Attach documentation to a finalized claim

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.

- The claim number of the claim that was either denied or not paid in full, and the additional supporting documentation you wish to submit.

- An email address.
Instructions


2. Click Claims in the top menu, then click Check claim status.
   - The Check claim status screen displays with search fields at the top and claims from the last three years below.

3. Using one or more search fields, locate the claim for which you are submitting additional documentation. Click Search.

4. The search result displays in the table below the blue header. Click the claim number.

5. The Claim details page displays. Click Attach supporting documents.
6. The Attach Documents to a Claim screen displays with prepopulated claims data.

7. Drag and drop or select up to five (5) files at a time for a total of 20 files.

<table>
<thead>
<tr>
<th></th>
<th>File types</th>
<th>File size (per file)</th>
<th>Max # of files</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Shield</td>
<td>PDF, Excel, Word</td>
<td>50 MB</td>
<td>20</td>
</tr>
<tr>
<td>Blue Shield Promise</td>
<td>PDF</td>
<td>10 MB</td>
<td>20</td>
</tr>
<tr>
<td>BlueCard®</td>
<td>PDF</td>
<td>10 MB</td>
<td>20</td>
</tr>
</tbody>
</table>
8. 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**.

9. Documents display on the Attach Documents to a Claim screen.

10. Enter an email where you can be notified if there is a problem with accepting your file.

11. Enter a description of the document(s), the reason for submission, and expected outcome.

12. Click **Finish**.
13. A confirmation screen displays with a listing of the submitted documents.

14. If desired, click **View this claim** to return to the **Claims detail** page.

15. To see a list of documents submitted for this claim, scroll to **Uploaded documents** on the **Claims detail** page and click **Show**. Click **Hide** to collapse the list.
   
   - Only documents submitted online will display.