

## ***Availity Medical Attachment Functionality FAQ***

HealthKeepers, Inc. is launching the use of Availity's Medical Attachment functionality for Anthem HealthKeepers Plus electronic communications. This function allows providers to upload medical records and itemized bill information electronically instead of through traditional paper communications. This functionality can improve communications for medical record requests and receipt and will not impact the audit program.

### **How will I know when I can use Availity's Medical Attachment function?**

Upon being granted access, you will receive an initial notification through the *Availity Notifications Center*. The notification will also include a link providing information on how to use the Medical Attachment function.

### **What will happen once I have been granted access?**

Once you have been granted access to the Medical Attachment function, Availity will notify the payer. From that date forward, communications will be sent electronically, and paper communications will cease.

### **What will happen if I decide to turn off the Medical Attachment function?**

Upon turning off your access, Availity will notify the payer. From that date forward, communications from Availity will revert back to paper format.

### **Who should I contact with any questions or feedback?**

You can reach out to your Provider Solutions representative or email dl-Prod-Availity-Provider-Support@anthem.com.

### **Can we still submit medical records 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.

### **Is the provider notified when a request comes in?**

Yes, Availity will send the user an email and add a notification in the *Notifications* section, alerting you of a new request in your inbox.

### **What about the timelines for requests?**

All electronic requests will be in alignment with the current timelines for paper requests. So, if you receive a letter requesting records within 30 days, the Availity request will be the same. Availity will display a countdown of the days remaining until the request expires.

Once the request 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 be sent. If all notices have expired, you may still upload the medical attachments using Availity through the **Send Attachments** option in the *Attachments* application.

**<https://medproviders.anthem.com/va>**

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**This update is for Availity — what about other provider portals?**

We continue to look for system enhancements to improve the provider experience. As enhancements are rolled out, communications like this one will be provided.

**Is there a file size upload limitation?**

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

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

Reach out to our Provider Network team to communicate this is an issue for assistance. Submit the medical records that you can through the Availity Portal. For any additional medical records, use the **Send Attachment** option in the *Attachments* application in Availity. You can always continue to send records in the other means listed in the letter.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.