providers.amerigroup.com

Your guide to submitting claims appeals online

This guide will give you steps on how to submit claim appeals online, and how to use Clear Claim Connection to verify code combinations.

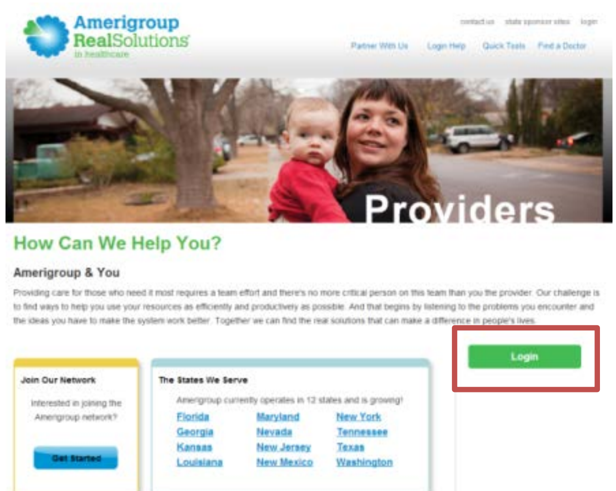
Looking for information on claims submission? Log in to www.Availity.com to submit claims or view the status of a claim.

Accessing Amerigroup Iowa, Inc. claims transaction tools

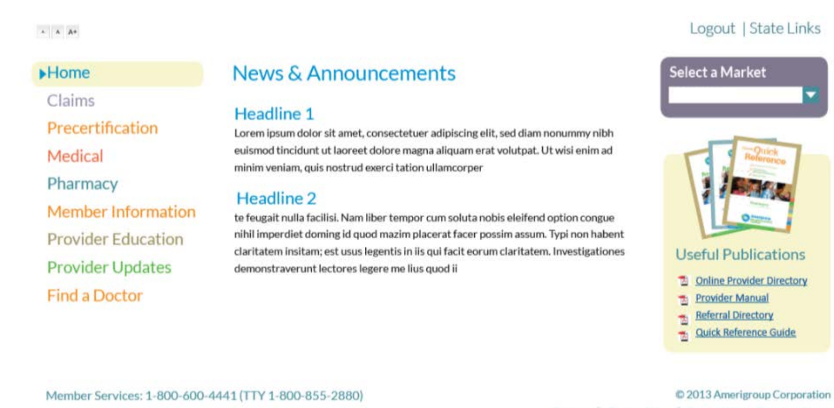
Providers can access the claims transaction tools by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

From the Amerigroup provider self-service website
If you are navigating to the claims submission tool from providers.amerigroup.com:

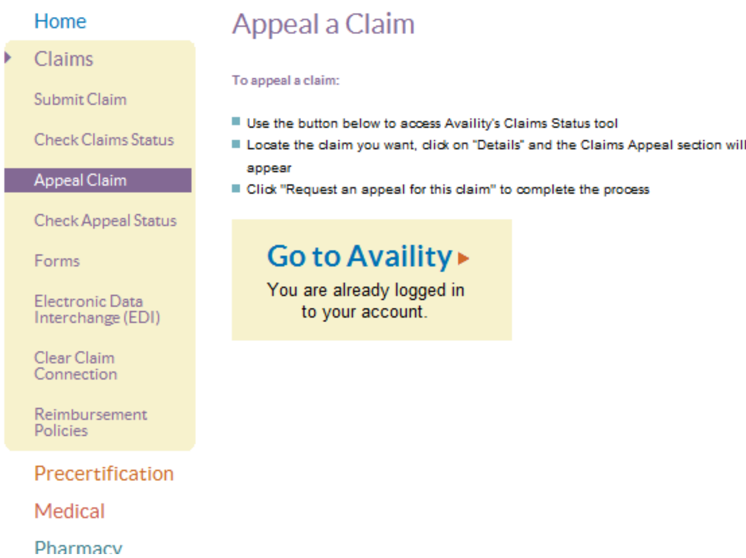
Click on *Login* and enter your Availity ID and password.



Select *Claims* from the left-hand navigation menu.



Select *Appeal Claim* from the left-hand navigation menu, and then *Go to Availity.*

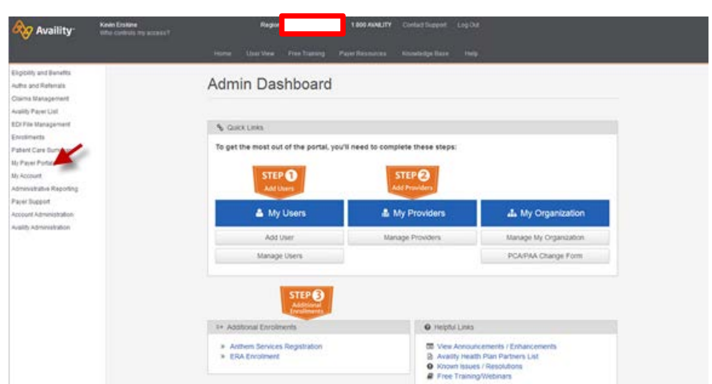


From the Availity website

If you are navigating to the claims submission tool from www.Availity.com:

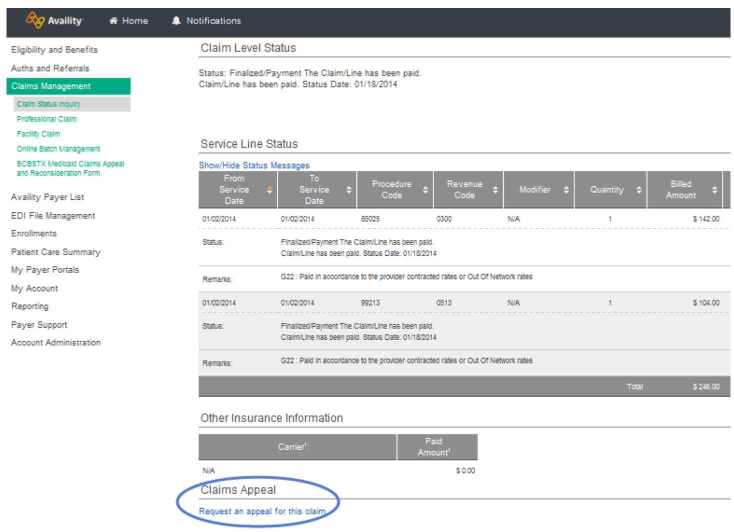
Click on *Log in* and enter your Availity ID and password.

Select your state from the drop-down list in the top tool bar.

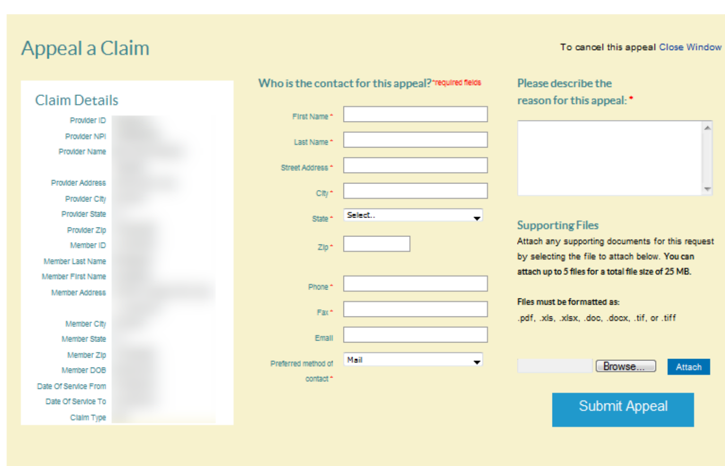


<u>**Appealing a claim**</u>

1. Query the claim in Availity.
2. Select the desired claim.
3. Within the *Claims Status Detail* page, go to the *Claims Appeal* section and click on *Request an appeal for this claim.*



4. The system will leave Availity (accept the action), and you will be redirected to the *Claims Appeal Form I Provider Self Service*.



5. Enter all of the required fields and click on *Submit Appeal* to submit the appeal form.

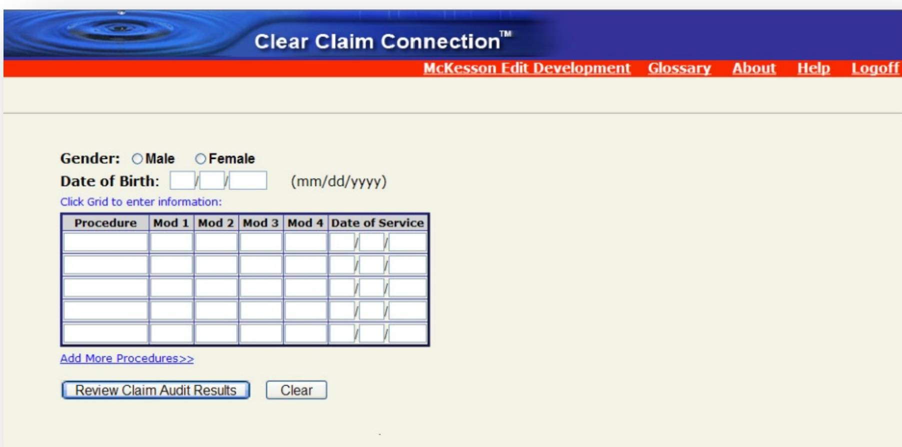
Clear Claim Connection

Amerigroup offers an online code auditing reference tool called Clear Claim Connection (C3). C3:

- Mirrors our current code-auditing software.
- Evaluates code combinations the same way they are reviewed during adjudication of a claim.
- Allows you to access our claim auditing rules and the clinical rationale built into our code auditing software.

To use C3:

1. Select **Claims** on the **Tools** menu and then select **Clear Claim Connection.**
2. Choose your market and click the check box beside **I agree to the Terms & Conditions** to continue. *If you do not agree to the terms, you cannot use this tool.*
3. Enter the member's information, the procedure codes, modifiers (if any) and the date of service.
4. Click the **Review Claim Audit Results** button.



Note: This tool does not guarantee payment. It explains our code edit logic for claims.