



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.



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.

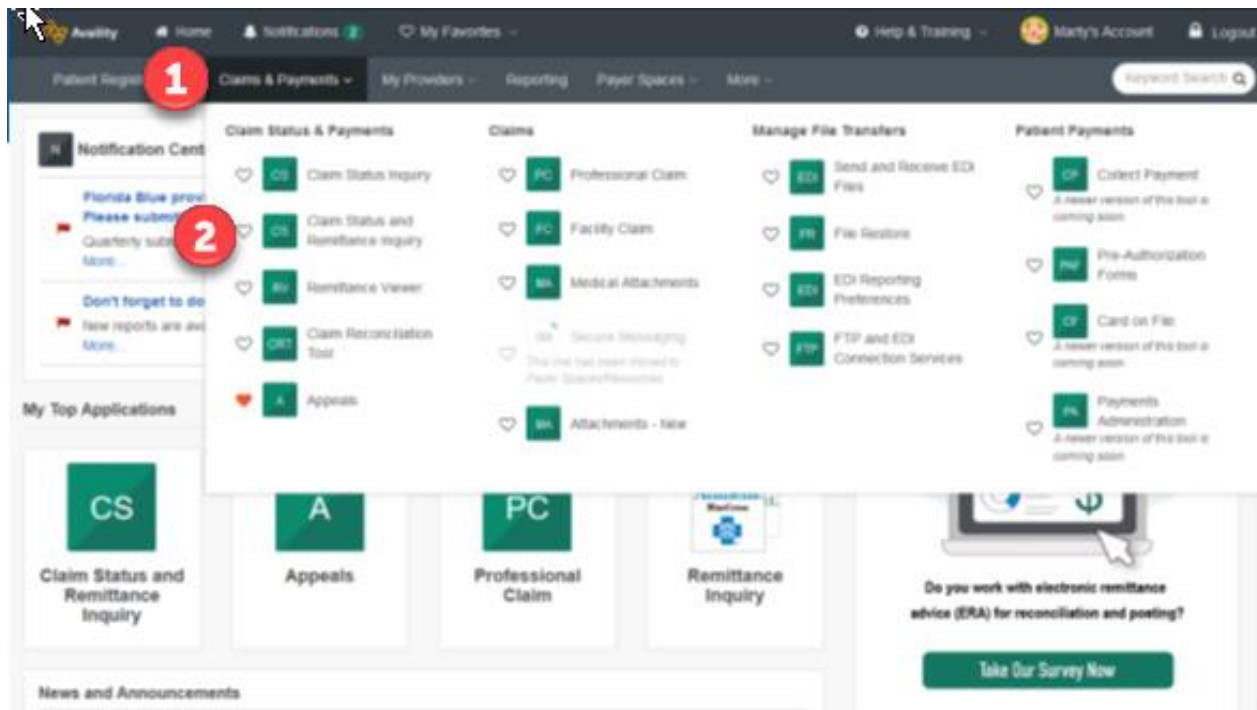


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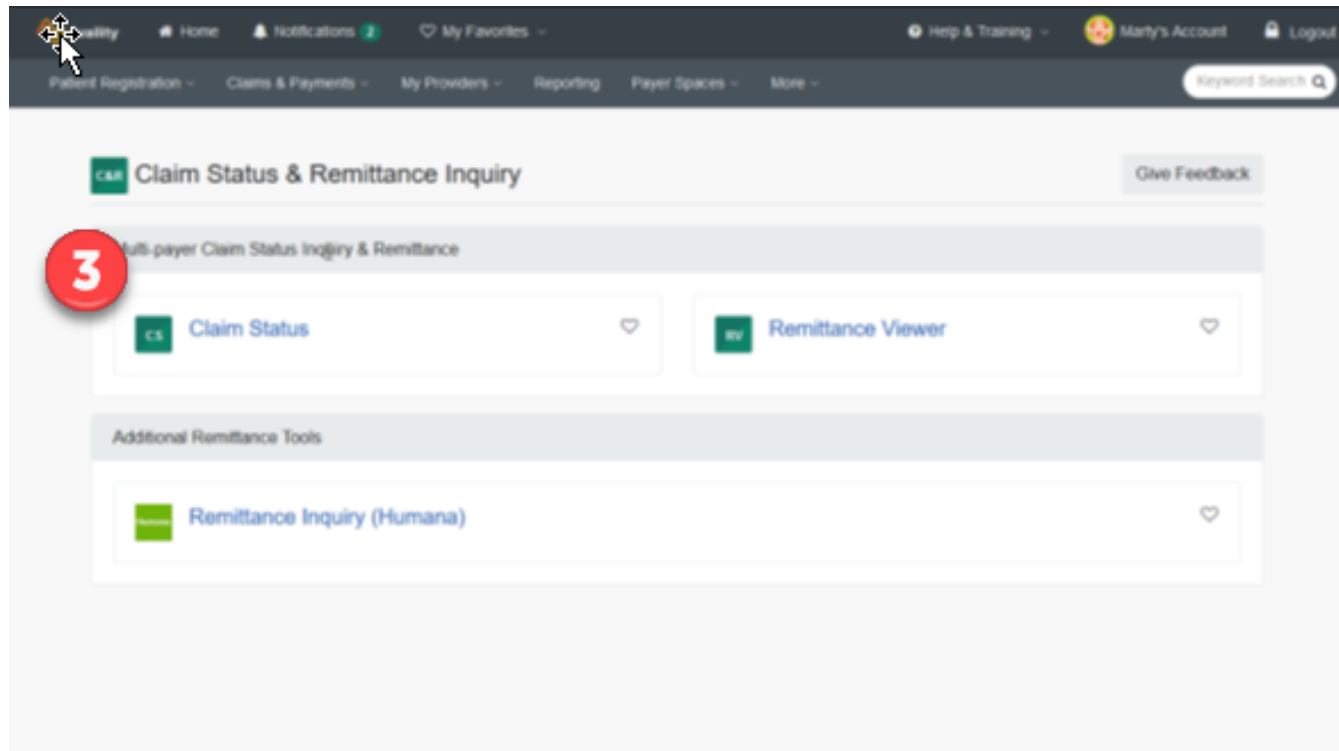


Demonstration

Demonstration



Demonstration (cont.)



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 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 is a secondary menu with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is located on the right side of the secondary menu.

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. The top navigation bar includes 'Availity', 'Home', 'Notifications' (with a red indicator), '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'. A search bar is on the right.

The main content area is titled 'Claim Status' with a 'cs' icon. It includes 'Give Feedback' and 'New Request' buttons. The transaction ID is 423508004, dated August 9th, 2018, at 12:07 pm.

The subscriber information is: AVAILITY, SOPHIA. Patient ID: ABC123456789, DOB: 03/01/1961. Provider: JAMES MATERNITY, Provider ID: 1234567893. A red circle with the number '6' is next to the provider information. A 'PAYER LOGO' placeholder is on the right.

The claim details for 'Claim 123456' (processed 04/14/2012) are shown. A summary box on the left indicates the claim is 'FINALIZED', processed on 04/14/2012, billed for \$118.50, and paid \$15.36. The main details table shows:

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

Additional information includes a 'Verify Eligibility Information' link, a 'Dispute claim' link, and a status message: '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.'

Summary table at the bottom:

Dates	04/03/2012 - 04/03/2012	Billed	\$77.50	Coinsurance ¹	N/A	Paid	\$5.73
Procedure Code	82043	Allowed ¹	N/A	Copay ¹	N/A		

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, a red circle with the number "7", and instructions: "Look for this request in your worklist to complete and send it to the payer. You can review your status of your appeals from your worklist." 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. A "Dispute claim" link is also visible.

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 data for each entry is as follows:

Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000325132000	443289341	JOSE BONILLA DIAZ	11/28/2017	\$220.00
135196431600	016082011700018	CHANEL MILES	05/06/2016	\$861.43
325132500	016082011700018	CHANEL MILES	05/06/2016	\$0.00
100025	08384-011943517	GEORGE MICHAEL BLUTHE	05/16/2017	\$77,487.64

Demonstration (cont.)

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

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 "-".

Add File

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. 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	\$220.00	\$121.01
Finalized	\$851.43	\$0.00
Finalized	\$77,487.64	

Message if you 'Submit Request' without attaching a document

Demonstration (cont.)

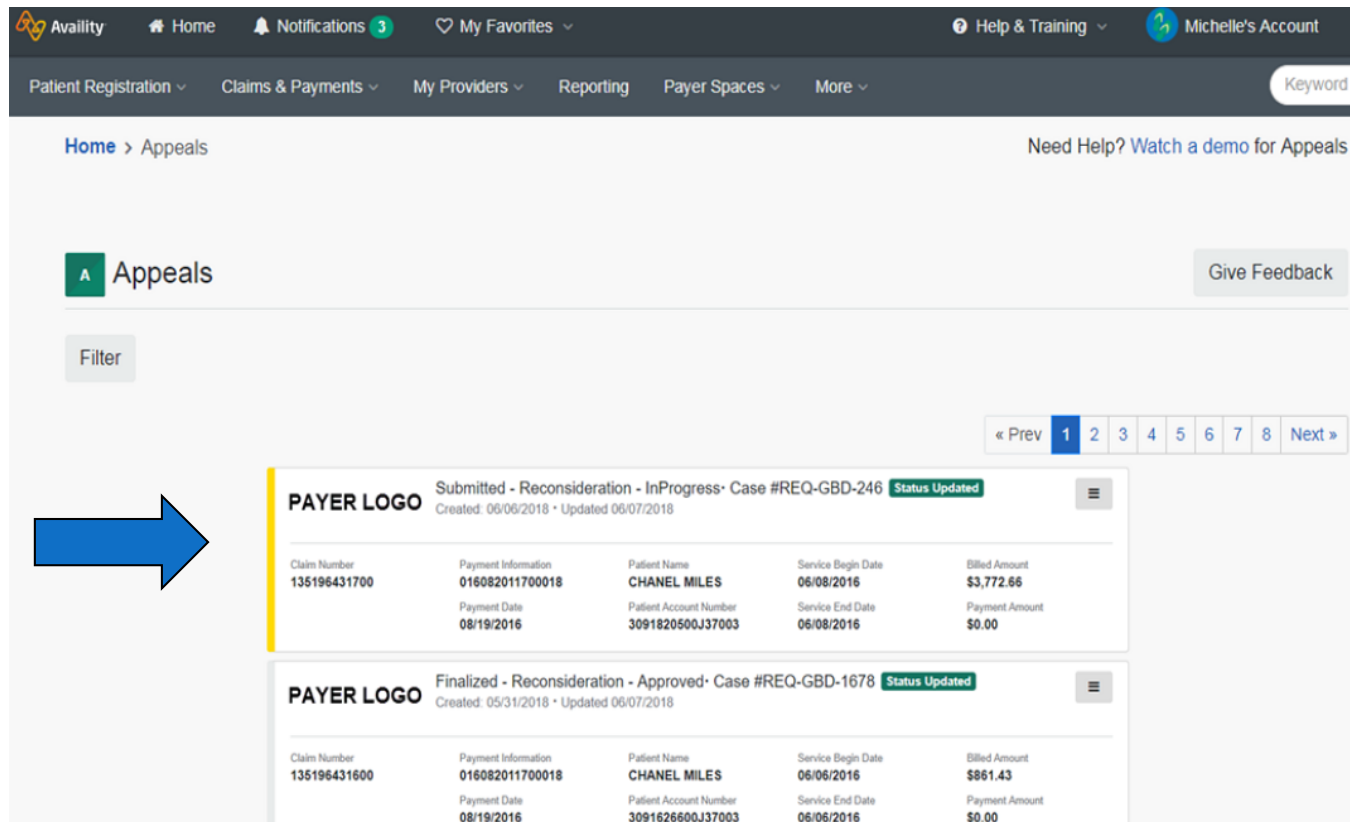
The screenshot displays the Availity web interface. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Help & Training, and Debtor's Account. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area shows a list of claims. 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 cards. The first card is for claim number 000325132000, status "Finalized - Reconsideration - Aaa- Case #REQ-GBD-219", with a "Status Updated" tag. The second card is for claim number 135196431600, status "Returned - RegulatoryComplaint - Denied- Case #REQ-GBD-1378", with a "Status Updated" tag. The third card is for claim number 325132500, with a table of payment information.

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 cards are displayed, both for 'PAYER LOGO' and 'CHANEL MILES'. The first card is 'Submitted - Reconsideration - InProgress' with case #REQ-GBD-246. The second card is 'Finalized - Reconsideration - Approved' with case #REQ-GBD-1678. A blue arrow points to the first card.


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 'Give Feedback' button is also present. A 'Filter' button is located below the 'Appeals' header. A pagination control shows 'Prev', '1' (selected), '2', '3', '4', '5', '6', '7', '8', and 'Next'. Two case entries 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	3091820500J37003	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 on the right contains the text 'Keyword Search'.

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, it says "Showing 3 of 4" and a "View All" button.
- Messaging:** A section with a speech bubble icon and the text "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 shows 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 on the right. The main content area shows the breadcrumb 'Home > Appeals' and a link to 'Need Help? Watch a demo for Appeals'. A green 'A' icon is next to the 'Appeals' title, and a 'Give Feedback' button is on the right. A 'Filter' button is on the left. A pagination control shows '1' selected. The main content is a card for a case: 'Finalized - Reconsideration - Dismissed Case #REQ-ABC-1234', created on 07/02/2018 and updated on 07/25/2018. Below this is a table with two rows of 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



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Request another review (cont.)

The screenshot shows the Availity web 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 '1' selected. The main case card is titled 'Finalized - Reconsideration - Dismissed Case' and includes a 'Request another review' button, which is highlighted with a blue box. Below the title, there is a table with the following data:

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

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

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

Home > Appeals

Appeals

Filter

PAYER LOGO	Finalized - Re
Claim Number 000123456789	Payment Information Payment Date

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

Date	Billed Amount
7	\$365.00
Date	Payment Amount
7	\$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 'Filter' button is visible on the left. A central success message reads: 'Success 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. To the right, there is a 'Give Feedback' button and a pagination control showing 'Prev 1 2 3 4 5 6 7 8 Next'. At the bottom, a table displays claim details:

PAYER LOGO	Finalized				
	Created: 07				
Claim Number 000123456789	Payment Inf				Billed Amount \$365.00
	Payment Date	Patient Account Number 98765	Service End Date 12/31/2017		Payment Amount \$17.29

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 (2), 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 list of application categories with a red '2' next to 'Appeals'. The categories shown are CS (Claim Status and Remittance Inquiry), A (Appeals), PC (Professional Claim), and Remittance Inquiry.
- Claim Status & Payments:** Includes tools like Claim Status Inquiry (CS), Claim Status and Remittance Inquiry (CS), Remittance Viewer (RV), and Claim Reconciliation Tool (CRT).
- Claims:** Includes Professional Claim (PC), Facility Claim (FC), Medical Attachments (MA), Secure Messaging (SM), and Attachments - New (MA).
- Manage File Transfers:** Includes Send and Receive EDI Files (EDI), File Restore (FR), EDI Reporting Preferences (EDI), and FTP and EDI Connection Services (FTP).
- Patient Payments:** Includes Collect Payment (CP), Pre-Authorization Forms (PAF), Card on File (CF), and Payments Administration (PA).

At the bottom right, there is a promotional banner for electronic remittance advice (ERA) 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 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 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 »'. Two dispute entries are visible, each with a 'PAYER LOGO' and a 'Status Updated' badge. The first entry is 'Submitted - Reconsideration - InProgress' for Case #REQ-GBD-246, and the second is 'Finalized - Reconsideration - Approved' for Case #REQ-GBD-1678. Both entries include a table of 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.)

The screenshot displays the Availity web application interface for filtering disputes. The top navigation bar includes the Availity logo, Home, Notifications (7), My Favorites, Help & Training, and Marty'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 features a 'Filter' section with the following elements:

- Appeal Status:** A dropdown menu with the placeholder text 'Select a status'.
- Substatus:** A dropdown menu with the placeholder text 'Select a substatus'. The menu is open, showing the following options: Cancelled, Completed, Dismissed, In Progress (highlighted), and Need Additional Info.
- Case Number:** A text input field with an 'Add To Search' button to its right.

At the bottom of the filter section, there are three active filter tags: 'STATUS : INITIATED *', 'SUBSTATUS : IN PROGRESS *', and 'PROVIDER : AVAILITY TEST ORG *'. To the right of these tags are 'Cancel' and 'Apply' buttons.

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 with the placeholder '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 visible. A 'Filter' button is present, and the applied filters are shown as 'STATUS: INITIATED' with a 'Clear All' link. A pagination control shows '« Prev 1 2 Next »'. The main table displays two rows of dispute information, each starting with a 'PAYER LOGO' and 'Initiated' status, followed by creation and update dates. The first row includes a table of details:

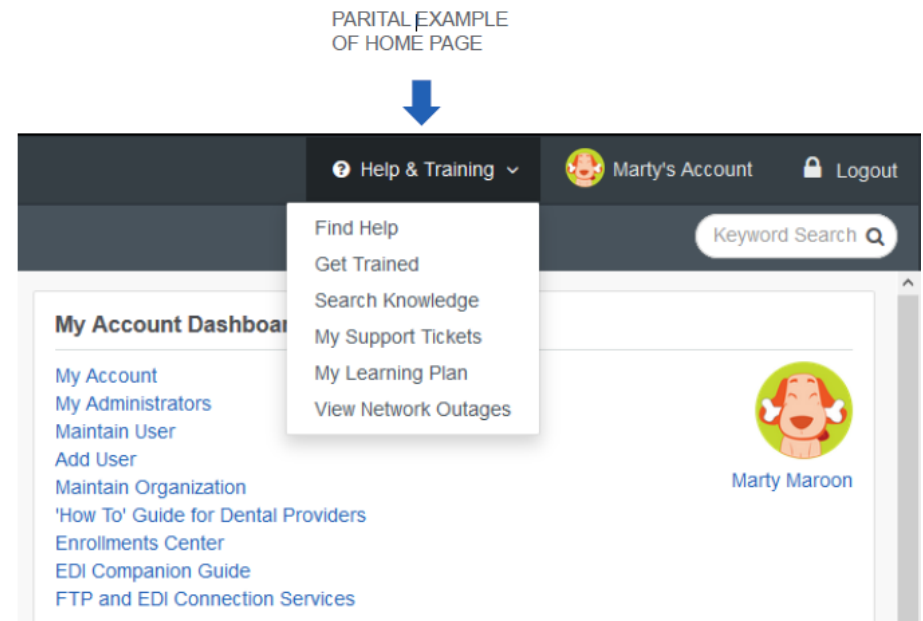
Claim Number	Payment Information	Patient Name	Service Begin Date	Billed Amount
000123456789	011234567890123	POLLY PEONY	09/07/2018	\$1,401.00
	Payment Date	Patient Account Number	Service End Date	Payment Amount
	09/21/2018	01X87654321-2	09/07/2018	0

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.



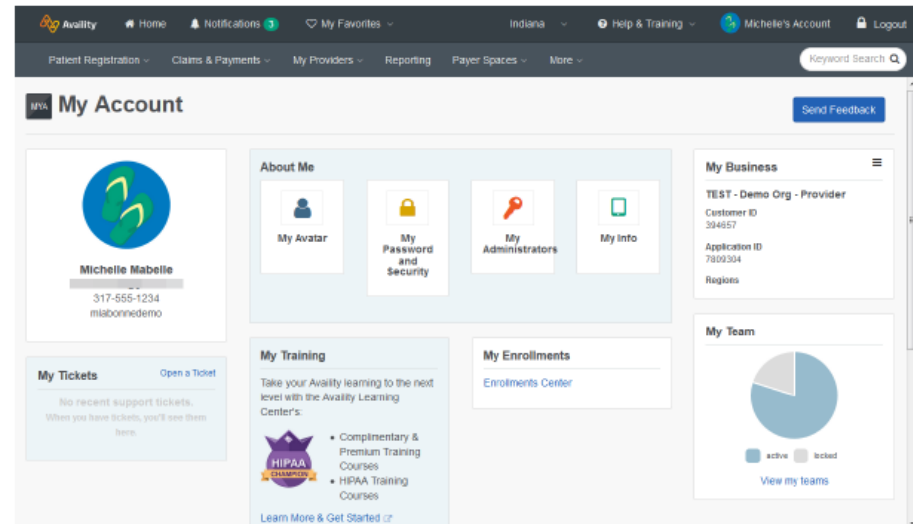
My Account page

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
Check Date	12/20/2018
Claim Receipt Date¹	11/12/2018
Patient Account #	UNKNOWN

Billed	\$1,500.00
Paid	\$100.00

[Dispute claim](#)

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)

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!

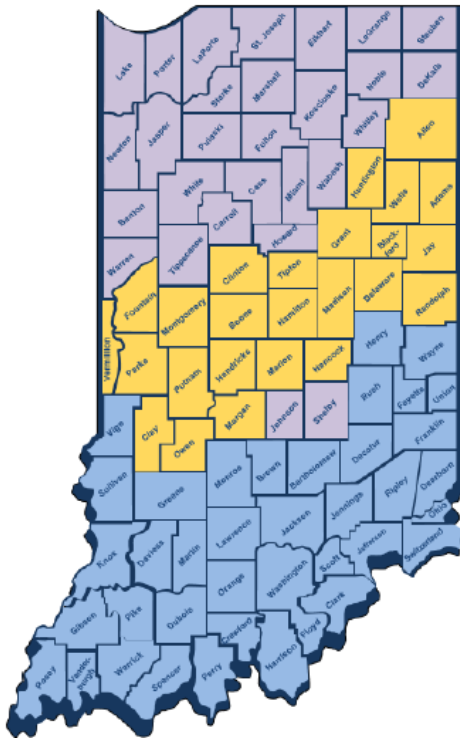
Click **Help & Training | Find Help**. Availity Help displays in a separate window or tab. Under **Contents**, click **Overpayments and Appeals**, or search by keyword such as **Appeals**.

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

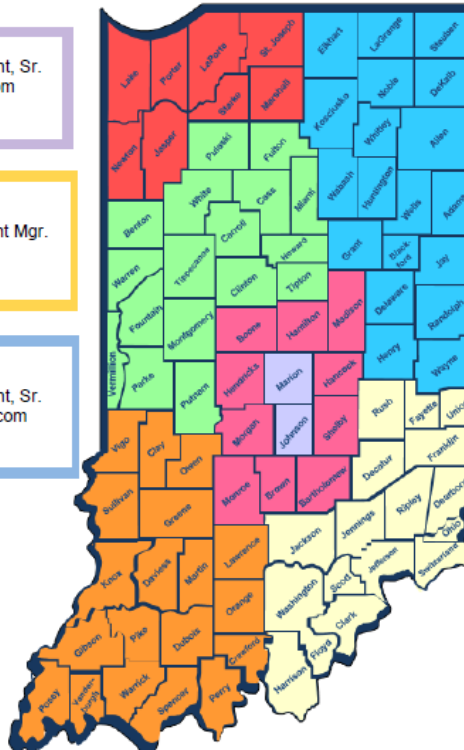


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<p>Community Health Ron Gibson Network Relations Consultant Manager rondinel.gibson@anthem.com 1-317-287-6429</p>
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Anthem Blue Cross and Blue Shield
 Serving Hoosier Healthwise, Healthy Indiana Plan
 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/fssa1085>

