



An Anthem Company

## NEW YORK Provider Communications

### Enhanced medical records submission process to support claims processing

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Empire BlueCross BlueShield ("Empire") 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.
  - Electronic Integrated Submission – Submit the claim via EDI 837 batch file and supporting documentation via x12 275.
- 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.

*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?

#### **Register for an upcoming webinar session**

1. In Availity Portal, select **Help & Training > Get Trained**.
2. The Availity Learning Center opens in a new browser tab.
3. 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.
4. After you enroll, you'll receive emails with instructions to join the session.

#### **September/ October Dates**

Date	Day	Time
09/10/2020	Thursday	11:00 a.m. – 12:00 p.m. ET
9/21/2020	Monday	12:00 p.m. – 1:00 p.m. ET
10/07/2020	Wednesday	4:00 p.m. – 5:00 p.m. ET
10/20/2020	Tuesday	11:00 a.m. – 12:00 noon ET

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**Featured In:**

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