



An Independent Licensee of the
Blue Cross and Blue Shield Association

Questions and Answers

Medical Attachment Self-Service Tool

Background

The Availity^{®1} Medical Attachment Tool lets providers and payers exchange required documentation electronically through a simple self-service portal application. The tool can save time, ensure proper routing and improve the overall administrative experience. All 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. There are a few exceptions. The medical attachment self-service tool does not apply to Federal Employee Program[®] or State Group Account claims, or certain processes that currently aren't using our primary document request system.

If you've registered for the new medical attachment self-service tool in Availity, please review these FAQs about the tool and Florida Blue's various request types. With this information, using the medical attachment tool will be easier and faster. For information about using or registering for the medical attachment tool, go to availity.com; select My Providers> Enrollments Center> Medical Attachments Setup.

What types of requests will I receive from Florida Blue?

Risk Adjustment Chart Procurement - Our Risk Adjustment Chart Procurement department will use the medical attachment tool to request medical records needed to comply with a Risk Adjustment Data Validation audit or overall medical record documentation audit.

Attachments to Support Claim and Payment Processing Functions - Our claim operation areas will use the medical attachment tool in Availity to request medical records needed to process claims efficiently.

If I have a question about a specific medical record request, do I call Florida Blue or Availity?

If you have questions about a medical record request, call the Florida Blue Provider Contact Center at 800-727-2227.

If you have general questions about using or setting up the tool, please call Availity at 800-282-4548.

How long do I have to respond to a request from different Florida Blue departments?

Record requests will expire in 30 days unless noted otherwise. You can always tell the due date of a record request by a countdown that shows on the request in Availity.

What if I registered in error and/or do not want to receive medical record requests from Florida Blue through Availity?

If you registered for the medical attachment tool in Availity, but have decided that you no longer want to use the tool, please contact your organization's Availity Administrator to remove your registration. You can find *Help Topics* on how to remove your registration in the *Help Menu* on availity.com; select My Providers> Enrollments Center> Medical Attachments Setup.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at availity.com.
900-1504-0818