



# Provider Insider

Keeping you informed



## To Our Valued Providers,

In an effort to provide healthcare that is simple, seamless, personal, and more affordable, AvMed is updating its systems to create efficiencies, enhance resources, and provide the foundation for improved capabilities that will best allow us to continue to deliver on our mission, "We Improve Health Every Day," for our Providers, Members and the communities we serve.

Providers will gain access to a new portal experience with Availity starting in 2025. Availity Essentials is a multi-payer portal where Providers can check eligibility and benefits, manage claims, and more to streamline their work. Many of our Providers are already using Availity with other payers that they are contracted with and are familiar with its ease of use.

To make this as seamless as possible, Providers who are not currently registered with Availity should create accounts ahead of 2025 for a smooth transition to the new portal. Providers already working in Availity Essentials will continue to use their current accounts. Details on the new portal functionality will follow.

Rest assured that Providers will continue to have access to AvMed's email and phone support for any questions that need to be addressed.

Thank you for your continued partnership.

Provider Service Center:

**Email** [Providers@AvMed.org](mailto:Providers@AvMed.org) or

**Call** 800-452-8633

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