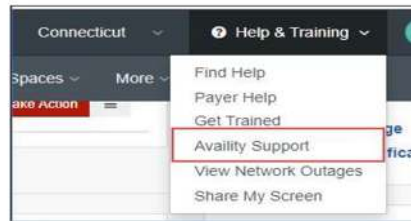


## Reporting Portal Issues (1 of 2)

### Availity Essentials Issues:

- Contact Availity Customer Service (ACS) at (800) 282 -4548
- Submit an ACS ticket by accessing Help and Training > Availity Support within the Availity Essentials Portal



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## Reporting Portal Issues (2 of 2)

### Payer Spaces / SSO Issues:

- Alert your Provider Service Representative, providing the following as applicable:
  - State & Line of Business
  - TIN/NPI
  - User ID & Email
  - Claim number(s)
  - SRA/Prior Auth number(s)
  - Member ID(s)
  - Issue detail
  - Screen Shots
  - Molina Legacy Portal user ID
    - This is the 'aka###' ID found in the upper right hand corner of the Molina Legacy Portal

Welcome, All Access User: aka734434572853 KY Log Out

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