



May 2020

New Availity Processing Improvements Help Decrease Claim Holds

With the updates to the Availity^{®1} Gateway on the May 16 release, you'll see a more seamless processing experience and a decrease in claim holds.

Prior to the update, we used letters, Explanation of Benefits or other means to gather correct data for incomplete or inaccurate submissions. These latest updates allow you and your trading partners to identify and resolve the data issues *before* the claim enters our system, resulting in a faster turnaround.

Resolving Data Issues

If you already submit complete and correct data, these changes may be transparent. If you currently experience delays, you may want to closely review information included on your electronic claims submissions.

Claims that do not contain all the necessary data will generate a message on your Electronic Batch Report (EBR) detailing how to correctly submit the claim. Here's a sample error message:

"Procedure cannot be billed without an appropriate anatomical modifier."

- This edit applies to institutional claims
- This edit will hit if a procedure code requiring an anatomical designation is billed without one of the following modifiers: E1-E4, FA, F1-F9, TA, T1-T9, LC, LD, LM, RC, RI, RT, LT, 50
- Check loop/segment 2400 SV202-3 through SV202-6
- Rebill the claim electronically with the correct anatomical modifier

If you're unable to remediate by using your EBR report, contact Availity at 800-282-4548.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit [availity.com](https://www.availity.com).