

Your guide to submitting claims appeals online

This guide will give you steps on how to submit claim appeals online, and how to use Clear Claim Connection to verify code combinations.

Looking for information on claims submission? Log in to www.Availity.com to submit claims or view the status of a claim.

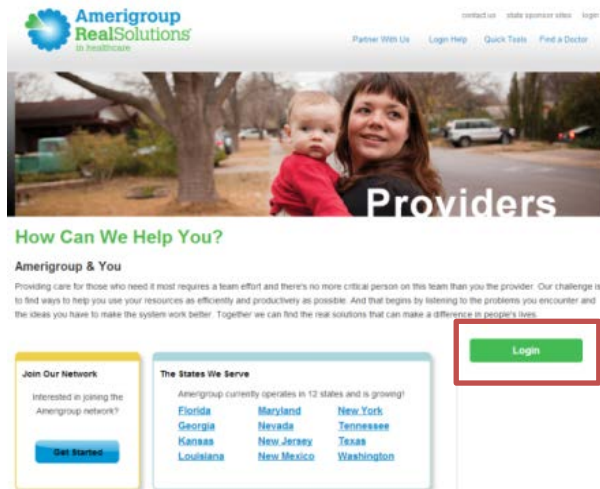
Accessing Amerigroup Iowa, Inc. claims transaction tools

Providers can access the claims transaction tools by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

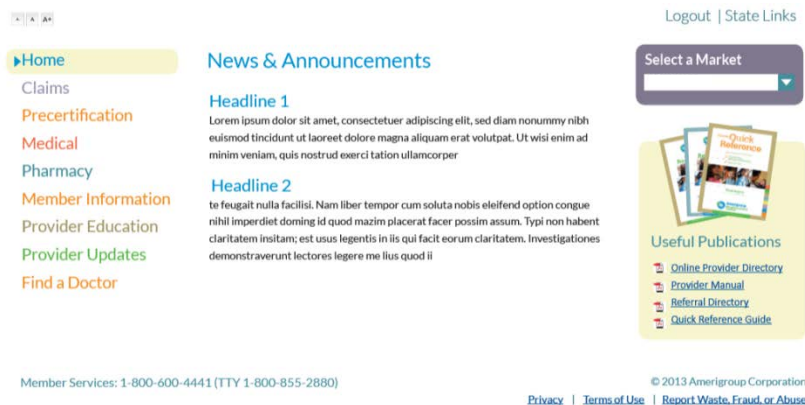
From the Amerigroup provider self-service website

If you are navigating to the claims submission tool from providers.amerigroup.com:

Click on *Login* and enter your Availity ID and password.



Select *Claims* from the left-hand navigation menu.



Select *Appeal Claim* from the left-hand navigation menu, and then *Go to Availity*.

The image shows a navigation menu on the left with the following items: Home, Claims (highlighted), Submit Claim, Check Claims Status, Appeal Claim (highlighted), Check Appeal Status, Forms, Electronic Data Interchange (EDI), Clear Claim Connection, Reimbursement Policies, Precertification, Medical, and Pharmacy. To the right, the 'Appeal a Claim' page is displayed, featuring instructions on how to appeal a claim and a yellow box with the text 'Go to Availity' and 'You are already logged in to your account.'

From the Availity website

If you are navigating to the claims submission tool from www.Availity.com:

Click on *Log in* and enter your Availity ID and password.

The image shows the Availity login page with fields for 'User ID:' and 'Password:'. There is a checkbox for 'Show password as I type' and a 'Log in' button. A red box highlights the 'Log in' button.

Select your state from the drop-down list in the top tool bar.

The image shows the Availity Admin Dashboard. The top navigation bar includes 'Home', 'User View', 'Free Training', 'Paper Resources', 'Knowledge Base', and 'Help'. A red box highlights the 'State' dropdown menu in the top right corner. The main content area is titled 'Admin Dashboard' and contains a 'Quick Links' section with three steps: 'STEP 1 Add User', 'STEP 2 Add Provider', and 'STEP 3 Add Enrollment'. Below this are buttons for 'My Users', 'My Providers', and 'My Organization'. There are also buttons for 'Add User', 'Manage Providers', 'Manage My Organization', 'Manage Users', and 'PCAFIA Change Form'. At the bottom, there are sections for 'Additional Enrollments' and 'Helpful Links'.

Appealing a claim

1. Query the claim in Avality.
2. Select the desired claim.
3. Within the *Claims Status Detail* page, go to the *Claims Appeal* section and click on *Request an appeal for this claim*.

The screenshot shows the Avality Claims Status Detail page. The page is divided into several sections: Eligibility and Benefits, Auths and Referrals, Claims Management (highlighted in green), Professional Claim, Facility Claim, Online Batch Management, BCSTX Medicaid Claims Appeal and Reconciliation Form, Avality Payer List, EDI File Management, Enrollments, Patient Care Summary, My Payer Portals, My Account, Reporting, Payer Support, and Account Administration. The main content area displays the Claim Level Status (Finalized/Payment The Claim/Line has been paid) and the Service Line Status table. The table has columns for From Service Date, To Service Date, Procedure Code, Revenue Code, Modifier, Quantity, and Billed Amount. The first row shows a claim with a billed amount of \$142.00. Below the table, there are status messages and remarks. At the bottom of the page, there is a 'Claims Appeal' link circled in blue, with the text 'Request an appeal for this claim' below it.

4. The system will leave Avality (accept the action), and you will be redirected to the *Claims Appeal Form I Provider Self Service*.

The screenshot shows the 'Appeal a Claim' form. The form is divided into several sections: Claim Details, Who is the contact for this appeal?, Please describe the reason for this appeal, Supporting Files, and a Submit Appeal button. The Claim Details section includes fields for Provider ID, Provider NPI, Provider Name, Provider Address, Provider City, Provider State, Provider Zip, Member ID, Member Last Name, Member First Name, Member Address, Member City, Member State, Member Zip, Member DOB, Date Of Service From, Date Of Service To, and Claim Type. The Who is the contact for this appeal? section includes fields for First Name, Last Name, Street Address, City, State (a dropdown menu), Zip, Phone, Fax, Email, and Preferred method of contact (a dropdown menu). The Please describe the reason for this appeal section includes a text area. The Supporting Files section includes a text area and a note: 'Attach any supporting documents for this request by selecting the file to attach below. You can attach up to 5 files for a total file size of 25 MB. Files must be formatted as: pdf, xls, xlsx, doc, docx, tif, or tiff'. There are 'Browse...' and 'Attach' buttons. At the bottom, there is a 'Submit Appeal' button.

5. Enter all of the required fields and click on *Submit Appeal* to submit the appeal form.

Clear Claim Connection

Amerigroup offers an online code auditing reference tool called Clear Claim Connection (C3).
C3:

- Mirrors our current code-auditing software.
- Evaluates code combinations the same way they are reviewed during adjudication of a claim.
- Allows you to access our claim auditing rules and the clinical rationale built into our code auditing software.

To use C3:

1. Select **Claims** on the **Tools** menu and then select **Clear Claim Connection**.
2. Choose your market and click the check box beside **I agree to the Terms & Conditions** to continue. *If you do not agree to the terms, you cannot use this tool.*
3. Enter the member's information, the procedure codes, modifiers (if any) and the date of service.
4. Click the **Review Claim Audit Results** button.

The screenshot shows the Clear Claim Connection web application interface. At the top, there is a blue header with the text "Clear Claim Connection™" and a red navigation bar with links for "McKesson Edit Development", "Glossary", "About", "Help", and "Logoff". Below the header, the main content area is white and contains the following elements:

- Gender: Male Female
- Date of Birth: / / (mm/dd/yyyy)
- Click Grid to enter information:
- A table with the following columns: Procedure, Mod 1, Mod 2, Mod 3, Mod 4, Date of Service. The table has 4 rows, each with a date of service field.
- [Add More Procedures>>](#)
-

Note: This tool does not guarantee payment. It explains our code edit logic for claims.