The claims transaction tools 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 to submit claims or view the status of a claim.

## Accessing Amerigroup claims transaction tools

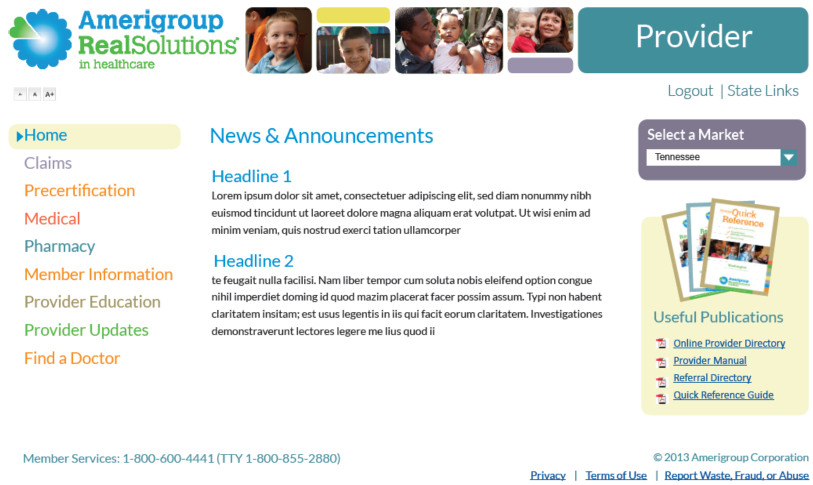
Providers can access the claims transaction tools by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

**From the Amerigroup provider self-service website**

If you are navigating to the claims submission tool from providers.amerigroup.com:

Click on Login and enter your Availity ID and password

Select Claims on the left hand navigation then follow the directions in Step 2 of this guide

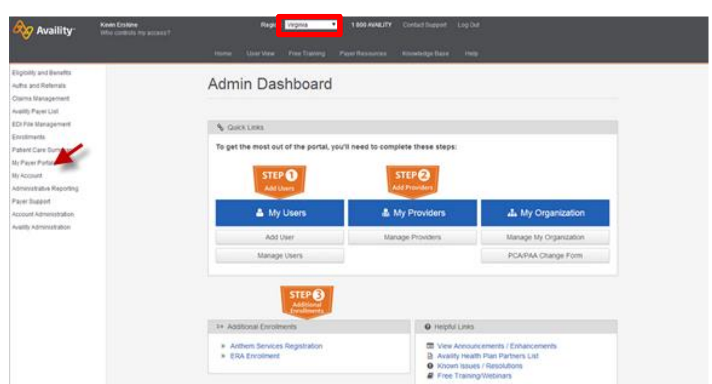



**From the Availity website**

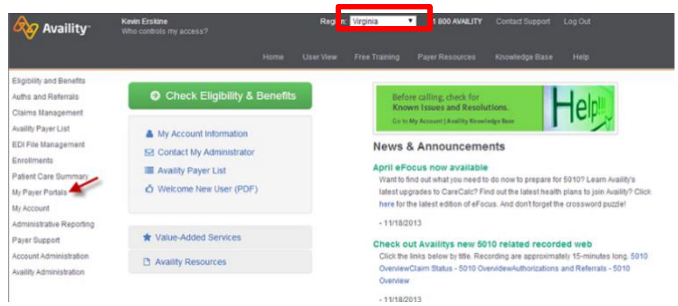
If you are navigating to the claims submission tool from www.Availity.com:

Click on Log in and enter your Availity ID and password

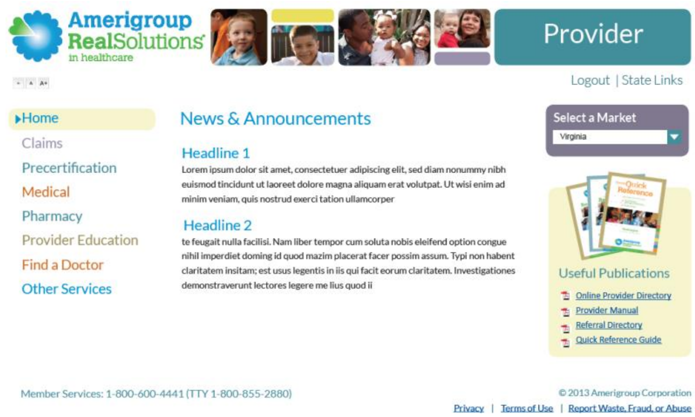

Select your state from the drop-down list in the top tool bar



Select Amerigroup Provider Self-Service from the My Payer Portals in the left-hand navigation of either the Account Administrator or normal user screen; you will be redirected to the Amerigroup provider self-service website




Select the Claims tab from the left-hand navigation of the Amerigroup provider self-service website then follow the directions in Step 2 of this guide

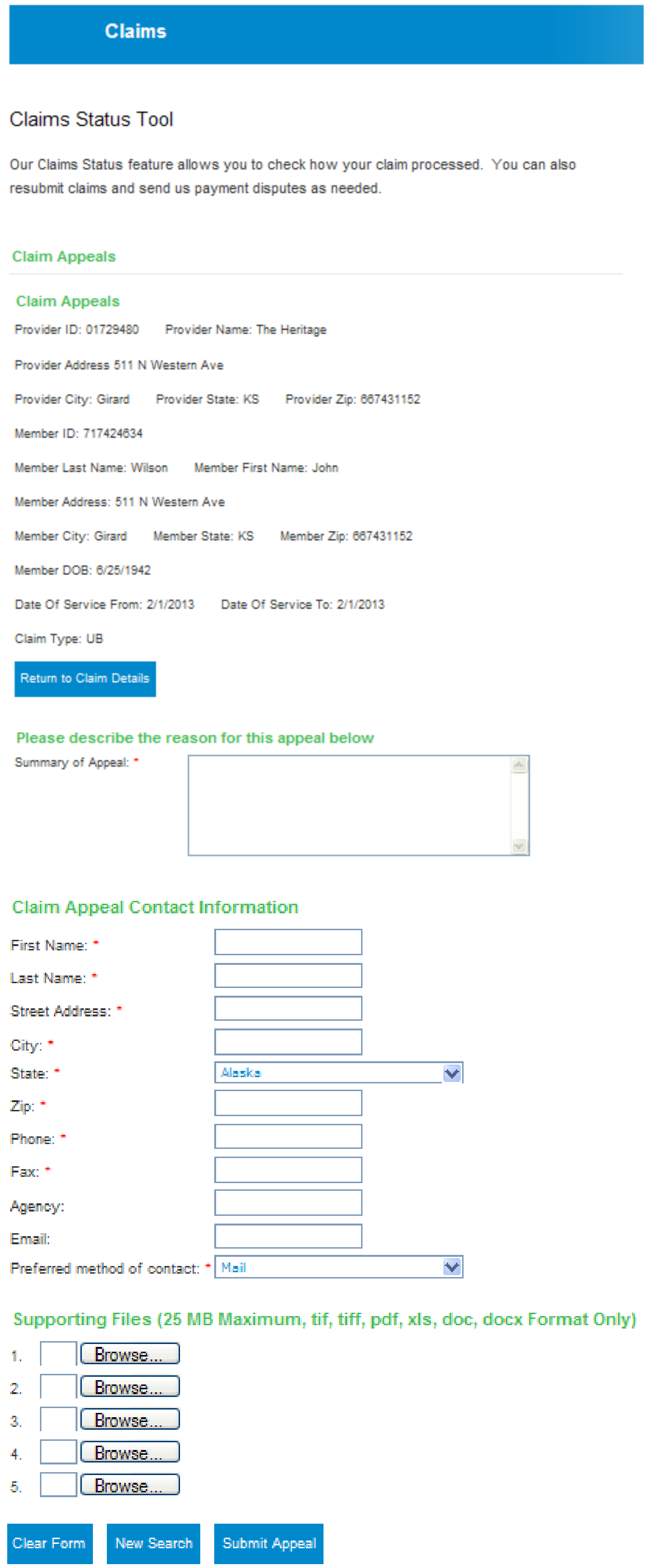


## Step 2

## To 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.



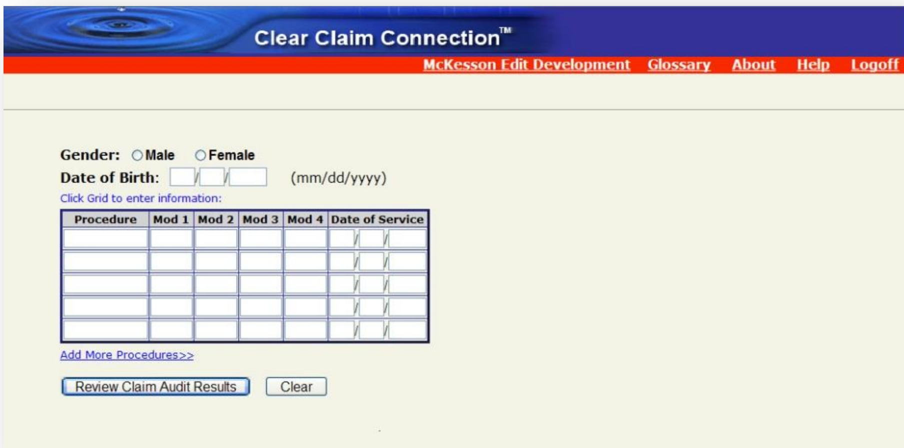
## Clear Claim Connection

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.




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