SympliSend Frequently Asked Questions

1. **What is SympliSend?**

   SympliSend is an online portal to submit claims and/or correspondence. SympliSend allows you to securely attach supporting clinical documentation, including imaging scans, lab results, and patient records to a claim. Using SympliSend can eliminate the delays associated with postal mail and allows for instant submission of supporting clinical documentation.

2. **When should I use SympliSend?**

   Use SympliSend if you have supporting documentation to attach to a claim. This includes first-time claims with attachments, itemized HEAT claims, and responses to itemized requests.

   You can also use SympliSend to submit a claim without attaching supporting documentation if you are not set up to use, or do not want to use Electronic Data Interchange (EDI).

3. **How do I access SympliSend?**

   You can access SympliSend via single sign-on (SSO) after logging into the Blue Shield Provider Connection website. You do not need to set up a username or login for SympliSend if you access it through Provider Connection. Navigate to the Claims overview page and click the link to "SympliSend".

4. **Where can I get more information and help on using SympliSend?**

   See the Submitting Claims Online interactive guide for step-by-step instructions on how to submit and manage claims online including through SympliSend.

   See the SympliSend user manual.

5. **How do I submit an electronic clean claim with no attachments?**

   Use an Electronic Data Management (EDI) option to submit a clean claim when there is no supporting documentation to attach. For more on EDI, see the Manage Electronic Transactions page on Provider Connection.

6. **Where do I submit a first-time paper claim online?**

   Submit it through SympliSend after logging into Provider Connection.

7. **Where do I submit a claim with itemization or medical records?**

   Submit it through SympliSend after logging into Provider Connection.

8. **Where do I respond to an itemization request for a claim in process?**

   Submit it through SympliSend after logging into Provider Connection.

9. **Where do I submit a corrected claim that is in process?**

   SympliSend (If the claim is still in process, it can only be uploaded through SympliSend.)

10. **Where do I submit documentation for a finalized claim?**

    Use Provider Connection to submit documentation for a finalized claim as it will create an immediate customer service (CS) task number. This will help with tracking and processing the claim more efficiently. The immediate creation of the CS task helps to expedite the review process.

11. **Where do I track a claim or check status?**

    Provider Connection.

12. **Where do I submit a transplant claim (as correspondence)?**

    Use SympliSend to submit transplant claims. You must scan and upload a cover sheet and indicate if the transplant claim is the initial or final submission.

13. **How do I submit a Provider Dispute?**

    Use Provider Connection to submit a dispute. See the Submit claim disputes online and view status quick-reference tutorial for step-by-step instructions.

14. **Will submissions through SympliSend show up on Provider Connection?**

    The submission will only be visible in SympliSend on the Submission History page until the submission has been completed, then the claim will be visible on Provider Connection using Check Claims Status.

15. **How do I view uploaded claim submissions?**

    Use Check Claims Status from the Claims Tools section of the Claims overview page on Provider Connection.

    Note: Claims submitted in SympliSend are only visible in SympliSend on the Submission History page until the submission has been completed, then the claim will be visible on Provider connection using Check Claims Status.

16. **How do I add documentation to a submission in SympliSend?**

    After completing the appropriate fields, scroll to "Select File" to upload multiple files. Accepted attachment types are TIFF, PDF, PNG, and JPEG, with a maximum file size of 500MB per attachment.

17. **What should I do if I need to submit a corrected claim?**

    In SympliSend, select "Corrected Claim" from the Type of Attachment drop-down menu and answer the prompted questions. You can then begin by adding documentation.

18. How can I ensure that claims and itemizations are always linked?

If you want the Claim and Itemization to always stay together, you must submit your documents using paper (postal mail) or with SympliSend. You cannot use the EDI (Trading Partner) method.

19. How will I know if an itemization will be required before submission?

Itemization requirements are detailed in your provider contract, or in the provider manual.

To view the provider manuals, see the Provider Guidelines & Resources page on Provider Connection.

20. Can I submit an itemization while an existing claim is processing?

Yes, but it won't always be linked before the claim is processed.