

## Explore the updates to the Medical Attachment tool

Published: Mar 1, 2019 - Administrative

Have you been using the medical attachment tool on the Availity Portal to submit solicited medical records in support of a claim? You will now find these changes that were recently introduced:

- Select the “**Attachment – New**” option to submit medical records when Anthem has requested additional information to process a claim
- To send a solicited attachment, now find the “**Send Attachment**” link on the top, right side of the page
- Expanded file size – each attachment can be up to 40 MB with a total of 80 MB as the file size limit
- Ability to submit an itemized bill

If you have not tried the **Medical Attachment tool** to submit electronic documentation in support of a claim, now is the time to give it a try! This tool makes the process of submitting requested medical records simple and streamlined. You can use your tax identification number (TIN) or your NPI to register and submit *solicited* (requested by Anthem) medical record attachments through the Availity Portal.

The existing Medical Attachment tool will not be removed from the Availity Portal immediately but users are encouraged to connect to the “**Attachment – New**” option for greater capabilities.

### How to access *solicited* medical attachments for your office

Availity Administrator: From **My Account Dashboard**, select **Enrollments Center>Medical Attachments Setup**, follow the prompts and complete the following sections:

Select Application>choose **Medical Attachments Registration**

Provider Management>Select **Organization** from the drop-down. Add NPIs and/or Tax IDs (Multiples can be added separated by spaces or semi-colons)

Assign user access by checking the box in front of the user's name. Users may be removed by unchecking their name

## Using medical attachments

Availity User, complete these steps:

Log in to [availity.com](https://www.availity.com)

Select **Claims and Payments > Attachments-New > Send Attachment Tab**

Complete all required fields of the form

Attach supporting documentation

Submit

## Need training?

To access additional training for this Availity feature:

Log in to the Availity Portal at [availity.com](https://www.availity.com)

At the top of any Availity portal page, click **Help and Training > Get Trained** (Make sure you do not have a pop-up blocker turned on or the next page may not open.)

In the new window a list of available topics will open. Locate and click **Medical Attachments**

Under the Recordings section, click **View Recording**

**URL:** <https://providernews.anthem.com/georgia/article/explore-the-updates-to-the-medical-attachment-tool>

### Featured In:

March 2019 Anthem Provider Newsletter - Georgia

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.

---