



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana
Plan and Hoosier Care Connect



Appeals 2019

Availity Portal training —
how to start and complete
an appeal

Important information

Important!

It is a violation of *HIPAA* regulations to share credentials to a system that contains Personally Identifiable Information (PII)/Personal Health Information (PHI). Please do not share an Availity user ID with others.

Information exchange and access

When you use the Availity Portal, results and data come from payer systems. Results can vary by payer, plan, product, member and user permissions.

Compliance

In training, screen images and demonstrations are from a demo environment containing preloaded generic, de-identified information.

Access

Your organization's Availity administrator sets up your user ID and assigns permissions.



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Important information (cont.)

Internet browser

Availity supports Google Chrome, Mozilla Firefox®, and Internet Explorer 11® or newer. Be sure to allow pop-ups from Availity and clear your temporary internet files often.

Allow pop-up windows:

- apps.availity.com
- <https://www.availity.com>
- <https://availitylearning.learnupon.com>
- Any third-party websites accessed from the Availity Portal such as a payer's website

Note: Also allow JavaScript and allow images to load automatically.



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Availability appeals

Let's dispute a claim and then, we'll
access the appeals worklist.

Appeals definition

A dispute begins when a provider is dissatisfied with a payer's decision on a claim. The first step is to submit a reconsideration. The second step is to submit a claim payment appeal.

Do you have all the permissions you need?

To use the Appeals application, your organization's Availity administrator must assign the **Claim Status** role to your user account.

Contact your administrator(s) to get more or different permissions.

Highlights and insights

In My Account Dashboard, click **My Administrators** to find administrators for your business. Be sure to allow pop-ups from Availity sites.

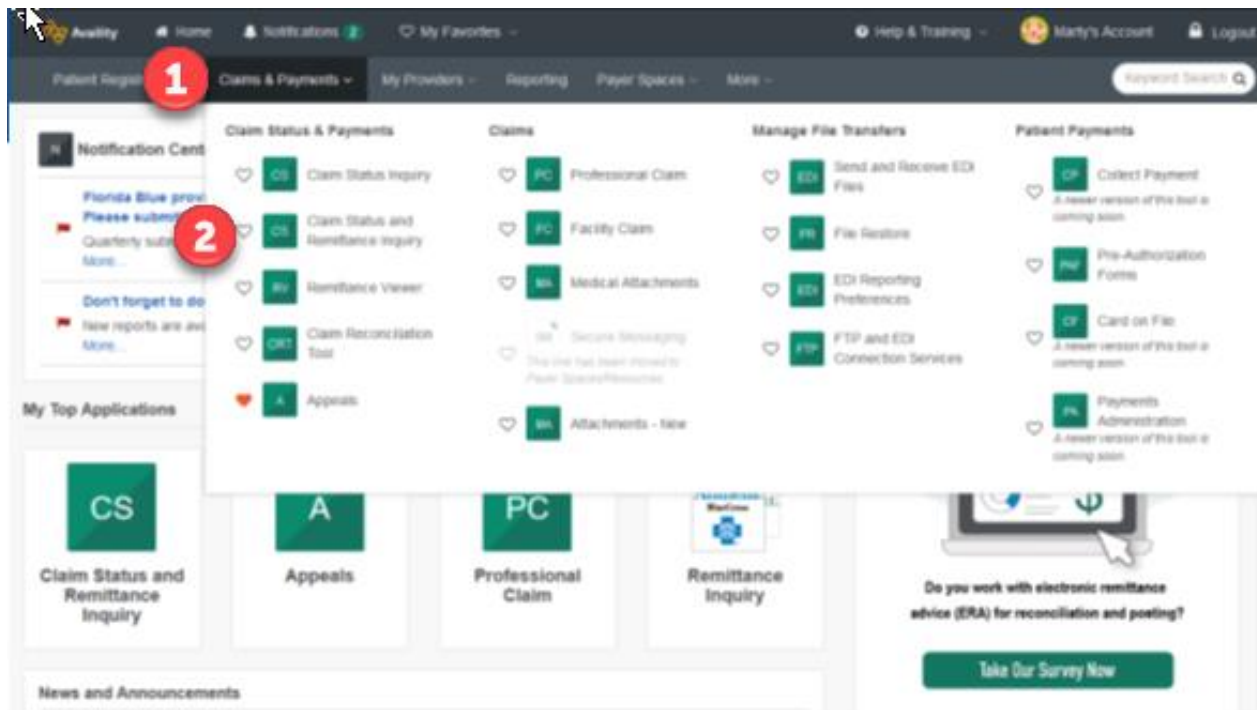


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Demonstration

Demonstration



Demonstration (cont.)

The screenshot displays the Anthem web portal interface. At the top, there is a navigation bar with links for Home, Notifications (with a '2' badge), My Favorites, Help & Training, Mary's Account, and Logout. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area is titled 'Claim Status & Remittance Inquiry' and includes a 'Give Feedback' button. A red circle with the number '3' highlights the 'Multi-payer Claim Status Inquiry & Remittance' section, which contains two tiles: 'Claim Status' and 'Remittance Viewer'. Below this is the 'Additional Remittance Tools' section, which includes a 'Remittance Inquiry (Humana)' tile.

Demonstration (cont.)

The screenshot shows a web application interface for 'Claim Status'. At the top, there is a navigation bar with links for 'Availity', 'Home', 'Notifications', 'My Favorites', 'Help & Training', 'Michelle's Account', 'DEMOONLY', and 'Logout'. Below this is a secondary navigation bar with links for 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area is titled 'Claim Status' and includes a 'Give Feedback' button. A red circle with the number '4' is overlaid on the left side of the form. The form contains a heading 'Confirm which organization and payer you would like to manage claims from.' followed by two dropdown menus: 'Organization' (selected: TEST - Demo Org - Provider) and 'Payer' (selected: AMERIGROUP). A blue 'Continue' button is located at the bottom of the form.

Demonstration (cont.)

Avallity Home Notifications 4 My Favorites Help & Training Michelle's Account DEMOONLY Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

cs Claim Status Give Feedback

Applied Payers **AMERIGROUP** [Change Payer](#)

5

Search Clear

Provider Information

Is the provider the same as the organization name? ⓘ

Yes No

Express Entry - Provider optional ⓘ

Family, Robert • 2234567891 × ▼

Provider NPI ⓘ

2234567891

Patient Information

Patient ID ⓘ

Demonstration (cont.)

Availity Home Notifications 4 My Favorites Help & Training Michelle's Account DEMOONLY Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Patient Information

Patient ID

Patient Last Name

Patient First Name

Patient Date of Birth

Patient Gender optional

Patient Account Number optional

Patient's Relationship to Subscriber optional



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Demonstration (cont.)

The screenshot displays the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, DEMOONLY, and Logout. Below the navigation bar, there are menu items for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area shows a form with the following fields:

- Patient Account Number** (optional): A text input field containing the value "unknown".
- Patient's Relationship to Subscriber** (optional): A dropdown menu with "Self" selected.
- Claim Information**: A section header.
- Date Range**: A date range selector showing "05/16/2018" to "05/16/2018".
- Claim Number** (optional): An empty text input field.
- Claim Amount** (optional): A text input field containing the value "0".
- Institutional Bill Type** (optional): An empty text input field.

A "Submit" button is located at the bottom of the form.

Demonstration (cont.)

The screenshot shows the Availity web interface for a claim status check. The page title is "Claim Status" with a "cs" icon. Navigation links include Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, and Logout. A search bar is present in the top right. The main content area displays the following information:

- Transaction ID:** 423508004 As of August 9th 2018, 12:07 pm
- Patient:** AVAILITY, SOPHIA Subscriber
- Patient ID:** ABC123456789
- DOB:** 03/01/1961
- Provider:** JAMES MATERNITY
- Provider ID:** 1234567893
- Red Circle:** 6
- PAYER LOGO:** Placeholder for the payer logo.

Claim Summary:

- Claim ID:** 123456
- Period:** 04/03/2012 - 04/03/2012
- Status:** FINALIZED
- Processed:** 04/14/2012
- Billed:** \$118.50
- Paid:** \$15.36

Claim Details (Claim 123456, Processed 04/14/2012):

Check Number	000012345	Billed	\$118.50
Check Date	04/14/2012	Paid	\$15.36
Patient Account #	12345678		

Status as of 04/13/2012:

- Finalized The Claim/Encounter has completed the adjudication cycle and no more action will be taken
- Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)
- Entity: Provider

Additional Information:

Dates: 04/03/2012 - 04/03/2012	Billed: \$77.50	Coinsurance¹: N/A	Paid: \$5.73
Procedure Code: 82043	Allowed¹: N/A	Copay¹: N/A	



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Demonstration (cont.)

The screenshot displays the Availity web portal interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (4), My Favorites, Help & Training, Michelle's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a Keyword Search field. The main content area is titled "Claim Status" and includes a "Give Feedback" link and a "New Request" button. A success message overlay is centered on the screen, stating "Claim 325132500 successfully added to your worklist". The message includes a "CS" icon, instructions to look for the request in the worklist, and a red circle with the number "7". Below the message are "Close" and "Go to Appeals" buttons. In the background, the claim details for AVAILITY, SOPHIA S are visible, including Patient ID ABC123456789, DOB 03/01/1961, and a table of claim history. The table shows a claim for 123456, dated 04/03/2012 - 04/03/2012, with a status of "FINALIZED", processed on 04/14/2012, billed for \$118.50, and paid \$15.36. Below the table, the Patient Account # is 12345678, and the Status as of 04/13/2012 is "Finalized". A list of status details includes: "Finalized The Claim/Encounter has completed the adjudication cycle and no more action will be taken", "Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)", and "Entity: Provider". At the bottom, a summary row shows Dates 04/03/2012 - 04/03/2012, Billed \$77.50, Coinsurance N/A, Copay N/A, Allowed N/A, and Paid \$5.73.

Claim ID	Effective Dates	Status	Processed	Billed	Paid
123456	04/03/2012 - 04/03/2012	FINALIZED	04/14/2012	\$118.50	\$15.36

Dates	Billed	Coinsurance ¹	Copay ¹	Allowed ¹	Paid
04/03/2012 - 04/03/2012	\$77.50	N/A	N/A	N/A	\$5.73

Demonstration (cont.)

The screenshot displays the Availity web interface with a navigation bar at the top. The main content area shows a list of four payer logos. The third entry, with claim number 325132500, is highlighted with a blue border and a red circle containing the number '8'. A modal window is open over this entry, containing the text 'Complete Dispute Request' and a 'View details' link. The interface includes a search bar, navigation tabs, and a user profile in the top right corner.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000325132000	443289341	JOSE BONILLA DIAZ	11/28/2017	\$220.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	02/08/2017	---	11/28/2017	\$121.01

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431600	016082011700018	CHANEL MILES	05/06/2016	\$861.43
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091528600J37003	05/06/2016	\$0.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
325132500	016082011700018	CHANEL MILES	05/06/2016	\$0.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091528600J37003	05/06/2016	\$0.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
100025	08384-011943517	GEORGE MICHAEL BLUTHE	05/16/2017	\$77,487.64

Demonstration (cont.)

Complete Dispute Request Claim#

This Amerigroup dispute was initiated on 02/14/2019

Request Reason
Select Reason

Please explain the supporting rationale for your request

This issue has impacted claims for other members. Please re-evaluate claims on file.

This issue has impacted additional claims for this member. Please re-evaluate claims on file.

Contact Information
Web

Upload Supporting Documentation

IMPORTANT: Individual file size can not exceed 50MB.
Supported file types include MS Word, MS Excel, .jpg, .pdf, .tif, .txt, and .csv.
NOTE: File names cannot contain spaces or special characters with the exception of "_" and "-".

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Cancel Submit Request

Billed Amount	Payment Amount
\$220.00	\$121.01
\$851.43	\$0.00
\$851.43	\$0.00
\$77,487.64	

Demonstration (cont.)

The screenshot displays the Availity web portal interface. On the left, a list of claims is shown, each with a 'PAYER LOGO' and status: 'Finalized - R', 'Initiated - R', and 'Returned - R'. The main area is a 'Complete Dispute Request' form for Claim# 12345678. The form includes a 'Request Reason' dropdown set to 'Claim Payment Issue', a text area for 'Please explain the supporting rationale for your request', and checkboxes for 'This issue has impacted claims for other members' and 'This issue has impacted additional claims for this member'. There is also a 'Contact Information' section with a 'Web' dropdown and an 'Upload Supporting Documentation' section with a file upload button and a warning message: 'Your request does not contain supporting documentation that may be needed for processing.' At the bottom of the form are 'Cancel' and 'Submit Request' buttons. On the right, a summary table shows 'Billed Amount' and 'Payment Amount' for three different claims.

Claim Status	Billed Amount	Payment Amount
Finalized - R	\$220.00	\$121.01
Finalized - R	\$851.43	\$0.00
Finalized - R	\$77,487.64	

Message if you
'Submit Request'
without attaching a
document

Demonstration (cont.)

The screenshot displays the Availity web interface. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Help & Training, and Debtor's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area shows a list of claim entries. A modal window is open in the center, displaying a green checkmark and the word "Success". The modal text reads: "Your request was successfully sent to the payer and the current request status can be found in your worklist for processing. Please allow up to 30 business days." The modal has "Close" and "View Details" buttons. The background shows three claim entries, each with a "PAYER LOGO" header and a "Status Updated" badge. The first entry is "Finalized - Reconsideration - Aaa- Case #REQ-GBD-219" with claim number 000325132000. The second entry is "Returned - RegulatoryComplaint - Denied- Case #REQ-GBD-1378" with claim number 100025. The third entry is partially visible with claim number 325132500. A table of payment information is visible for the third entry.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
325132500	016082011700018	CHANEL MILES	06/06/2016	\$861.43
	08/19/2016	3091626600J37003	06/06/2016	\$0.00



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Demonstration (cont.)


The screenshot shows the Availity web application interface. The top navigation bar includes 'Availity', 'Home', 'Notifications 3', 'My Favorites', 'Help & Training', and 'Michelle's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword' is on the right. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Give Feedback' button is also present. A 'Filter' button is located on the left. A pagination control shows '« Prev 1 2 3 4 5 6 7 8 Next »'. Two appeal entries are displayed, each with a 'PAYER LOGO' and a 'Status Updated' badge. A blue arrow points to the first entry.


Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.66
	08/19/2016	3091820500J37003	06/08/2016	\$0.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431600	016082011700018	CHANEL MILES	06/06/2016	\$861.43
	08/19/2016	3091626600J37003	06/06/2016	\$0.00

Demonstration (cont.)

PAYER LOGO		INITIATED			
		Created: 01/10/2018 • Updated 01/30/2018			
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount	
325132500	08384-011943517	Jose Bonilla Diaz	12/28/2017	\$50.00	
	Payment Date	Policy Number	Service End Date	Payment Amount	
	10/11/2017	126473467011	12/28/2017	\$50.00	

PAYER LOGO		SUBMITTED - DISPUTE • Case #877364372443			
		Created: 05/18/2018 • Updated 05/31/2018			
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount	
10009	78867587685	Budapest Hungary	05/12/2017	\$34428.65	
	Payment Date	Policy Number	Service End Date	Payment Amount	
	10/11/2017	12647346709	05/15/2017	\$34428.65	

PAYER LOGO		Finalized - Reconsideration - Approved • Case #REQ-GBD-235			Status Updated	
		Created: 05/18/2018 • Updated 06/07/2018				
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount		
10006	08384-011943517	Oslo Norway	05/15/2017	\$77,487.64		
	Payment Date	Patient Account Number	Service End Date	Payment Amount		
	10/11/2017	12647346706	05/15/2017	\$34,428.65		

Demonstration (cont.)

The screenshot shows the Availity web application interface. The top navigation bar includes the Availity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Filter' button is visible on the left, and a 'Give Feedback' button is on the right. A pagination control shows 'Prev 1 2 3 4 5 6 7 8 Next', with '1' selected. Two case cards are displayed:

Case 1: Submitted - Reconsideration - InProgress - Case #REQ-GBD-23
 Created: 01/10/2018 • Updated: 01/30/2018
 View details

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
326132600	08384-011943517	Jose Bonilla Diaz	12/28/2017	\$50.00
	Payment Date	Policy Number	Service End Date	Payment Amount
	10/11/2017	126473467011	12/28/2017	\$50.00

Case 2: Submitted - Reconsideration - InProgress - Case #REQ-GBD-246 Status Updated
 Created: 06/06/2018 • Updated: 06/07/2018

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.65
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	309182050J37003	06/08/2016	\$0.00

Demonstration (cont.)

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area shows the breadcrumb 'Home > Appeals' and a 'Need Help? Watch a demo for Appeals' link. A green 'A' icon is next to the 'Appeals' heading, and a 'Give Feedback' button is visible. A 'Filter' button is located below the heading. The main content is a card for a 'Submitted - Reconsideration - InProgress- Case #REQ-GBD-250' with a 'Status Updated' badge. The card includes a 'PAYER LOGO' section and a table with the following data:

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
325132500	016082011700018		06/06/2016	\$50.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	10/11/2017	3091626600J37003	06/06/2016	\$0.00

Below the table, there is a 'Dispute Request Reason' section with the text 'Claim Payment Issue'. To the right, there is a 'Tracking Id' section with the text 'REQ-GBD-250'. Further right, there is an 'Other Claim Numbers' section and a 'Subscriber ID' section with the text '975246022'. At the bottom of the card, there is a 'Message to Payer' section with the text 'payment incorrect'. Below the card, there is an 'ATTACHMENTS' section.

Demonstration (cont.)

The screenshot displays the Availity web application interface. At the top, the navigation bar includes the Availity logo, a home icon, a notifications bell with a '4' badge, 'My Favorites', 'Help & Training', 'Michelle's Account', 'DEMOONLY', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword Search' is on the right.

The main content area is divided into several sections:

- Notification Center:** A list of notifications. The third notification, dated 10/3/2018 10:48 am, is highlighted with a blue arrow pointing to it. The notification text reads: "An appeal request you submitted was finalized by the health plan. Review the details of the decision in your appeals queue." Below the list is a "Showing 3 of 4" indicator and a "View All" button.
- Messaging:** A section with a speech bubble icon and a list: "Unread", "Pending", and "Recently Resolved".
- My Account Dashboard:** A section with a user profile icon and the name "Michelle Mabelle, Practice Manager". It lists various account management options: "My Account", "My Administrators", "Maintain User", "Add User", "Maintain Organization", "How To Guide for Dental Providers", "Enrollments Center", "EDI Companion Guide", and "FTP and EDI Connection Services".
- My Top Applications:** A row of four application tiles: "CS Claim Status (New)", "EB Eligibility and Benefits Inquiry", "Anthem BCBS Dental Access Anthem Learning and", and "EC Enrollments Center".
- Banner:** A banner at the bottom right with the text "Better patient payments for dental practices".

Request another review

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of this bar.

The main content area shows the breadcrumb "Home > Appeals" and a link "Need Help? Watch a demo for Appeals". Below this is a section titled "Appeals" with a "Give Feedback" button. A "Filter" button is also present. A pagination control shows "1" selected, with options for "Prev" and "Next".

The main content area displays a case summary for "Finalized - Reconsideration - Dismissed Case #REQ-ABC-1234", created on 07/02/2018 and updated on 07/25/2018. Below this is a table with the following data:

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000123456789		BLUE DAHLIA	12/31/2017	\$365.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
		98765	12/31/2017	\$17.29

Request another review (cont.)

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with 'Availity' logo, 'Home', 'Notifications 3', 'My Favorites', 'Help & Training', and 'Michelle's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Give Feedback' button is also present. A 'Filter' button is located below the 'Appeals' header. A pagination control shows '« Prev 1 2 3 4 5 6 7 8 Next »'. The main content area displays a case card for a 'Finalized - Reconsideration - Dismissed Case' created on 07/02/2018 and updated on 07/25/2018. The card includes a 'PAYER LOGO' and a table of details. A blue box highlights the 'Request another review' button and the 'View details' link.

PAYER LOGO Finalized - Reconsideration - Dismissed Case
Created: 07/02/2018 • Updated 07/25/2018

Claim Number 000123456789	Payment Information	Patient Name BLUE DAHLIA	Service Begin Date 12/31/2017	Billed Amount \$365.00
	Payment Date	Patient Account Number 98765	Service End Date 12/31/2017	Payment Amount \$17.29

Request another review (cont.)

Avallity Home Notifications 3 My Profile

Patient Registration Claims & Payments My Provider

Home > Appeals

Appeals

Filter

PAYER LOGO Finalized - Re-evaluated
Created: 07/02/2019

Claim Number 000123456789	Payment Information
	Payment Date

Complete Dispute Request claim# [redacted]

This Amerigroup dispute was initiated on 02/14/2019

Request Reason
Select Reason

Please explain the supporting rationale for your request

0/2000

This issue has impacted claims for other members. Please re-evaluate claims on file.

This issue has impacted additional claims for this member. Please re-evaluate claims on file.

Contact Information
Web

Upload Supporting Documentation

IMPORTANT: Individual file size can not exceed 50MB.
Supported file types include MS Word, MS Excel, .jpg, .pdf, .tiff, .txt, and .csv.

NOTE: File names cannot contain spaces or special characters with the exception of "_" and "-".

Add File

Cancel Submit Request

Help & Training Michelle's Account

Need Help? Watch a demo for Appeals

Give Feedback

< Prev 1 2 3 4 5 6 7 8 Next

C-1234

in Date 7	Billed Amount \$365.00
Date 7	Payment Amount \$17.29

Request another review (cont.)

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with 'Availity' logo, 'Home', 'Notifications 3', 'My Favorites', 'Help & Training', and 'Michelle's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A 'Success' message is displayed in a white box with a green checkmark, stating: 'Your request was successfully sent to the payer and the current request status can be found in your worklist for processing. Please allow up to **30 business days.**' Below the message are 'Close' and 'View Details' buttons. In the background, a table of appeals is visible with columns for 'PAYER LOGO', 'Finalized', 'Created: 07', 'Claim Number', 'Payment Info', 'Payment Date', 'Patient Account Number', 'Service End Date', 'Billed Amount', and 'Payment Amount'. The 'Claim Number' 000123456789 is highlighted. The 'Billed Amount' is \$365.00 and the 'Payment Amount' is \$17.29. A pagination bar at the bottom shows 'Prev 1 2 3 4 5 6 7 8 Next'.

Filter disputes

The screenshot displays the Availity web application interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (2), My Favorites, Help & Training, and Marty's Account. Below this is a secondary navigation bar with Patient Registration (1), Claims & Payments (selected), My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is on the right.

The main content area is divided into several sections:

- Notification Center:** Contains a notification about Florida Blue provider submissions and a reminder about quarterly reports.
- My Top Applications:** A section with a red '2' indicating two items, including 'Appeals'.
- Claim Status & Payments:** A grid of tools including Claim Status Inquiry (CS), Claim Status and Remittance Inquiry (CS), Remittance Viewer (RV), Claim Reconciliation Tool (CRT), and Appeals (A).
- Claims:** A grid of tools including Professional Claim (PC), Facility Claim (FC), Medical Attachments (MA), Secure Messaging (SM), and Attachments - New (MA).
- Manage File Transfers:** A grid of tools including Send and Receive EDI Files (EDI), File Restore (FR), EDI Reporting Preferences (EDI), and FTP and EDI Connection Services (FTP).
- Patient Payments:** A grid of tools including Collect Payment (CP), Pre-Authorization Forms (PAF), Card on File (CF), and Payments Administration (PA).

At the bottom, there is a 'News and Announcements' section and a survey prompt: 'Do you work with electronic remittance advice (ERA) for reconciliation and posting?' with a 'Take Our Survey Now' button.

Filter disputes (cont.)

The screenshot shows the Availity web application interface. At the top, there is a navigation bar with 'Availity', 'Home', 'Notifications 3', 'My Favorites', 'Help & Training', and 'Michelle's Account'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar labeled 'Keyword' is on the right. The main content area has a breadcrumb 'Home > Appeals' and a link 'Need Help? Watch a demo for Appeals'. Below the breadcrumb is a green 'A' icon and the word 'Appeals', with a 'Give Feedback' button to the right. A 'Filter' button is highlighted with a red circle containing the number '3'. Below the filter button is a pagination control showing '« Prev 1 2 3 4 5 6 7 8 Next »'. The main content area displays two dispute cards, each with a 'PAYER LOGO' and a 'Status Updated' badge. The first card is for Case #REQ-GBD-246 and the second is for Case #REQ-GBD-1678. Each card contains a table of claim details.

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431700	016082011700018	CHANEL MILES	06/08/2016	\$3,772.66
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091820500J37003	06/08/2016	\$0.00

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
135196431600	016082011700018	CHANEL MILES	06/06/2016	\$861.43
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	08/19/2016	3091626600J37003	06/06/2016	\$0.00

Filter disputes (cont.)

Availity Home Notifications 7 My Favorites Help & Training Marty's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword

A Appeals Give Feedback

Filter

4

Appeal Status
Select a status

Substatus
Select a substatus

Claim Number
 Add To Search

Provider
Select a provider

Case Number
 Add To Search

Cancel Apply

Filter disputes (cont.)

Availity Home Notifications 7 My Favorites Help & Training Marty's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keywon

A Appeals Give Feedback

Filter

Appeal Status

Select a status

- Initiated
- Submitted
- Finalized

Add To Search

Provider

Select a provider

Add To Search

Case Number

Add To Search

Cancel Apply

Filter disputes (cont.)

Availity Home Notifications 7 My Favorites Help & Training Marty's Account

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keywo

Filter

Appeal Status
Select a status

Substatus
Select a substatus
Cancelled
Completed
Dismissed
In Progress
Need Additional Info

Case Number
Add To Search

STATUS : INITIATED * SUBSTATUS : IN PROGRESS * PROVIDER : AVAILITY TEST ORG *

Cancel Apply

Filter disputes (cont.)

The screenshot shows the Avallity web application interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (3), My Favorites, Help & Training, and Michelle's Account. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword' is on the right. The main content area is titled 'Home > Appeals' and includes a 'Need Help? Watch a demo for Appeals' link. A green 'A' icon is next to the 'Appeals' title, and a 'Give Feedback' button is on the right. A 'Filter' button is located below the title. Underneath, it shows 'Applied Filters: STATUS: INITIATED' with a 'Clear All' link. A pagination control shows '« Prev 1 2 Next »'. The main content area displays two dispute entries. The first entry is titled 'Initiated' and includes a table of details:

PAYER LOGO	Initiated				
Created: 09/28/2018 • Updated 09/28/2018					
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount	
000123456789	011234567890123	POLLY PEONY	09/07/2018	\$1,401.00	
	Payment Date	Patient Account Number	Service End Date	Payment Amount	
	09/21/2018	01X87654321-2	09/07/2018	0	

The second entry is also titled 'Initiated' and includes a 'PAYER LOGO' and a menu icon. It was created and updated on 09/28/2018.

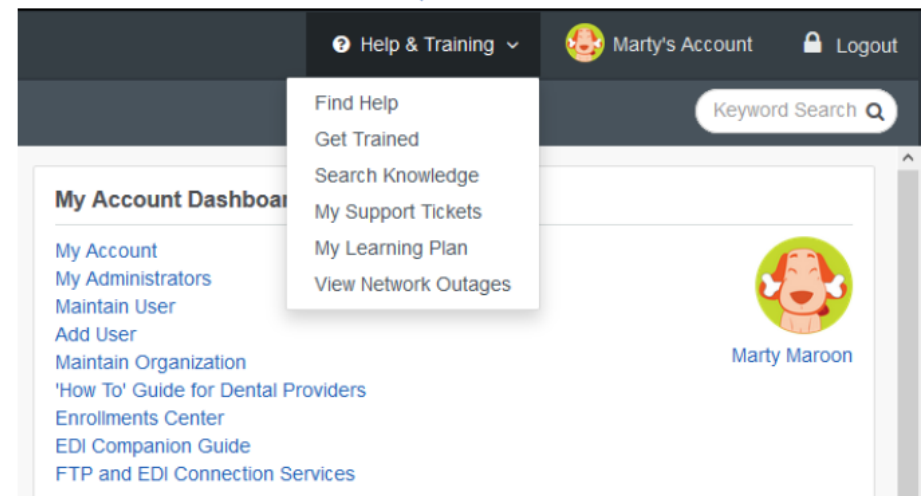
Help & Training

Select **Help & Training** and then select an option:

- Find Help
- Get Trained
- Search Knowledge
- My Support Tickets
- My Learning Plan
- View Network Outages

New to Availity? Select **Help & Training > My Learning Plan** to plot a custom learning journey. Check out onboarding programs for new administrators and new users.

PARITAL EXAMPLE
OF HOME PAGE



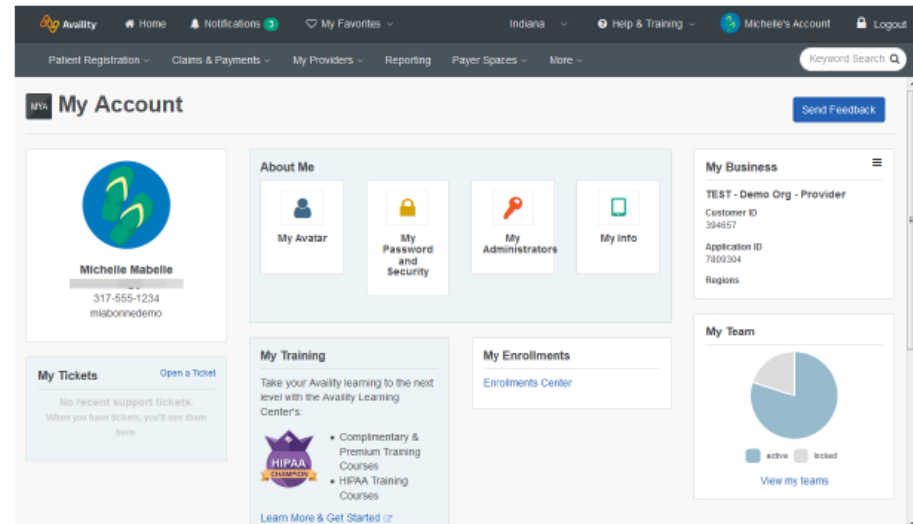
My Account page

My Account page is all about the user and the organization. Use it to:

- Change the avatar.
- Update user information.
- Find organization administrator information.
- Manage support tickets.
- Set up a learning plan.
- Check claim status
- Follow up.

Organization administrators can also manage business and team information.

PARITAL EXAMPLE OF
MY ACCOUNT
DASHBOARD



Secure provider message through the Availity *New Claim Status* application

cs Claim Status Give Feedback New Request Actions ▾

Transaction ID 11511207 As of

SUNFLOWER, SARA Subscriber

Patient ID ABC123D45678 **Provider** LMN Group
DOB 01/01/1970 **Provider ID** 1234567890

12345JK6789
 01/13/2018 - 01/13/2018
FINALIZED
 Processed 11/11/2018
 Billed \$1,500.00
 Paid \$100.00

Claim 12345JK6789 (Processed 11/13/2018) [Verify Eligibility Information](#)

Check Number	9876543210	Billed	\$1,500.00
Check Date	12/20/2018	Paid	\$100.00
Claim Receipt Date¹	11/12/2018		
Patient Account #	UNKNOWN		

Status as of 11/13/2018

- Finalized/Payment The Claim/Line has been paid
- Processed according to contract provisions (Contract refers to provisions that exist between the Health Plan and a Provider of Health Care Services)

[Dispute claim](#)

Secure provider message through the *Availity New Claim Status* application (cont.)

Disclaimer

You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

By clicking "Accept" below, you confirm that you acknowledge and accept the foregoing Terms of use.

Cancel

Accept

Secure provider message through the *Availity New Claim Status* application (cont.)

Previous Messages for Claim # 18293HJ5211

No previous secure messages have been submitted for this claim.

Send/Compose

I have a question about this medical claim.

* Denotes a Required Field

Member ID:

Patient Name:

Patient Account Number: UNKNOWN

Claim Number:

Date of Service: 01/16/2018

Provider NPI:

Provider Name: AVAILITY TEST ORG

Total Charge Amount: 150

Detailed Question:

Message:

- Why is this claim denied?
- Why is this claim pending?
- What additional information is needed for this claim?
- This claim has been overpaid.
- I need to file an accident date for this claim.
- I need to file a diagnosis change for this claim.

IMPORTANT UPDATE:

From the Detailed Question menu, "This claim has been underpaid" option has been removed.

Please return to the Claim Status Inquiry screen and select the "Dispute this claim" link to submit the reconsideration.

FAQ

How many times can you dispute the same claim?

You can dispute the same claim twice through the Availity Portal. You can 'resubmit the dispute' only when it's in the finalized state.

Is a paper form still needed since the dispute is completed online?

No.

Can a provider forward/assign an appeal to another person in their office to complete the process?

Not yet, but eventually there will be user assignment.

Does the Appeal worklist contain all disputes from anyone in the providers office, or can users see only the ones they submitted?

The worklist displays disputes created for an ORG that the user is tied to. The disputes in the list are not specific to the logged in user.

If I submitted a dispute without documentation, can I submit the attachments later?

No. You will have to wait for that dispute to be finalized and then resubmit with the documentation.

FAQ

Will finalized reconsiderations appear in the worklist if they were sent prior to receiving access to the new appeals application?

That feature is not available at this time. In a future release you might be able to see appeals that were submitted through other channels.

Regarding the ability to add up to four claims to a dispute, do they need to be for the same client or can they be multiple clients?

The additional claims must be for the same member for the same dispute reason.

How will I know when the Availity Appeals application is available in my region (state)?

When the application becomes available in your state, Availity will post a message in the News and Announcements section of the Home page.

Can we use this application to submit a corrected claim?

No. But if a corrected claim denies as a duplicate, then you may submit a claim dispute.

Resources

Question

There's so much to remember and explore. How can I learn more information?

Answer

Don't be afraid to explore and click buttons and links—you can't break anything and its all at no cost to you—and of course, use Availity Help!

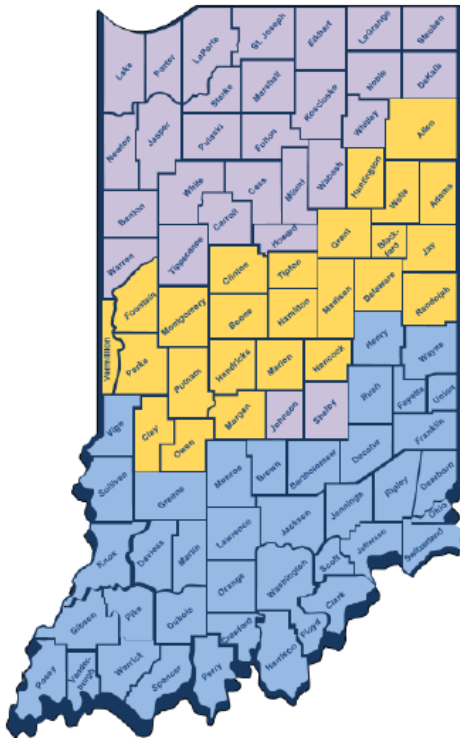
Click **Help & Training | Find Help**. Availity Help displays in a separate window or tab. Under **Contents**, click **Overpayments and Appeals**, or search by keyword such as **Appeals**.

Click **Help & Training | Get Trained**. The Availity Learning Center (ALC) Portal products learning center opens in a separate window or tab.

Click your account name and then **Open a Ticket or Live Chat** to send an issue our way to Availity Client Services (ACS).

Contact information

Behavioral Health

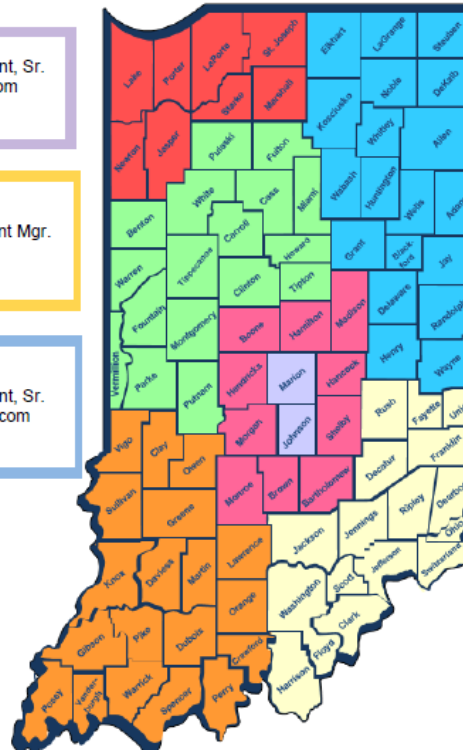


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Out-of-State Providers, Franciscan Nicole Bouye Network Relations Consultant, Sr. nicole.bouye@anthem.com 1-317-517-8862
Indiana Provider Network Solutions 1-800-455-6805
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Management Jacquie Marsalis – Manager jacqueline.marsalis@anthem.com



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect

Thank you

www.anthem.com/inmedicaidoc

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AINPEC-2314-19 October 2019



Anthem Blue Cross and Blue Shield
Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect

Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1086>

