

Helping to reduce delays when submitting attachments

Make sure your correspondence includes one of these elements

The best way to send supporting documents when disputing, appealing, or sending us additional information about a claim is to use the digital applications available on **Availity.com**.^{*} Using Availity.com to send attachments, such as medical records or an itemized bill, is:

- Faster. We'll receive the documents needed faster than through the mail.
- Less expensive. No need to pull records, copy them, and then mail them. Digital submissions can be uploaded directly to the claim.
- Easier. Submitting attachments digitally is the easiest way to send them and the best way for us to receive them.
- More accurate. The information needed to identify the claim is automated, so the risk associated with submitting incorrect information on paper is eliminated.

However, if you choose to send documentation through the mail, it is important that you include at least one of the three following elements; otherwise, we will not be able to match the document to the claim, and **the correspondence will be returned to you**, causing further delays:

1. Valid claim number and valid member ID
or
2. Valid enrollee ID with prefix **and** correct dates of service
or
3. Valid enrollee ID with prefix **and** billed charges

For a clinical appeal, ensure these elements are included:

1. Valid claim number and valid member ID
or
2. Valid enrollee ID with prefix **and** correct dates of service
or
3. Valid enrollee ID with prefix **and** billed charges
or
4. Enrollee name, enrollee date of birth, and correct dates of service
or
5. Enrollee name, enrollee date of birth, and either an authorization, or reference number

This is important: We cannot match the attachment to the correct claim or enrollee if these elements are not included with your non-digital (fax or mail) submission.

The preferred method for submitting supporting documentation is digitally because the documents are attached directly to the claim. This reduces the possibility that incorrect information is included on the paper submission.

To attach documents to your claim digitally, go to [Availity.com](https://www.availity.com) and use the *Claims & Payments* tab to access *Claims Status*. Enter the necessary information to find your claim and use the **Submit Attachments** button to upload your supporting documentation.

For a claim dispute or an appeal, from [Availity.com](https://www.availity.com), use the *Claims & Payments* tab to access *Claims Status*. Enter the necessary information to find your claim, use the **Dispute** button, and upload your supporting documentation. If the **Dispute** button capability is not available, refer to the provider manual for information about how to file a claim dispute/appeal.

If you do send supporting documentation through the mail or fax, you **must include the elements noted above**. It is preferable that you include this information on the first page of the correspondence you send to us. If this information is not included on your paper correspondence, **we will return the correspondence to you** because we are not able to validate the documentation.

For information about submitting attachments digitally, use this link to access [Availity: Learn about the new claim attachments workflow](#).