CountyCare's Transition to Availity Essentials
Provider Frequently Asked Questions

As one of the nation's largest health information networks, Availity facilitates billions of clinical, administrative and financial transactions annually. **Effective 4/21/26,** Availity will become the multi-payer provider portal for CountyCare.

Why is CountyCare partnering with Availity?
Availity Essentials provides a singular provider experience for checking eligibility and benefits, managing claims and completing other secure administrative tasks for CountyCare. CountyCare is partnering with Availity to make transactions easier and simpler and reduce administrative burden.

What is Availity Essentials?
Availity Essentials is an online, multi-payer portal that gives providers, hospitals and other health care professionals access to multiple payer information with your own secure user ID and password.

How do I register with Availity?
To get started with Availity, your organization must first designate an administrator for your office. The administrator is required to register the organization and will be responsible for adding new users to the group's account.

If you are the administrator for your organization, you need to register for a new user account. Visit Availity's website and select **Get Started** in the top right.

Select **Create Account**. For registration training, refer to Availity's provider registration training site.

Availity also offers a **reference guide** for new users, available here.

For additional **registration support**, contact Availity Client Services at 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday.

Is Availity Essentials free?
Providers can transact with sponsoring health plans on Availity Essentials for free.

Does Availity offer training for new users?
Availity provides many training resources for new users to help you work with CountyCare on Availity Essentials. After logging into Availity Essentials, select **Help & Training** > **Get Trained** to access live and recorded webinars.