

Streamlined workflow for solicited medical attachments

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Has your office received a request for additional information to process a claim for a BCBSGa 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 tax identification number (TIN) or your NPI to register and submit *solicited* (requested by Blue Cross and Blue Shield of Georgia) 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 10MB per attachment and file sizes larger than 10MB 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 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 > Medical Attachments >Send Attachment** tab

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 availity.com

At the top of any Availity portal page, choose **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 catalog, click **Sessions**.

Scroll through **Your Calendar** to view the upcoming live events.

Tuesday, 08/14/2018, 3:00 p.m. to 4:00 p.m. ET

Wednesday, 08/29/2018, 12:00 noon to 1:00 p.m. ET

You can also search the ALC Catalog by a special keyword set up just for you. The keyword is **MEDATT**.

URL: <https://providernews.anthem.com/georgia/article/streamlined-workflow-for-solicited-medical-attachments>

Featured In:

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