

Streamline workflow with solicited medical attachments

Published: Sep 28, 2018 - **State & Federal** / Medicaid

Has your office received a request for additional information to process a claim for an Anthem Blue Cross and Blue Shield Medicaid (Anthem) member? Those records can now be submitted electronically using the medical attachments feature on the Availity Portal. The medical attachments feature makes submitting electronic documentation in support of a claim simple and streamlined. You can use your TIN or your NPI to register and submit solicited (requested by Anthem) medical record attachments.

Our solicited medical attachments feature supports an unlimited number of document attachments for each submission and can handle .tiff, .jpg and .pdf attachments. Once your office receives a letter requesting additional documentation, you can send up to 10 attachments through the portal for each claim. The maximum file size is 10 MB per attachment, and file sizes larger than 10 MB can be split into smaller ones.

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 below sections.

Select **Application**, then choose **Medical Attachments Registration**.

Select **Provider Management**, then **Organization** from the drop-down list. Add NPIs and/or tax IDs. Multiples can be added separated by spaces or semicolons.

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 the Availity Portal at <https://www.availity.com>.

Select Claims and Payments > Medical Attachments > Send Attachment.

Complete all required fields on the form.

Attach supporting documentation.

Select Submit.

Need training?

To access additional training for this Availity feature:

Log in to the Availity Portal at <https://www.availity.com>.

At the top of any Availity Portal page, choose Help and Training, then 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 select Medical Attachments.

Under the Recordings section, select View Recording.

URL: <https://providernews.anthem.com/kentucky/article/streamline-workflow-with-solicited-medical-attachments>

Featured In:

October 2018 Anthem Kentucky Provider Newsletter

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.
