

Provider Update

Now available: Send claims medical attachments through Availity

Summary: Amerigroup Community Care partners with Availity to offer providers the ability to check patients' eligibility and claims status, as well as submit claims and access multiple payer information with a single, secure Availity Web Portal login.

The Medical Attachments feature is now available to providers. You can now use your billing National Provider Identifier (NPI) number to register and submit attachments, with or without a claim, through the Availity Web Portal. This service enables you to submit attachments (e.g., medical records, itemized bills, etc.) prior to claims submissions, with claims submission or as requested by Amerigroup.

✦ **What this means to you:** To access this new feature, primary access administrators (PAAs) should register today by logging in at www.availity.com. Click on the Amerigroup medical attachments registration link under your PAA dashboard, and you can then assign access to appropriate office staff.

Additional information

As an Amerigroup provider, you can now send up to 10 unsolicited attachments through the web portal. You may submit up to 10 attachments for each claim, with a maximum file size of 10MB per attachment. This service includes attachments for secondary claims, or even attachments that are not related to a claim at all. Availity rejects any individual files larger than 10MB and requests that you split larger files into smaller files. Files can be submitted as TIFFs (.tif), JPEGs (.jpg), and PDFs (.pdf). This new feature allows your team to submit supporting medical documentation for claims without prompting by Amerigroup.

Unsolicited attachments streamline the claims process and can improve your revenue cycle by capturing required documentation needed to adjudicate a claim up front. Plus, the Web Portal captures, transmits, stores, and retrieves your medical attachments, providing an electronic history that's easily accessible, now or in the future.

To access additional training about this new Availity feature:

1. Log in to the Availity Web Portal at www.availity.com. To do this:
 - a. Go to www.availity.com.
 - b. Click the **Web Portal Users Login** link in the upper right corner.
 - c. On the Availity portal login page, enter your Availity user ID and password.
 - d. Click **Log in**.
2. At the top of any Availity portal page, click **Help | Get Trained**. *(Make sure you do not have a pop-up blocker turned on or the next page may not open.)*



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3. In the new window a list of available topics will open. Locate and click **Medical Attachments**.
4. Under the **Recordings** section, click **View Recording** (next to Amerigroup Medical Attachments).

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local provider relations representative or call our Provider Services team at 1-800-454-3730.



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