



An Anthem Company

NEW YORK Provider Communications

Find out in seconds why your claim denied

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Introducing self-service claim denial review on our secure provider portal.

Empire BlueCross BlueShield (“Empire”) wants to make your job easier — and that includes real-time solutions to claim denials. Through predictive analytics, we now have insight into the reasons for claim denial. We have taken that information and streamlined claim denial inquiries by making those reasons available to you digitally, through our secure provider portal.

Now, within seconds, you will know why a claim denied. We will also provide the steps needed so you can take action faster to correct the claim - getting you paid faster.

No more calls for updates or any unnecessary delays waiting for the explanation of benefit.

With little more than a click:

- Review a complete list of claims, including claims with proactive insights
- Learn the reasons for claim denial
- Access the information you need to move the claim forward

Predictive analytics and self-service claim denial information is just another way Empire is using digital technology to improve your health care experience.

From empireblue.com, use the **Log In** button to access our secure provider portal Availity.com. Go to **Payer Spaces** to access **Claims Status Listing**.

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URL: <https://providernews.empireblue.com/article/find-out-in-seconds-why-your-claim-denied-1>

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