

Attach documentation to a pending provider dispute

What you'll need to get started:

- **Provider Connection username and password.**
 - If you have not yet registered on Provider Connection, see *Quick-reference tutorials* on the [Provider Connection training](#) page. There are three account types: Provider, MSO, and Billing.
- **Access to claims.**
 - All Account Managers have access to claims data.
 - Account Managers can enable claims access for Users at *Account Management > Manage user accounts*.
- **Claim number(s) and the additional supporting documentation you wish to attach.**
- **An email address.**

Instructions

1. Log in to www.blueshieldca.com/provider.
2. Click **Claims** in the top menu, then click **Claims issues & disputes**.
 - The *Claims issues & disputes* screen displays. Scroll to the blue box.
3. Click **View my disputes** under *Submitted disputes*.
4. All claim(s) disputes submitted under the Tax ID(s) connected to your Provider Connection account display on one of two tabs:
 - The *Submitted online* tab displays disputes filed on Provider Connection.
 - The *Submitted by mail* tab displays all other dispute submissions.

The screenshot shows the Blue Shield of California Provider Connection website. At the top, there is a navigation bar with 'Log in/Register' (1), 'Home center', 'Contact us', 'Help', and 'Feedback'. A search bar is on the right. Below this is a main menu with 'blue california' logo, 'Provider Connection', 'Eligibility & benefits', 'Authorizations', 'Claims' (2), 'Guidelines & resources', and 'News & education'. Under 'Claims', there is a sub-menu with 'Overview', 'How to submit claims', 'Claims-Routing Tool', 'Check claim status', 'Manage electronic transactions', 'Fee schedule', and 'Claim issues & disputes' (2). The 'Claim issues & disputes' page has a heading 'File a dispute online' and a 'Get started' button. Below this are two options: 'File a dispute by mail' and 'Submitted disputes' (3). The 'Submitted disputes' option has a 'View my disputes' button. The 'Submitted disputes' page (4) has two tabs: 'Submitted online' and 'Submitted by mail'. Below the tabs is a table of disputes.

Case #	Claim number	Tax ID	Provider name	Member name	Dates of service	Date received	Date closed	Documents	Dispute status
Showing 1-15 disputes: Dispute received: 01/09/2023-05/15/2023									

Instructions

5. Click either the **Submitted online** or the **Submitted by mail** tab
6. Click **Filter** to open the search functionality.
7. Enter data into one or more search fields to locate the dispute for which you are submitting additional documentation. Click **Show results**.
8. The search result displays in the table below the blue header. Click **Add documents** in the *Dispute status* column.
 - This link will display for provider disputes that are pending.
 - You cannot attach documentation to a closed dispute.

blue california | Provider Connection | Eligibility & benefits | Authorizations | Claims | Guidelines & resources | News & education | UT

Overview | Real-time claims | How to submit claims | Claims-routing tool | Check claim status | Manage electronic transactions | Fee schedule | Claim issues & disputes | Policies & guidelines

Claims > Claim issues & disputes > Submitted disputes

Submitted online Submitted by mail

Filter Export

Showing 1-100 of 4,801 disputes: Dispute received: 12/28/2021-05/10/2023

Case #	Claim number	Tax ID	Provider name	Member name	Dates of service	Date received	Date closed	Documents	Dispute status
231300000045	000344476300	009009009	DISTRICT HOSPITAL	MEMBER, X	04/21/2022-04/21/2022	05/10/2023		Dispute form Acknowledgement	Pending Add documents
231290000038	000344220700 BlueCard.®	007007007	PROVIDER A	MEMBER, W	06/01/2022-06/01/2022	05/09/2023		Dispute form Acknowledgement	Open Add documents
223280000033	000343818900	009009009	DISTRICT HOSPITAL	MEMBER, Y	02/03/2022-02/03/2022	11/24/2022	01/25/2023	Dispute form Acknowledgement Determination	Closed
223280000028	000342843800	005005005	CARDIOLOGY MED CTR	MEMBER, V	09/09/2020-09/09/2020	11/24/2022	01/12/2023	Dispute form Acknowledgement Determination	Closed

Submitted online Submitted by mail

Filter Export

Show disputes submitted online based on one or more search filters

Case # Member last name Dispute received Start date End date

Claim # Provider Dates of service Start date End date

Tax ID Status

Start over Show results

Showing 1 dispute: Dispute received: 12/28/2021-05/10/2023 | Member last name: MEMBER | Date of service: 04/21/2022

Case #	Claim number	Tax ID	Provider name	Member name	Dates of service	Date received	Date closed	Documents	Dispute status
231300000045	000344476300	009009009	DISTRICT HOSPITAL	MEMBER, X	04/21/2022-04/21/2022	05/10/2023			Pending Add documents

- 9. The *Attach Documents to a Dispute* screen displays with prepopulated claims data.
- 10. Drag and drop or select up to five (5) files at a time for a total of 20 files.

	File types	File size (per file)	Max # of files
Blue Shield Blue Shield Promise	PDF, Excel, Word	50 MB	20
BlueCard®	PDF	10 MB	20

ATTACH DOCUMENTS TO A DISPUTE

Upload supporting documents for your dispute case. Start by checking that you have the right dispute case number.

* Required

Enter your dispute case # *
231300000045 Update 9

Dispute details

Claim # 000344476300
Provider DISTRICT HOSP
Provider ID FA0001234567
Tax ID 009009009
Member name MEMBER, X
Date of birth 08/13/1982
Subscriber name MEMBER, Y
Subscriber ID XEH909999999
Patient account 12345
Dates of service 04/21/2022-04/21/2022
Amount billed \$400.00
Amount paid \$356.80

Attach supporting documents *
(PDF, DOC, XLS, 50MB max, up to 20 files total)
All documents will be scanned for viruses.

Drag and drop up to 5 files at a time or Select files 10

Enter an email where we can reach you if your documents fail a virus scan.

Email *

40 characters max

Briefly describe your documents to make sure they get to the right place.

Notes

0/500

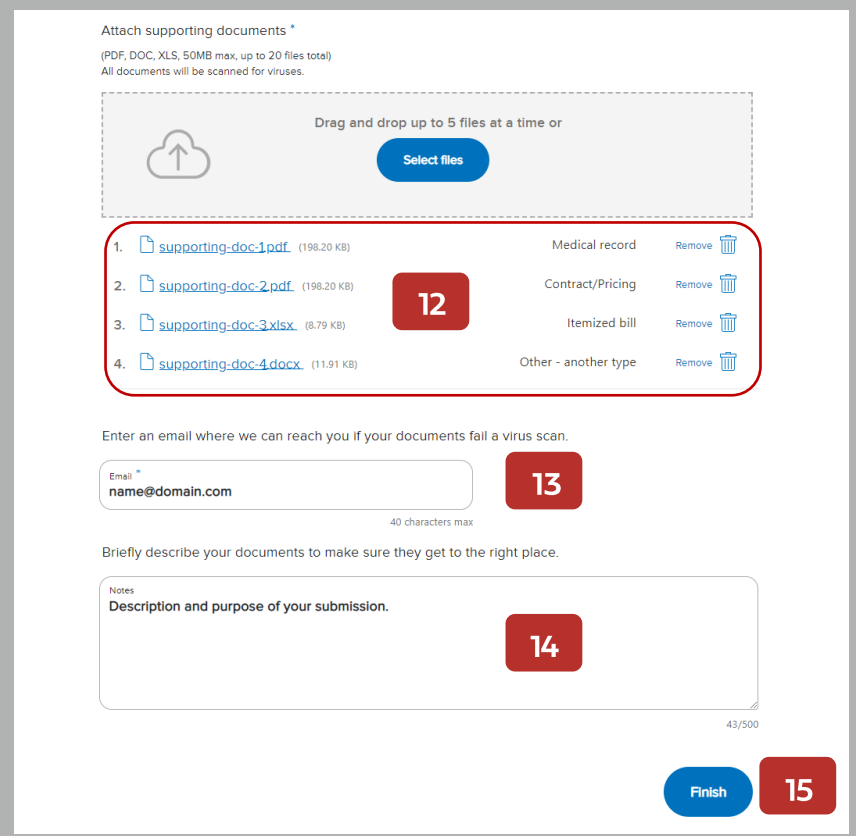
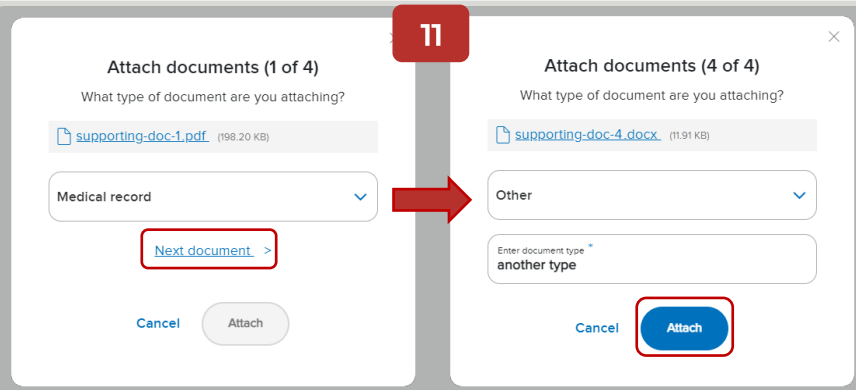
Finish

Instructions

- 11. An *Attach documents* pop-up displays. Select a "type" for each document. Options are:
 - Medical record
 - Contract/pricing
 - Itemized bill
 - Other, with a description field

Click **Next document** until all document types are identified. Click **Attach**.

- 12. Documents display on the *Attach Documents to a Dispute* screen.
- 13. Enter an email where you can be notified if there is a problem with accepting your file.
- 14. Enter a description of the document(s), the reason for submission, and expected outcome.
- 15. Click **Finish**.




16. A confirmation screen displays with a listing of the submitted documents.
 - Your case number will not change.

17. If desired, click **View all disputes** to return to the *Submitted disputes* page.

Claims > Claim issues & disputes > Attach documents to a dispute





ATTACH DOCUMENTS TO A DISPUTE



Documents submitted

Your case number is
231300000045

You have attached the following documents

16	1.  supporting-doc-1.pdf (198 KB) Medical record
	2.  supporting-doc-2.pdf (198 KB) Contract/Pricing
	3.  supporting-doc-3.xlsx (8 KB) Itemized bill
	4.  supporting-doc-4.docx (11 KB) Other

Note: All documents will be scanned for viruses. If your documents fail the scan, we'll notify you at name@domain.com.

[View all claims](#) [View all disputes](#) 17