

## **Providers can now receive and respond to medical record requests for postpay audit via the Availity Portal**

Starting March 9, 2020, HealthKeepers, Inc. will launch the use of Availity's Medical Attachment functionality for Anthem HealthKeepers Plus electronic communications. This new functionality 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.

We began transitioning providers in October 2019 and have been in an active limited launch. We will complete the transition by March 9, 2020.

### **Important facts regarding this change:**

- This change only affects providers who use Availity and have opted in to using the Medical Attachment functionality through the permissions in Availity's enrollment center.
- The new functionality is only for postpay medical requests by the Payment Integrity Quality Claims Review (provider audit) department."
- There will be no duplicate requests (both paper and electronic).
- In Availity, the request will come into the provider's Medical Attachment *Inbox*:
  - The original letter historically sent via paper is accessible through a hyperlink in the Availity system as a PDF electronic copy. The letter content is exactly the same as it was in paper format.
  - Each request letter will have a time frame for responding to the request. After the time frame has passed for that letter, you will not be able to respond to that letter. If you wish to upload medical records after the response time has expired, please refer to the Availity training referenced below.
  - Providers can respond to the request by uploading records in Availity. The attachments are received in almost real time and are delivered electronically to the payer's systems through secure means. Nothing is stored in Availity.
- The following is out of scope or not impacted:
  - Vendor requests for medical records on behalf of the payer
  - Providers that do not use Availity or have not turned on permissions for Medical Attachments within Availity
  - The request timing of request letter or the verbiage in the request letter
  - The Program Integrity Special Investigations Unit postpay review at this time but they will be included at a future date

### **Resources**

Training is available on the Availity Portal at [Availity Training on Electronic Medical Records for Program Integrity](#).

<https://mediproviders.anthem.com/va>

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**Can I start using the functionality earlier?**

Yes, you can. If you chose to opt in earlier, please ensure you are configured within Availity. Reach out to your Provider Solutions contact or request early access via email at [dl-Prod-Availity-Provider-Support@anthem.com](mailto:dl-Prod-Availity-Provider-Support@anthem.com).

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**.

**For additional information, see our [Availity Medical Attachment Functionality FAQ](#).**