

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](http://www.Availity.com) to submit claims or view the status of a claim.

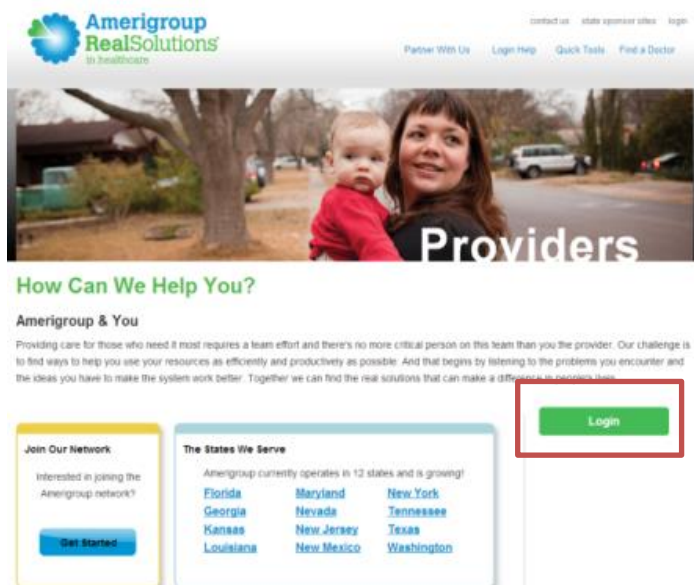
## Accessing Amerigroup claims transaction tools

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

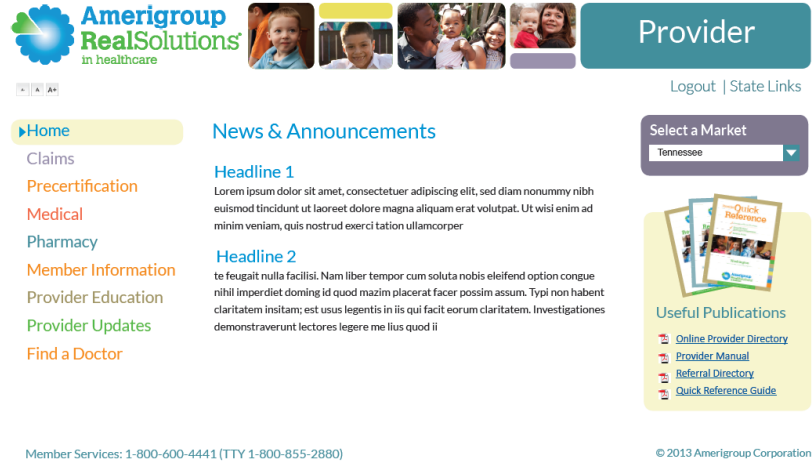
### From the Amerigroup provider self-service website

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

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



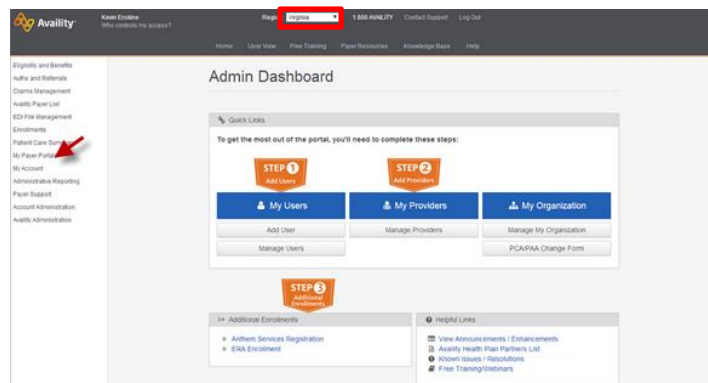
**From the Availity website**

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

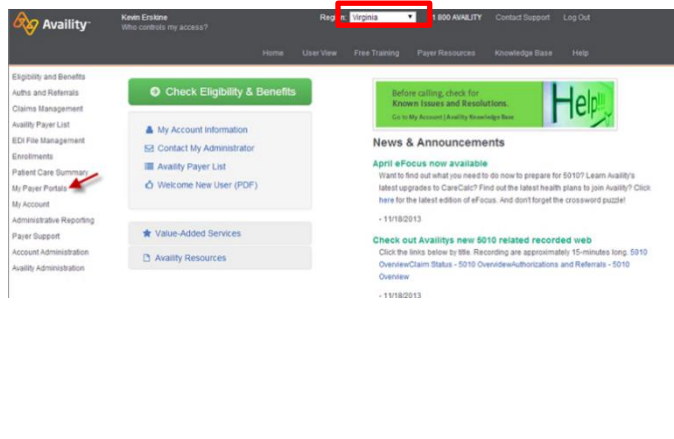
Click on Log in and enter your Availity ID and password



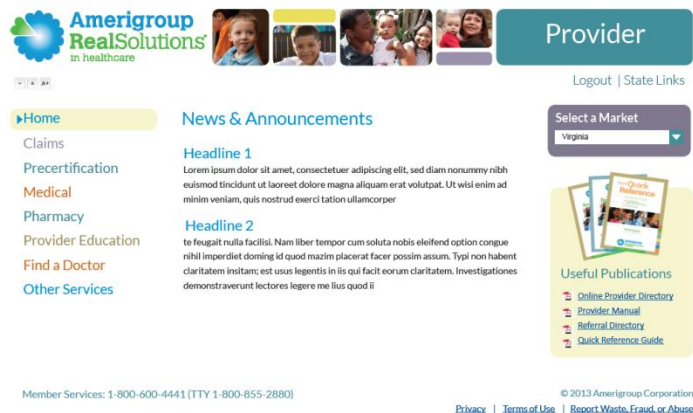
Select your state from the drop-down list in the top tool bar



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.

#### 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.
2.
3.
4.
5.

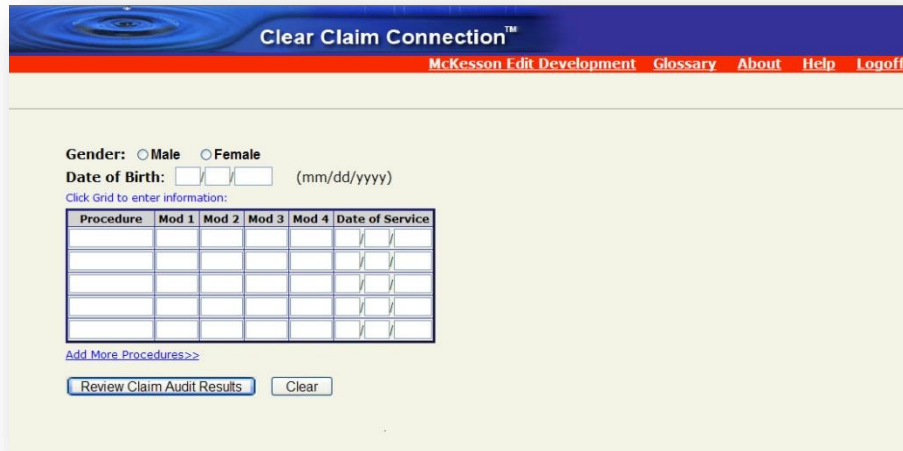
[Clear Form](#)    [New Search](#)    [Submit Appeal](#)

## 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 navigation bar, the form includes a 'Gender' section with radio buttons for 'Male' and 'Female'. The 'Date of Birth' section has a date input field with a '(mm/dd/yyyy)' label and a link 'Click Grid to enter information:'. Below this is a table for entering procedure codes and modifiers. The table has columns for '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 year. Below the table is a link 'Add More Procedures>>'. At the bottom of the form are two buttons: 'Review Claim Audit Results' and 'Clear'.

Procedure	Mod 1	Mod 2	Mod 3	Mod 4	Date of Service	
					/	/
					/	/
					/	/
					/	/

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