Web Enhancements:
Claim Appeals & Claim Attachments

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.

Select **Correct/Appeal Claim** from the claim details page.

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

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Indicate **Correction** or **Appeal**. Click **Next**.

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Displays the **Diagnosis Codes** and **Additional Insurance Information** to be verified or removed. Click **Next.**

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| Eligibility | Patients | Authorizations | Claims | Messaging |

Viewing Claims For : 742 ▢ | Medicaid / CHIP ▢ | GO   Upload EDI | Create Claim

Professional Claim for   Your Progress

THIS SECTION

Diagnosis Codes

Diagnosis Code and Additional Insurance information

You are correcting a claim for 0272

+Back   Next ➜

• Required field

ICD Version Indicator•   ® ICD 9   Pease note lhat for the claim statement dates entered, valid ICD-9 codes only are accepted.

Diagnosis Codes•   XXXX e.g. V87: **II**   (Enter diagnosis code and click on Add button)   21.
                                                                                    v

340 - MULTIPLE SCLEROSIS   1111

34510 -- GEN CONVULS EPILEPSY W/0 INTRACT   1111

7244 -- THORI LUMBO SACRL NURIT/RADICULIT UNS   1111

33394 -- RESTLESS LEGS SYNDROME (RLS)   1111

Add Coordination of Benefits

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

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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.

Select **Attach**. The file name will appear when successfully uploaded to the claim.

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

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

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Review the claim details and click **Submit**.