
From the **Applications** tab (a) on the Payer Spaces page, select **Maternity** (b).

NOTE: Location of the Maternity tile/link varies depending on the number of applications in your list.
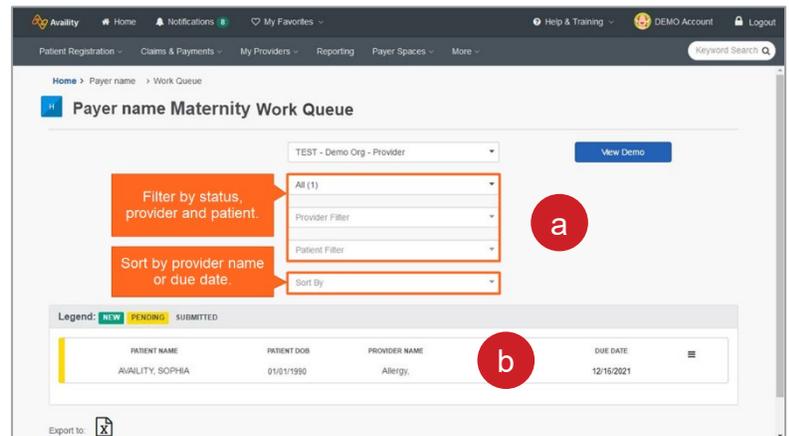

Maternity Work Queue

This is an example of a Maternity work queue page. Forms are color-coded by status.

- **Green** – NEW
- **Yellow** – PENDING
- **Gray** – SUBMITTED

(a) You can **filter** the list by status, provider, and patient. You can also **sort** the list by provider name or by expected due date.

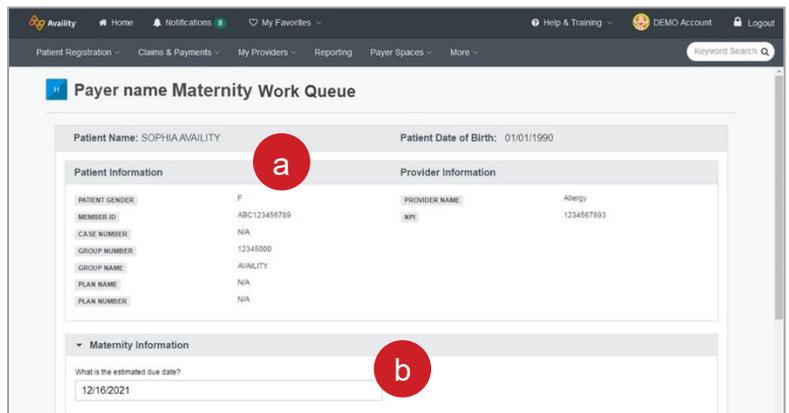(b) Select a row to open the maternity form for that patient.

Use the Maternity application

This is an example of a Maternity form. Sections vary by patient and information previously entered.

(a) Patient information provided by the health plan.

(b) Enter or update the Estimated Due Date.

(c) The form is dynamic, meaning that it changes as you select and complete fields. The staff cannot complete the section and submit it unless all required fields are completed.

(d) Note that as you complete the form, you can choose to 'Save and Continue Later'.

(e) And, if at any point you select the checkbox to indicate that the pregnancy ended or the baby was delivered prior to 20 weeks, you can complete the 'Submitted By' section (next image) and submit the form.
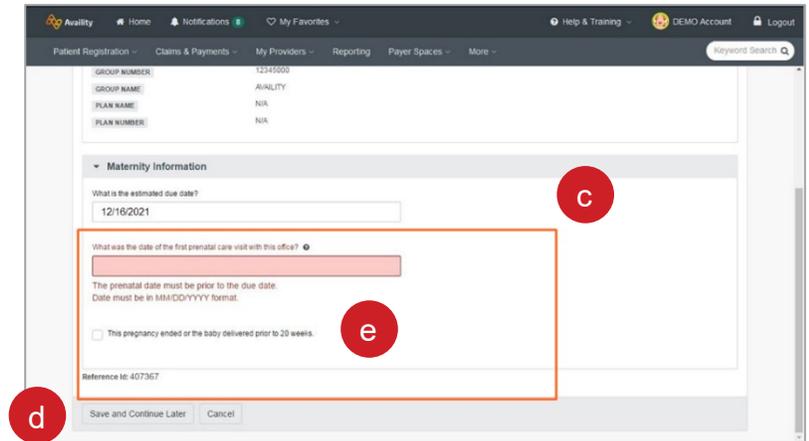

Once all required fields are completed

- Estimated Due Date
- Prenatal Visit Date
- Delivery Date
- Postpartum Visit Date
- (or check box for an early delivery)

(a) The 'Submitted By' section is ready to fill out. You would enter the Name of the Office Contact and the Contact Phone Number.

(b) At this point you could still opt to 'Save and Continue Later'.

(c) But, since the form is now complete, click 'Submit' to send the form and information to the health plan.
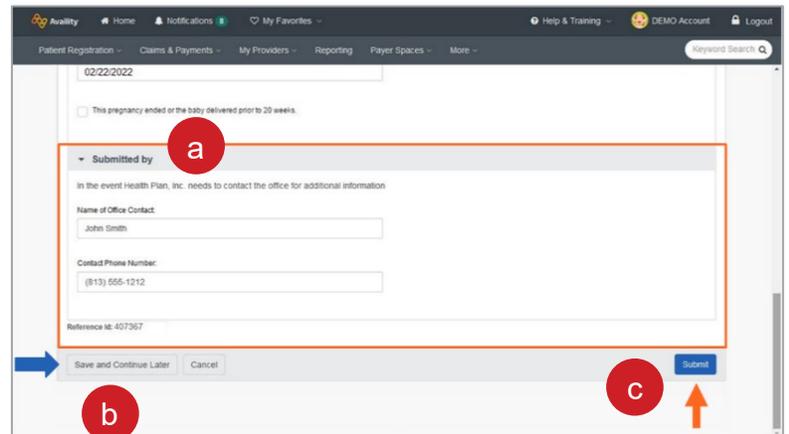
Help, Training and Support in Availity Portal

Help	Training	Support
Select **Help & Training	Find Help**. Search by keyword or the payer's name.	Select **Help & Training	Get Trained**. Search the course catalog by keyword maternity to locate the Maternity – Training Demo.	Select **Help & Training	Availity Support** to access online support ticketing and online chat. Or, call 1.800.AVAILITY (282.4548).