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NEW YORK Provider Communications

Availity Portal Notification Center

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Empire BlueCross BlueShield (“Empire”) is now using the Notification Center on the [Availity Portal home page](#) to communicate vital, time sensitive information. A Take Action call out and a red flag in front of the message will make it easy to see that there is something new requiring your attention.

The Notification Center is currently being used to notify you if there are payment integrity requests for medical records or recommended training in the Custom Learning Center. Select the Take Action icon to instantly access the custom learning recommended course.

For membership where the disputes tool is available, Availity will also post a message in the notification center when a dispute request you have submitted is finalized. Selecting the Take Action icon will allow easy access to your appeals worklist for details.

Viewing the Notification Center updates should be included as part of your regular workflow so you are always aware of any outstanding action items and can respond timely.

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URL: <https://providernews.empireblue.com/article/availity-portal-notification-center-2>

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