

## The ABCs of Our Medical Attachment Tool

The medical attachment tool in Availity<sup>®1</sup> lets providers and payers exchange documentation electronically through a simple self-service online application. The tool can save time, ensure proper routing and improve the overall administrative experience.

Using the medical attachment tool is easy! If you aren't already using the tool, here are the ABCs for getting started.

### Access the Tool to Get Set Up

#### To Access the Tool:

- Log in to Availity at [availity.com](http://availity.com).  
Get started by clicking on **My Providers> Enrollments Center>** and then **Medical Attachments Setup**.
- Follow the prompts on the next page to complete enrollment. Steps include:
  - Selecting the application function, "Medical Attachment Registration"
  - Adding National Provider Identifier (NPI) numbers for providers and associated organizations.
  - Selecting users in your organization who should receive medical records requests.
- After the steps above are completed, those users selected for access to the tool can find the tool by selecting **Claims and Payments> Medical Attachments**.

**Helpful Tip:** *If you can't see Enrollments Center or Organizations in the dropdown box under Medical Attachment Registration, it means you are not the administrator for the organization. To find your administrator, select the "Your Account" icon in the upper right hand corner and then select "My Administrators." To load NPIs faster in the Enrollments Center window, you can copy and paste them from an excel spreadsheet or other documents into the NPI box.*

### Be Aware of the Information Below

#### Do all Florida Blue areas use the tool?

- Florida Blue claim-processing areas can now use the medical attachment tool. This means we will use it to request medical records when needed in order to process claims and claim payments. This tool is also used by our Risk Adjustment Chart Procurement area to request medical records needed for data validation or general audits.
- Right now, it does not apply to Federal Employee Program<sup>®</sup> or State Group Account claims or certain processes that currently aren't using our primary document request system.

**Helpful Tip:** *For those Florida Blue areas that can't use the medical attachment tool at this time, you will continue to mail or fax medical records. As other Florida Blue areas start using the medical attachment tool, you will automatically receive medical record requests through the tool if you have registered to use it.*

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at [availity.com](http://availity.com).  
900-1614-0918

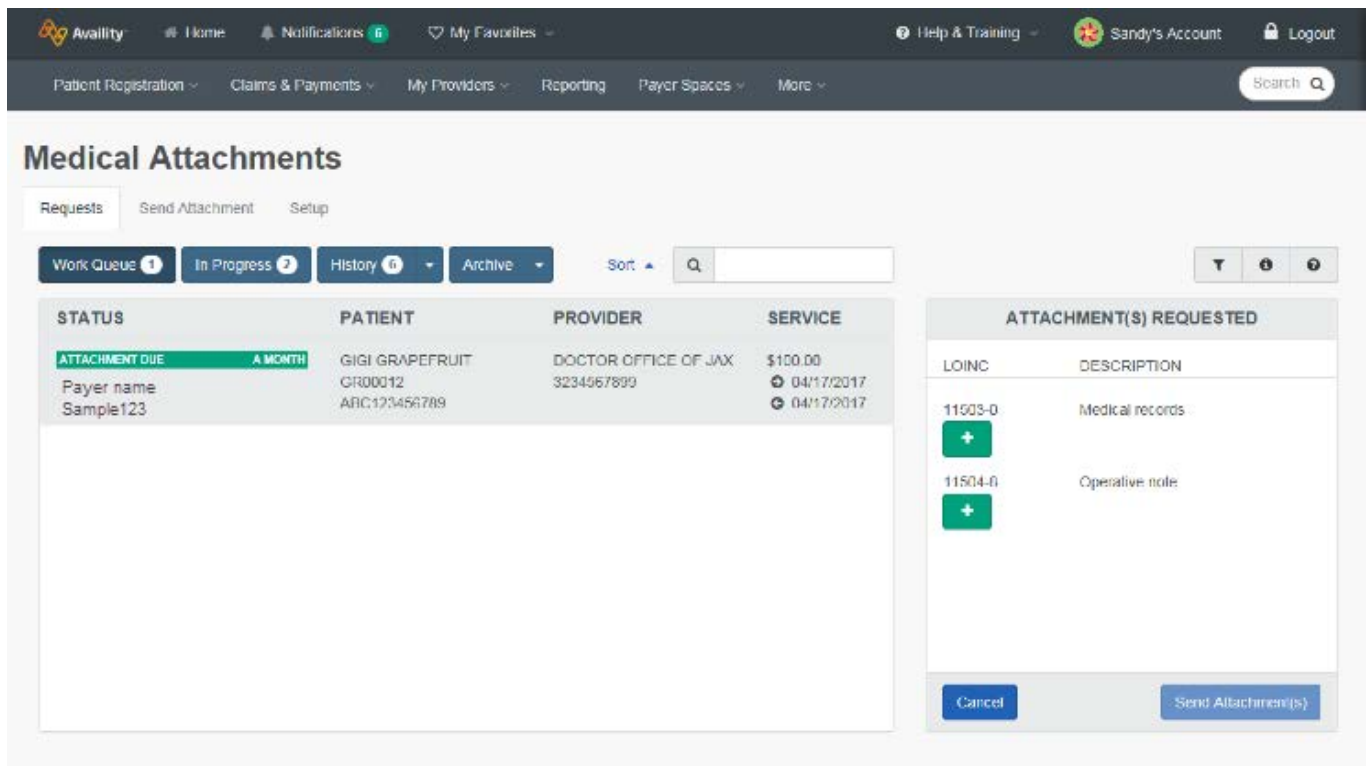
## Where can I find information on how the Medical Attachment Tool works?

- For demos and training, log in to Availity at [availity.com](http://availity.com), select Help & Training, then **Get Trained**. The Availity Learning Center opens in a new tab and is your dedicated Availity Learning Center account. Search by keyword “attachments” to find on-demand and live training options.
- For help topics, log in to Availity at [availity.com](http://availity.com), select **Help & Training**, then **Find Help**. Under contents, select **Medical Attachments**.

## Complete Your Requests

- Requests from Florida Blue that require your action can be found in the **Work Queue** tab.
- Requests you have completed, but have not been reviewed by Florida Blue, are found in the **In Progress** tab.
- Requests you have completed and that have been reviewed by Florida Blue are found in the **History** tab and transferred to the **Archive** tab.

**Helpful Tip:** You can complete requests one at a time by clicking the plus (+) sign on the request or by dragging and dropping the document from your computer to the specific request in the Work Queue. See screen shot below.



The screenshot displays the Availity Medical Attachments interface. At the top, there is a navigation bar with the Availity logo, Home, Notifications (6), My Favorites, Help & Training, Sandy's Account, and Logout. Below this is a secondary navigation bar with Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More, along with a search bar. The main content area is titled "Medical Attachments" and has tabs for Requests, Send Attachment, and Setup. Under the Requests tab, there are buttons for Work Queue (1), In Progress (2), History (6), and Archive. A table lists a request with the following details:

STATUS	PATIENT	PROVIDER	SERVICE
ATTACHMENT DUE A MONTH	GIGI GRAPEFRUIT GR00012 ABC123456789	DOCTOR OFFICE OF JAX 3234567899	\$100.00 04/17/2017 04/17/2017

To the right of the table is a panel titled "ATTACHMENT(S) REQUESTED" with columns for LOINC and DESCRIPTION. It lists two attachments: "11503-0 Medical records" and "11504-0 Operative note", each with a green plus sign button. At the bottom of this panel are "Cancel" and "Send Attachment(s)" buttons.

## Need Help?

For questions about using the tool, call Availity at 800-282-4548. For questions about requests in your work queue, call the Florida Blue Provider Contact Center at 800-727-2227.

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