

Claim Status Inquiry and Secure Messaging changes on the Availity Portal

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Beginning June 17, 2019, a new option will be available for Connecticut providers to check the status of an Anthem claim on the Availity Portal. The link under the Claims & Payments menu is titled 'Claim Status and Remittance Inquiry'. The ability to check on a claim using the legacy claim status inquiry tool will no longer be available as of that date.

You may also use the 'Go To' menu on the patient eligibility and benefit detail page to navigate seamlessly to the new look.

The new claim status look includes color coded patient ID cards and easy to read claim detail.

Secure Messaging Changes

A new Actions menu on the updated Claim Status page will be used to access the Secure Provider Messaging tool. The link 'Do you have a question about this claim?' will no longer be available with the new claim screen. You can also use the 'Actions' menu to edit or print the claim screen.

For more information on the changes, a Claim Status training webinar is coming mid-month. Access the training Enroll link by logging in to the Availity Portal and selecting Help & Training | Get Trained.

URL: <https://providernews.anthem.com/connecticut/article/claim-status-inquiry-and-secure-messaging-changes-on-the-availity-portal>

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