

The claims transaction tools on the Amerigroup provider self-service site allow you to:

- Submit claim appeals
- Use Clear Claim Connection to verify code combinations
- View reimbursement policies
- Obtain instructions to submit claims using Electronic Data Interchange (EDI)
- Download documents

This guide will give you steps to:

- Submit claim appeals
- Use Clear Claim Connection

Looking for information on claims submission? Log in at [www.Availity.com](http://www.Availity.com) to submit claims or view the status of a claim.

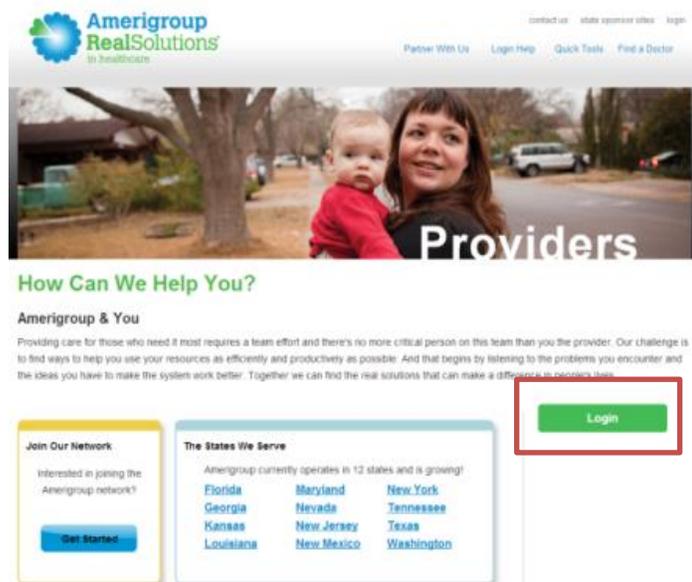
## Accessing Amerigroup claims transaction tools

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](http://providers.amerigroup.com):

Click on Login and enter your Availity ID and password



*\*In Louisiana, Amerigroup Louisiana, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.*

Select Claims on the left hand navigation

Amerigroup RealSolutions in healthcare

Provider

Logout | State Links

Select a Market  
Tennessee

Useful Publications

- Online Provider Directory
- Provider Manual
- Referral Directory
- Quick Reference Guide

Member Services: 1-800-600-4441 (TTY 1-800-855-2880)

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## From the Availity website

If you are navigating to the claims submission tool from [www.Availity.com](http://www.Availity.com):

Click on Log in and enter your Availity ID and password

Availity

User ID:

Password:

Show password as I type

Help! I can't log in!

Log in

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

Availity

Key

1 800 AVAILITY

Admin Dashboard

Quick Links

To get the most out of the portal, you'll need to complete these steps:

STEP 1 Add Users

STEP 2 Add Provider

STEP 3 Additional Enrollments

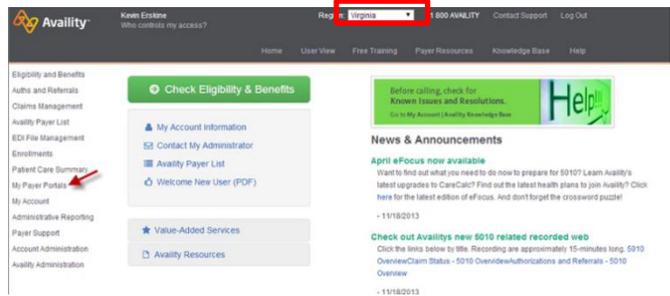
My Users

My Providers

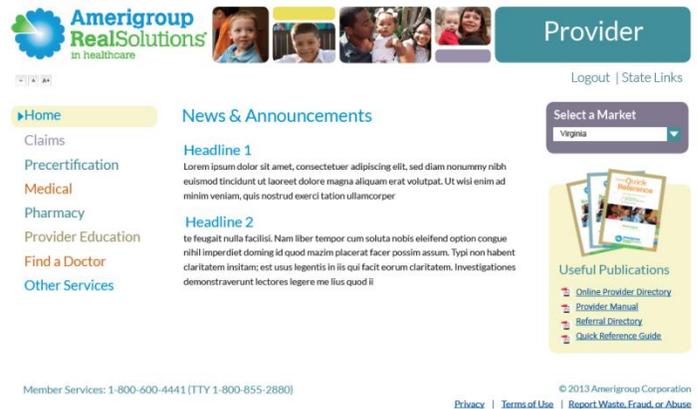
My Organization

Helpful Links

Select Amerigroup Provider Self-Service from the My Payer Portals in the left-hand navigation of either the Account Administrator or normal user screen



Select the Claims tab from the left-hand navigation of the Amerigroup provider self-service website



# Appeal a claim

Navigate to the Claims tab.

1. In the Claim Appeals section under the Summary of Appeal field, enter:
  - a. The specific reason for your appeal
  - b. Why you disagree with the partial or zero payment we made
  - c. Information you feel supports your request to change our decision
2. Complete the fields in the Claim Appeals Contact Information section.
3. Upload any supporting documents by using the Browse button to locate and attach the information you wish to submit.
4. Click on the **Submit Appeal** button to submit your appeal.

## Claims

### Claims Status Tool

Our Claims Status feature allows you to check how your claim processed. You can also resubmit claims and send us payment disputes as needed.

### Claim Appeals

#### Claim Appeals

Provider ID: 01729480    Provider Name: The Heritage

Provider Address 511 N Western Ave

Provider City: Girard    Provider State: KS    Provider Zip: 667431152

Member ID: 717424634

Member Last Name: Wilson    Member First Name: John

Member Address: 511 N Western Ave

Member City: Girard    Member State: KS    Member Zip: 667431152

Member DOB: 8/25/1942

Date Of Service From: 2/1/2013    Date Of Service To: 2/1/2013

Claim Type: UB

[Return to Claim Details](#)

Please describe the reason for this appeal below

Summary of Appeal: \*

### Claim Appeal Contact Information

First Name: \*

Last Name: \*

Street Address: \*

City: \*

State: \*

Zip: \*

Phone: \*

Fax: \*

Agency:

Email:

Preferred method of contact: \*

Supporting Files (25 MB Maximum, tif, tiff, pdf, xls, doc, docx Format Only)

1.  [Browse...](#)
2.  [Browse...](#)
3.  [Browse...](#)
4.  [Browse...](#)
5.  [Browse...](#)

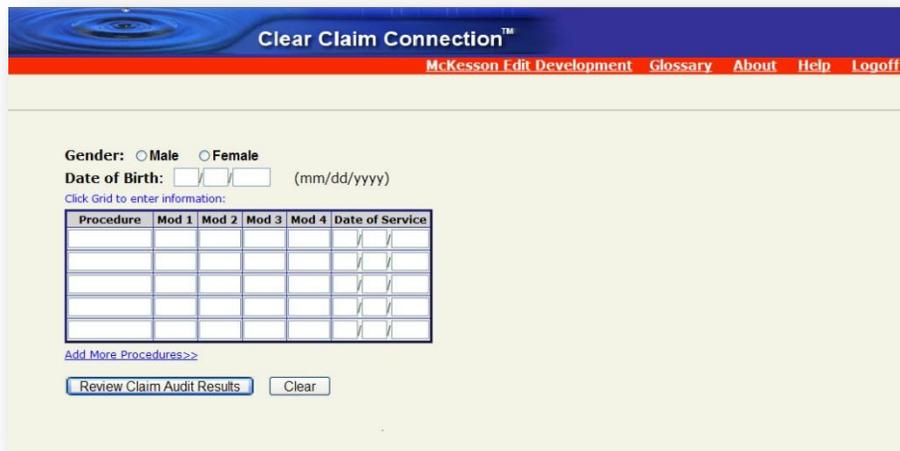
[Clear Form](#)    [New Search](#)    [Submit Appeal](#)

## 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

1. Select **Claims** on the **Tools** menu; then select **Clear Claim Connection**.
2. Choose your market and click the check box **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.



The screenshot shows the 'Clear Claim Connection' web application. At the top, there is a blue header with the title 'Clear Claim Connection™' and a red navigation bar with links for 'McKesson Edit Development', 'Glossary', 'About', 'Help', and 'Logoff'. Below the header, the main content area is white and contains the following elements:

- Gender:** Radio buttons for 'Male' and 'Female'.
- Date of Birth:** Three input fields for month, day, and year, followed by '(mm/dd/yyyy)'.
- Click Grid to enter information:** A small blue link.
- Table:** A table with 6 columns: 'Procedure', 'Mod 1', 'Mod 2', 'Mod 3', 'Mod 4', and 'Date of Service'. The 'Date of Service' column is split into two sub-columns for month and day. There are four empty rows for data entry.
- Buttons:** A blue button labeled 'Review Claim Audit Results' and a white button labeled 'Clear'.

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