



An Anthem Company

NEW YORK Provider Communications

Streamline Workflow with Medical Attachments Tool

Published: Jan 1, 2019 - Administrative

Has your office received a request for additional information to process a claim for a commercial Empire member? Those records can be submitted electronically using the **Medical Attachments** feature in your Availity claims processing portal.

The **Medical Attachments** feature makes submitting electronic documentation in support of a claim simple and streamlined. You can use your tax identification number (TIN) or your NPI to register and submit *solicited* (requested by Empire) medical record attachments through the Availity Portal.

How to Access *solicited* Medical Attachments for Your Office

Availity Admin, complete these steps:

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 www.availity.com

Select **Claims and Payments** > **Medical Attachments** >**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 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**

Need More Information?

For more information, contact your provider relations representative.

URL: <https://providernews.empireblue.com/article/streamline-workflow-with-medical-attachments-tool>

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January 2019 Empire Provider Newsletter

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