

Scope: Providers will have the ability to **appeal a claim** and **attach documentation** to any claim online. Attachment functionality will be available for new claim submissions, claim corrections and claim appeals. This document will show the new functionality and provide a "how-to" guide for internal users.

Navigate to the **Claims** section within the secure provider portal.

Click the **Claim Number** for the specific claim that either needs to be corrected or appealed.

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Select Correct/Appeal Claim from the claim details page.

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LINE	DOS	PROC	DX	MODIFIERS	SERVICE	CHARGED	AMOUNT	DATE	CHECK	NO. STATUS	DESCRIPTION
1	09/28/2015	99214	340, 34510		11	\$150.00	\$48.13	10/05/2	015	PAID	PAID IN FULL
			7244, 33394								

Note: **Paid** or **Denied** claims can be corrected / appealed online. Claims in a **Pending** status cannot be corrected or appealed until adjudicated.



Indicate Correction or Appeal. Click Next.

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You are correcting a claim for O273							
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* Required field							
	Correction Appeal						
Patient's Account Number*							26
Statement Dates*	From 09/28/2015 To 09/2 **Changing the statement dates from may invalidate current diagnosis cod	28/2015 ICD 9 effective es.	e dates to ICD 10	effective dates	or vice v	ersa,	
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Other Date	Select Type	MM/DD/	YYYY				15.
Hospitalization	From MM/DD/YYYY	To MM/I)D/YYYY				18.
Outside Lab?	Yes No						20.
Prior Authorization Number	XXXXXXXXXXXXX						23a.
CLIA Number	XXXXXXXXXXXXXX						23b.
Amount Paid	XXXX.XX						29.
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Displays the **Diagnosis Codes** and **Additional Insurance Information** to be verified or removed. Click **Next**.

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Update each service line details, as necessary. Click Next.

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	Modifiers	XX	Add	Please	enter the modifier	and click t	he Add button.	
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Provider information will remain the same from the original claim. Click Next.

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Attach supporting documentation, as needed. Click **Browse...**and choose the document to be attached.

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- Back	If there are no attac	hments, cl	ick Next.			1	Next →
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Select Attach. The file name will appear when successfully uploaded to the claim.

Use **Remove** to withdraw the attachment, whenever necessary.

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Note: There is a 5mb limit and only .jpg, .tif, .pdf and .tiff are supported file types for attachments.



Review the claim details and click Submit.

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