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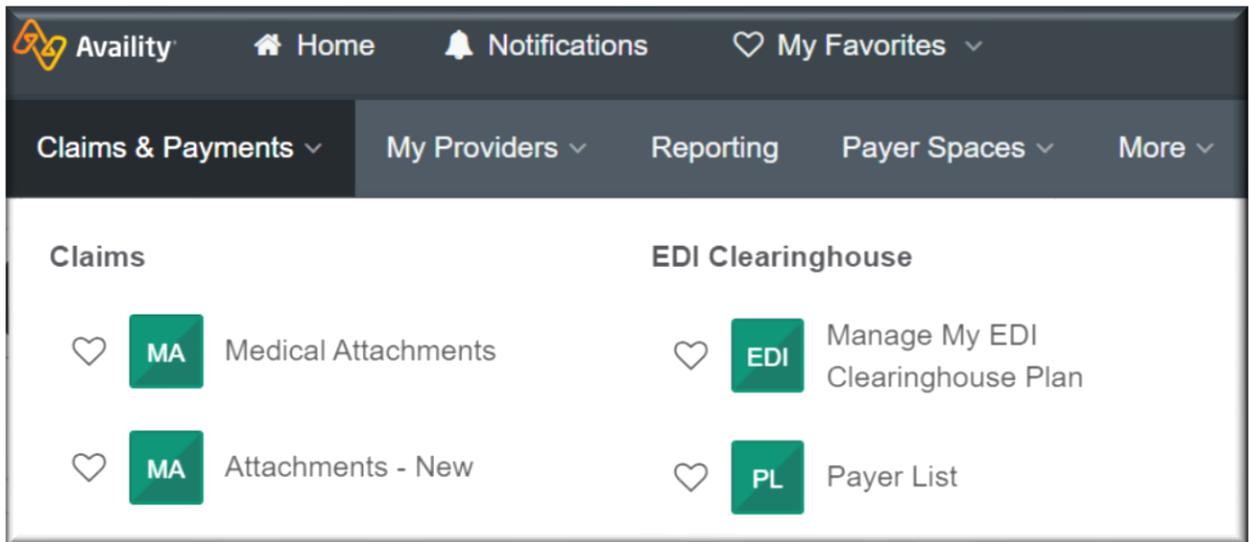
BCBSWY Online Medical Document Attachment Training Guide

3/1/2020 Version 1.1

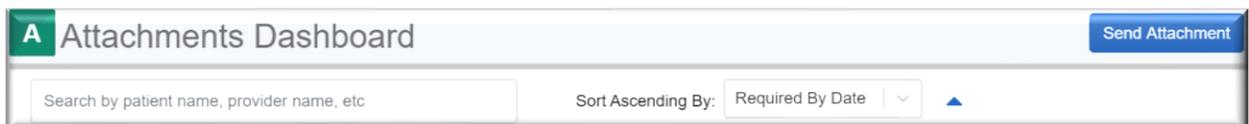
[Medical Attachments: General](#)

Blue Cross Blue Shield of Wyoming allows providers to upload certain medical document attachments through the Availity portal. Currently the types of documents permitted are medical records (not related to prior authorizations), invoices, appeals, and claim adjustment forms. Individual files cannot exceed 10 MB in size, 50 MB for all files being sent in one transaction. Currently only .pdf file types can be accepted. The name of the attached file must be less than 40 characters long.

To begin login to Availity at www.availity.com. Once you are in go to Attachments – New under the Claims & Payments tab.



From the Attachments Dashboard click the Send Attachment button.



Next select your organization and BCBSWY as the Payer.

A screenshot of a form with two dropdown menus. The first menu is labeled 'Organization' and has 'BCBSWY UAT Provider Org' selected. The second menu is labeled 'Payer' and has 'BCBSWY' selected. Both menus have a blue border and a downward arrow icon.

Then enter your NPI or TIN and your organization name.

Provider

NPI Tax ID

NPI

Choose an NPI or manually enter an NPI not in the list ▾

Organization Individual

Organization Name

Then enter the following patient information.

Patient Information

| | | |
|----------------------|--|----------------------|
| First Name | Middle Name (optional) | Last Name |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Subscriber ID | Date of Birth | |
| <input type="text"/> | <input type="text"/>  | |

Next enter Patient Account Number (this can be any number used by your organization to identify the patient) and click “Generate” button. The “Generate” button creates a random document number. This number is necessary to upload documents. Complete the claim number and service date boxes. If you do not have the claim number, you will need to enter a value into the box.

Claim Information

Patient Account Number

Request Number

Claim Number

Claim Amount (optional)

Service From

Service To

Now you can attach yours documents.

Attach Supporting Documentation

Reason

You have several options of document types.

- Medical Records
- Appeals
- Invoices
- Claim Adjustments

You can attach multiple documents and types. Once you select a type you can add as many documents as you need under that category.

| | | |
|--------|----------------|------------|
| Reason | Choose one ... | + Add File |
| Reason | Choose one ... | + Add File |
| Reason | Choose one ... | + Add File |

Once you have selected all of your documents click send.

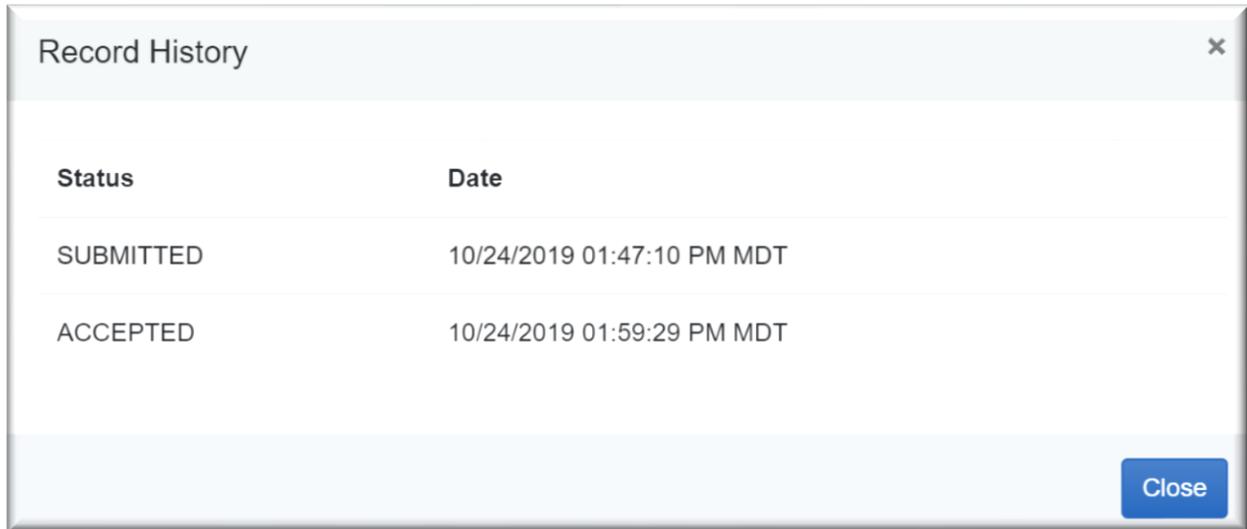


After a document has been uploaded you can go to your dashboard to view status of the attachments. Sent items that have not been picked up by BCBSWY are in the "Sent" tab and sent attachments that BCBSWY has picked up are in the "History" tab. At this time you will not be receiving any items in the "Inbox".

| Request | Patient | Payer | Provider | Details |
|---|---|---|--------------------------|---|
| MA_8D232A9_20191024114237 MEDICAL CLAIM ACCEPTED 10/24/2019 | RADISH, ROSIE 10/28/1972 22222 12312 |  WYOMING | DR. DUNNIT 1508825845 | \$0 05/25/2018 05/25/2018 |
| 457 MEDICAL CLAIM ACCEPTED 10/24/2019 | ASPARAGUS, ARC... 10/22/1968 5558888 77777 |  WYOMING | DR. DUNNIT 1639476443 | \$0 04/17/2019 04/17/2019 555555 |

The Dashboard also allows you to track when the file was retrieved by BCBSWY. Simply click on the clock

icon.  The Record History will pop-up.



The image shows a pop-up window titled "Record History" with a close button (X) in the top right corner. The window contains a table with two columns: "Status" and "Date". The table has two rows of data. The first row shows "SUBMITTED" with a date of "10/24/2019 01:47:10 PM MDT". The second row shows "ACCEPTED" with a date of "10/24/2019 01:59:29 PM MDT". A blue "Close" button is located in the bottom right corner of the pop-up.

| Status | Date |
|-----------|----------------------------|
| SUBMITTED | 10/24/2019 01:47:10 PM MDT |
| ACCEPTED | 10/24/2019 01:59:29 PM MDT |

If the Status is "ACCEPTED" that means BCBSWY has retrieved your file.