

BlueCross BlueShield of Montana

Electronic Quality and Risk Adjustment Medical Records Requests

May 2018

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 Montana (BCBSMT).

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

Administrator Instructions: Log into Availity.com > select Enrollments Center > Medical Attachments Setup, then enter required data

1. Receiving Medical Record Requests from BCBSMT via Availity

New medical record requests from BCBSMT 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 BCBSMT
- In Progress check status of documentation submitted
- History view documentation submitted within 90 days
- Archive view documentation submitted 91 days 2 years ago

2. Submitting Medical Records to BCBSMT 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 (+)

Send Attachment Setup

Requests

Locate, open, and attach documentation, then click Submit

→ Accept files formatted in TIFF (.tif), JPEG (.jpg) or PDF (.pdf)

Quick Tips:

→ Files can be up to 10MB

Quick Tip:

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

STATUS	PATIENT	PROVIDER	SERVICE	ATTACHMENT(S) REQUESTED	
ATTACHMENT DUE BCBSOK SAMPLE123456	A DAY LORETTA HANKS LH9999999 TST123456789	DR. FRANK OFFICE 1234567890	\$100.00 • 01/07/2018 • 01/07/2018	LOINC 11506-3	DESCRIPTION Progress note
ATTACHMENT DUE A BCBSOK SAMPLE123456	MONTH BECCA FARMER BF9999999 TST123456789	DR. FRANK OFFICE 1234567890	\$100.00 © 01/07/2018 © 01/07/2018	+ 11503-0 +	Medical records
				11527-9	Psychiatry study
				Cancel	Send Attachment(s)

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3. Viewing Medical Record Request & Submission History

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

 Requests
 Send Attachment
 Setup

 Work Queue
 In Progress
 History
 Archive

 ✓
 Accepted
 ✓

 ✓
 Rejected
 ✓

 ✓
 Expired
 ✓

 ✓
 Cancelled
 ✓

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

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 BCBSMT via Availity, even though BCBSMT 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. BCBSMT only accepts medical records through Availity 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 <u>pecs@bcbsmt.com</u> Be sure to include your name, direct contact information & Tax ID or billing NPI.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSMT. BCBSMT makes no endorsement, representations or warranties regarding any products or services provided by independent third party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

Quick Tips:

- → 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