Availity Lifeline Migration Process

Step	Action	Predecessors	Owner
A	**Assign Point of Contact (POC) for the Customer who will be the owner of tasks and responsible for communicating with PracticeHwy throughout this project.**		**Customer**
1	Immediately stop submitting claims through eIVF, until this project is completed and customer has received notification from PracticeHwy that Availity Lifeline Solution has been enabled.		Customer
2	Register clinic with Availity through this link: https://www.availity.com/availity-lifeline-self-serve-resources		Customer
3	Notify PracticeHwy once registration is complete by creating a support ticket titled "Availity Confirmation". Include the name of the Customer's POC and related contact information. *Contact Availity to get the SFTP Credentials*	2	Customer
4	PracticeHwy will send a Statement of Work (SOW), SFTP Credentials Form, and Availity Readiness Checklist that must be completed, signed, and returned to proceed with this project.	3	PracticeHwy
5	Customer completes, signs, and returns SOW, SFTP Credentials Form, and Availity Readiness Checklist. Must submit completed Availity Readiness Checklist through the assigned eIVF Support ticket for this project.	4	Customer
	Customer will be placed in the queue and implemented on a first come, first serve basis.		PracticeHwy
6	Customer provides server access and server credentials to PracticeHwy.	5	Customer
7	PracticeHwy confirms all documentation, server access, and SFTP connection.	6	PracticeHwy
8	a. If server access and SFTP connection is working appropriately, PracticeHwy will proceed with the setup of Availity services. b. If server access, SFTP connection, and contact with Clinic IT is not established, then the project will be pushed to Step #5.	7	Customer / PracticeHwy
9	PracticeHwy to setup Availity services on Customer's server.	8a	PracticeHwy
10	Once Availity services are setup, PracticeHwy will notify Customer (through the assigned ticket) to submit 5 claims to test and confirm connection.	9	PracticeHwy
11	Customer submits 5 claims. Customer informs PracticeHwy (through the assigned ticket) of when the claims are processed.	10	Customer
12	PracticeHwy will verify connection and SFTP acknowledgements.	11	PracticeHwy
13	a. If all 5 claims are rejected, PracticeHwy will review in partnership with Customer and Customer's IT. b. If at least 1 claim is "accepted" by Availity and the others are rejected, the project moves to Step #14 as connection is established and working as expected. Then, the Customer must independently review the rejected claim(s), troubleshoot, and resubmit. If the Customer needs assistance, they will need to contact Availity to figure out why the claim was rejected.	12	PracticeHwy / Customer
14	**PROJECT COMPLETE.**	13b	