Providers can now receive and respond to medical record requests for postpay audit via the Availity Portal

Starting April 13, 2020, Amerigroup will be launching the use of Availity's Medical Attachment functionality for electronic communications. This new functionality allows providers to upload medical records and itemized bill information electronically instead of through traditional paper communications. This functionality can improve communications for medical record requests and will not impact the audit program.

We began transitioning providers in October 2019 and have been in an active limited launch. We will complete transition by May 11, 2020.

Important facts regarding this change:
- This change only affects providers who use Availity and have opted in to using the Medical Attachment functionality through the permissions in Availity's Enrollment Center.
- The new functionality is **only** for medical record requests for postpay claims for the Payment Integrity Quality Claims Review (provider audit) department only.
- There will be no duplicate requests (both paper and electronic).
- In Availity, the request will come into the provider's Medical Attachment *Inbox:*
    - The original letter, historically sent via paper, is accessible through a hyperlink in the Availity system as a PDF electronic copy. The letter content is exactly the same as it was in paper format.
    - Each request letter will have a time frame for responding to the request. After the time frame has passed for that letter, you will not be able to respond to that letter. If you wish to upload medical records after the response time has expired, please refer to the Availity training referenced below.
    - Providers can respond to the request by uploading records in Availity. The attachments are received in almost real time and are delivered electronically to the payer's systems through secure means. Records are not stored in Availity.
- The following is out of scope or not impacted:
    - Vendor requests for medical records on behalf of the payer
    - Providers who do not use Availity or have not turned on permissions for Medical Attachments within Availity
    - The request timing of request letter and the verbiage in the request letter
    - The Program Integrity Special Investigations Unit postpay review is not included at this time.

Resources
Training is available on the Availity Portal at [Availity Training on Electronic Medical Records for Program Integrity](#).

Can I start using the functionality earlier?
Yes, you can. If you chose to opt in earlier, please ensure you are configured within Availity. Reach out to your Provider Solutions contact or request early access via email at dl-Prod-Availity-Provider-Support@anthem.com.

For additional information, see our *Availity Medical Attachment Functionality FAQ*.

Availity Medical Attachment Functionality FAQ

Amerigroup is launching the use of Availity's Medical Attachment functionality for electronic communications. This function allows providers to upload medical records and itemized bill information electronically instead of through traditional paper communications. This functionality can improve communications for medical record requests and will not impact the audit program.

How will I know when I can use Availity's Medical Attachment function?
Upon being granted access, you will receive an initial notification through the *Availity Notifications Center*. The notification will also include a link providing information on how to use the Medical Attachment function.

What will happen once I have been granted access?
Once you have been granted access to the Medical Attachment function, Availity will notify the payer. From that date forward, communications will be sent electronically, and paper communications will cease.

What will happen if I decide to turn off the Medical Attachment function?
Upon turning off your access, Availity will notify the payer. From that date forward, communications from Availity will revert back to paper format.

Who should I contact with any questions or feedback?
You can reach out to your Provider Solutions representative or email dl-Prod-Availity-Provider-Support@anthem.com.

Can we still submit medical records via paper?
Yes, you may still follow the instructions in the letter to submit medical records using the other means available.

After the records are submitted, can I still see what was sent?
Yes, you will have an electronic record of the submission in the *History* tab.

Is the provider notified when a request comes in?
Yes, Availity will send the user an email and add a notification in the *Notifications* section, alerting you of a new request in your inbox.

What about the timelines for requests?
All electronic requests will be in alignment with the current timelines for paper requests. So, if you receive a letter requesting records within 30 days, the Availity request will be the same. Availity will display a countdown of the days remaining until the request expires.

Once the request expires, the request will move to the *History* tab. If you did not respond to the first notice, it will expire, and a second notice with the next due date will be sent. If all notices have expired, you may still upload the medical attachments using Availity through the **Send Attachments** option in the *Attachments* application.

This update is for Availity — what about other provider portals?
We continue to look for system enhancements to improve the provider experience. As enhancements are rolled out, communications like this one will be provided.

Is there a file size upload limitation?
The current upload maximum is 100 MB in cumulative. For example, you can upload two files that are 50 MB each, or one file that is 100 MB.

What do I do if the files are larger than 100 MB?
Reach out to our Provider Network team to communicate this as an issue for assistance. Submit the medical records that you can through the Availity Portal. For any additional medical records, use the **Send Attachment** option in the *Attachments* application in Availity. You can always continue to send records by the other means listed in the letter.