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.
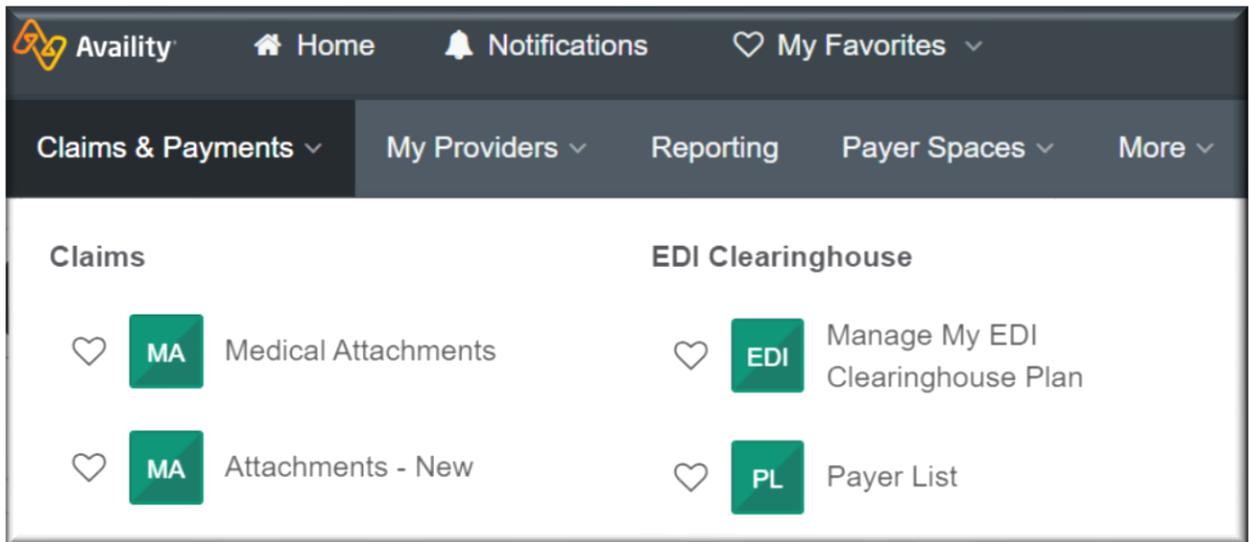
From the Attachments Dashboard click the Send Attachment button.
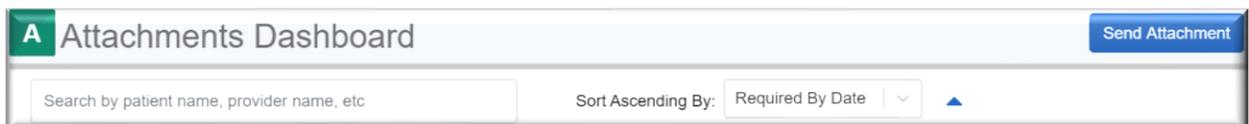
Next select your organization and BCBSWY as the Payer.

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

Subscriber ID	Date of Birth	
		🗓

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

[Generate]

Claim Number   Claim Amount (optional)

Service From   Service To

Now you can attach yours documents.

Attach Supporting Documentation

Reason

Choose one ...   ⌄   ⊕ Add File

You have several options of document types.

Medical Records

Appeals

Invoices

Claim Adjustments

Choose one ...   ⌄

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

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".

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.
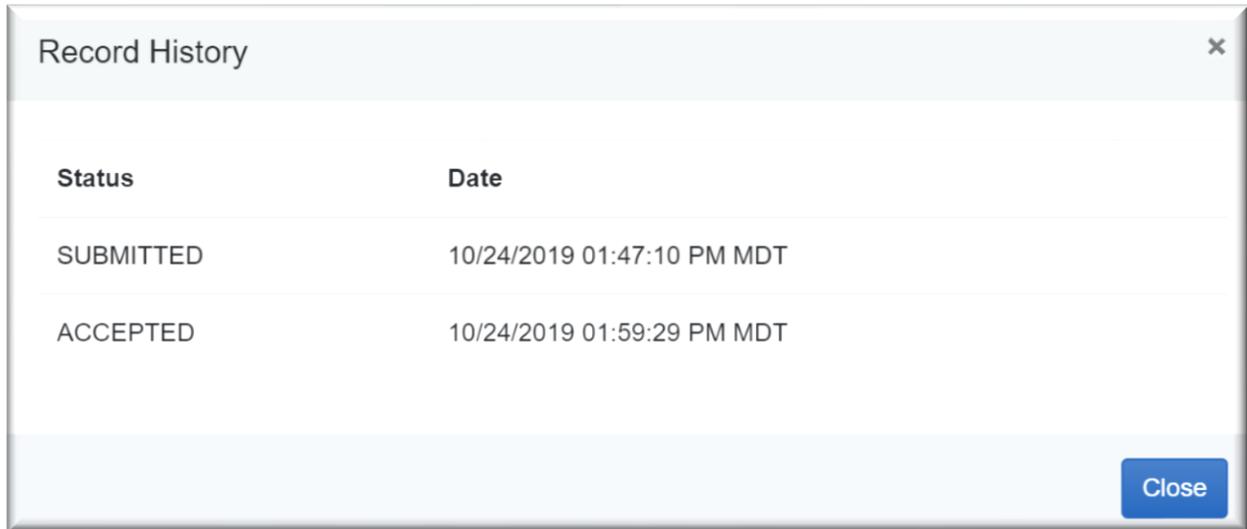
Record History	✕
Status	**Date**
SUBMITTED	10/24/2019 01:47:10 PM MDT
ACCEPTED	10/24/2019 01:59:29 PM MDT

Close

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