

MEDICAID PROVIDER BULLETIN

July 2019

Electronic claim payment appeal

Currently, providers can submit claim payment appeals verbally, in writing or electronically. Beginning July 29, 2019, the Availity Portal will be adding new tools and functionality for electronic submission. Keep an eye out for more information regarding these claim remediation tools in the provider manual

Anthem Blue Cross and Blue Shield Medicaid providers will be able to submit claim payment appeal requests through the Availity Portal with more robust functionality. You will notice a more streamlined experience when:

- Filing a claim payment appeal.
- Sending supporting documentation.
- Checking the status of a claim payment appeal.
- Viewing your claim payment appeal history.

New Availity Portal functionality will include:

- Acknowledgement of appeal submission at the time of submission.
- Notification when a claim payment appeal has been finalized by Anthem Blue Cross and Blue Shield Medicaid.
- A worklist of open submissions to check a claim Payment appeal status.

With the new electronic functionality, claim payment appeal submissions, determinations and outcome notifications will be entirely processed through the Availity Portal.

If you are not satisfied with the claim payment appeal outcome, you may follow the existing process of filing an *External Independent Review*, as outlined in your provider manual.

To register for a Webinar or access a recorded webinar

- Log in to the Availity Portal, select **Help & Training** and then select **Get Trained**.
- From the *Availity Learning Center*, enroll using one of the following methods:
 - Select the **Dashboard** dropdown arrow, select **Catalog**, select **Sessions**, choose the date of the webinar, select the webinar title and then select **Enroll**.
 - While in the *Catalog*, select the **Search** button, enter the webinar title and select **Enroll**.

Questions?

If you have any questions about the new Availity Portal tools and functionality, call Availity at **1-800-282-4548**.



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