

Frequently Asked Questions -

Receive and respond to post pay audit medical record requests via Availity beginning February 10, 2020

How will I know I have access to this new functionality?

If you are a user with this privilege, you will receive an initial notification through the Availity Notifications center letting you know when the functionality is available. There will also be a link to the training in that notification.

Once I activate the new Medical Attachment functionality, what will happen?

Once you activate the functionality, it will notify the payer and from that date forward, the medical records request letters will come through electronically and will no longer be sent via paper.

What happens if I use Availity and am using this functionality, and then remove the privilege for this functionality in Availity?

Once you de-activate the functionality, it will notify the payer and from that date forward, the letters will be sent via paper instead of electronically through Availity.

If we have feedback, who should we contact?

Provide feedback to this email address dl-Prod-Availity-Provider-Support@anthem.com.

Can we still submit via paper?

Yes, you may still follow the instructions in the letter to submit medical records using the other means available.

After the records are submitted, can I still see what was sent?

Yes, you will have an electronic record of the submission in the "history" tab.

Will I be notified when a request comes in?

Yes, Availity will send you an email and add a notification in the notifications area to be alerted that there is a new request in the inbox.

What about the timelines?

The request will be in alignment with the current timelines for the letter. If the letter indicates you have 30 days to upload the records, within Availity the request will show the countdown of the days until the request will expire. Once it expires, the request will move to the History tab. If you did not respond to the first notice, it will expire, and a second notice with the next due date will appear, until the final notice appears and then expires. If all notices have expired, you may still upload the medical attachments using Availity through the **Send Attachments** option in the Attachments application.

This is for Availity. What about other provider portals?

We continue to look for system enhancements to improve the provider experience. We will advise you as enhancements are rolled out.

Is there a file size upload limitation?

The current upload is 100MB in cumulative. For example, you can upload two (2) files that are each 50MB, or one (1) file that is 100MB.

What do I do if the files are larger than 100MB?

Feel free to reach out to the Provider Call Center to communicate this is an issue for you. Continue to submit the medical records that you can through the portal, and for additional medical records, use the Send Attachment option in the attachments application in Availity. You may continue to send records in the other means listed in the letter.