



Medical Attachments is a web-based application in the Availity® Provider Portal that allows providers to receive and respond electronically to medical requests from Blue Cross and Blue Shield of Texas (BCBSTX).

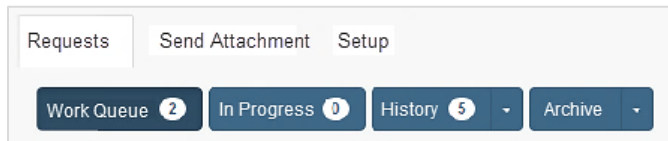
BCBSTX only accepts medical records through the Availity Portal in response to requests for additional medical record documentation used for quality and risk adjustment purposes.

Administrator Instructions: Select Availity Enrollment Center > Medical Attachments Setup, then enter required data.

## 1. Receiving Medical Record Requests from BCBSTX via Availity

New medical record requests from BCBSTX will display in the Availity Notification Center

To view and manage requests, select the Claims & Payments tab in Availity > Medical Attachments > Requests



- **Work Queue** – manage requests from BCBSTX
- **In Progress** – check status of documentation submitted
- **History** – view documentation submitted within 90 days
- **Archive** – view documentation submitted 91 days – 2 years ago

### Quick Tips:

- Files can be up to 10MB
- Accept files formatted in TIFF (.tif), JPEG (.jpg) or PDF (.pdf)

## 2. Submitting Medical Records to BCBSTX via Availity

Select Requests > Work Queue to view requests color-coded from oldest to newest

In the Attachment(s) Requested section, click plus icon (+) and review the request

Click Send Attachment(s) and complete the form that displays

Select plus sign icon (+)

Locate, open, and attach documentation, then click Submit

STATUS	PATIENT	PROVIDER	SERVICE	ATTACHMENT(S) REQUESTED														
<b>ATTACHMENT DUE</b> <b>A DAY</b>	LORETTA HANKS LH9999999 SAMPLE123456	DR. FRANK OFFICE 1234567890	\$100.00 01/07/2018 01/07/2018	<table border="1"> <thead> <tr> <th>LOINC</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>11506-3</td> <td>Progress note</td> </tr> <tr> <td>+</td> <td></td> </tr> <tr> <td>11503-0</td> <td>Medical records</td> </tr> <tr> <td>+</td> <td></td> </tr> <tr> <td>11527-9</td> <td>Psychiatry study</td> </tr> <tr> <td>+</td> <td></td> </tr> </tbody> </table>	LOINC	DESCRIPTION	11506-3	Progress note	+		11503-0	Medical records	+		11527-9	Psychiatry study	+	
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### Quick Tip:

- If uploading multiple files for the same patient, do not click Send Attachments until all applicable files have been loaded.

## 3. Viewing Medical Record Request & Submission History

Select the drop-down arrow next to **History** and select one of the below status options:

The screenshot shows the Availity interface with the 'Requests' tab selected. Below the tab are buttons for 'Work Queue' (2), 'In Progress' (0), 'History' (5), and 'Archive'. A dropdown menu is open under 'History', showing four status options with checkboxes and counts: 'Accepted' (5), 'Rejected' (0), 'Expired' (0), and 'Cancelled' (0).

- **Accepted** – BCBSTX accepted attached documentation
- **Rejected** – BCBSTX rejected attachment documentation
- **Expired** – user missed deadline
- **Cancelled** – BCBSTX cancelled the request

### Quick Tip:

- To view accepted attachments, click **Accepted by Payer > Download**
- Availity saves your medical records in the **History** tab up to 90 days from the current date
- Medical records submitted 91 days – 2 years ago are listed in the **Archive** tab

## Frequently Asked Questions

### How do I determine which medical record request is the oldest?

In the **Work Queue** tab, requests are ordered and color-coded from oldest to newest. Providers may also sort the work queue by a specific field in ascending and descending order.

### Can I voluntarily submit medical records to BCBSTX via Availity, even though BCBSTX has not requested medical records from the provider?

At this time, electronic medical record request and submission process are not available for medical record requests resulting from utilization review activities or the claims adjudication process. BCBSTX only accepts medical records through the Availity Portal in response to requests for additional medical record documentation used for quality and risk adjustment purposes.

### What if I do not see the Medical Attachments feature in my Availity account?

Your Availity account administrator must delegate **Medical Attachments** access to users in the **Maintain User** section.

To determine who your administrator is select **My Dashboard** on the Availity home page > **My Account** > **My Administrators**.

**Have questions or need additional education?** Email the Provider eBusiness Consultants at [pecs@bcbstx.com](mailto:pecs@bcbstx.com)

Be sure to include your name, direct contact information & Tax ID or billing NPI.

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