

Enhanced medical records submission process to support claims processing

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Anthem Blue Cross and Blue Shield (Anthem) now offers a full suite of options to assist with medical record submissions

To ease your administrative burden and recognizing your staff may be working remotely, we have increased the intake channels for required medical records supporting claim submissions.

Here are the options available to you

Leverage any of the following Availity-hosted channels for electronic claim attachment transmission:

- EDI Transaction: X12 275 Patient Information (version 5010)
 - Anthem supports the industry standard X12 275 transaction for electronic transmission of supporting claims documentation including medical records (pdf, jpeg, tif file types). Access your X12 275 companion guide for more details.
- Availity Secure Provider Portal Options
 - Direct Data Entry (DDE) – The direct data entry claim application allows you to upload supporting documentation for a defined claim (unsolicited process).
 - Attachments-New tool – Submit solicited or unsolicited supporting documentation for your claims
- Combined Capability

- Electronic Integrated Submission – Submit the claim via EDI 837 batch file and supporting documentation via x12 275
- Electronic and Portal Integrated Option – Submit claim via EDI 837 batch file and attach medical records via the Availity Portal Attachment-New tool.

Attend an Availity hosted webinar to learn more about all capabilities

Start your transition today!

Start now to adopt these new processes and experience the many advantages to using an electronic option for claim attachment submission. You may find you are able to use these new processes to replace your more manual processes of submitting supporting documentation via fax or US Mail.

Advantages:

- **Easy Submission** of medical documentation to include but not limited to:
 - itemized bills
 - medical records
 - discharge summaries
- **Less administrative burden** – medical records submitted electronically save an average of 4 minutes per record for staff vs. faxing or mailing your records in
- **Electronic acknowledgment with a transaction audit trail** – confirm delivery/receipt
- **Comprehensive history** – view past medical record submissions by your organization
- **Administrative Savings** – reduce your mailing expense and/or fax related expenses

Want to learn more?

1. Register for an upcoming webinar session
2. In Availity Portal, select **Help & Training > Get Trained.**
3. The Availity Learning Center opens in a new browser tab.
4. Search for and enroll in a session using one of these options.
 - In the Catalog, search by webinar title or keyword (medattach).

- Select the Sessions tab to scroll the live session calendar.

5. After you enroll, you'll receive emails with instructions to join the session.

September/October Webinar Dates

Date	Day	Time
September 10, 2020	Thursday	11: 00 a.m. – 12:00 p.m. ET
September 21, 2020	Monday	12:00 p.m. – 1:00 p.m. ET
October 7, 2020	Wednesday	4:00 p.m. – 5:00 p.m. ET
October 20, 2020	Tuesday	11:00 a.m. – 12:00 p.m. ET

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Featured In:

September 2020 Anthem Provider News - Indiana, September 2020 Anthem Provider News - Kentucky, September 2020 Anthem Provider News - Missouri, September 2020 Anthem Provider News - Ohio, September 2020 Anthem Provider News - Wisconsin

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