

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 New Mexico (BCBSNM).

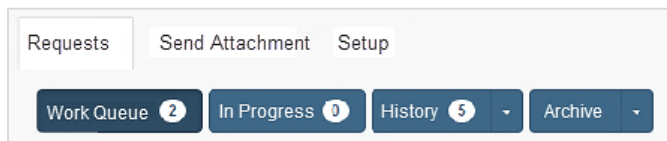
BCBSNM only accepts medical records through Availity in response to requests for additional medical record documentation used for quality and risk adjustment purposes.

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

1. Receiving Medical Record Requests from BCBSNM via Availity

New medical record requests from BCBSNM 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 BCBSNM
- **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 BCBSNM via Availity

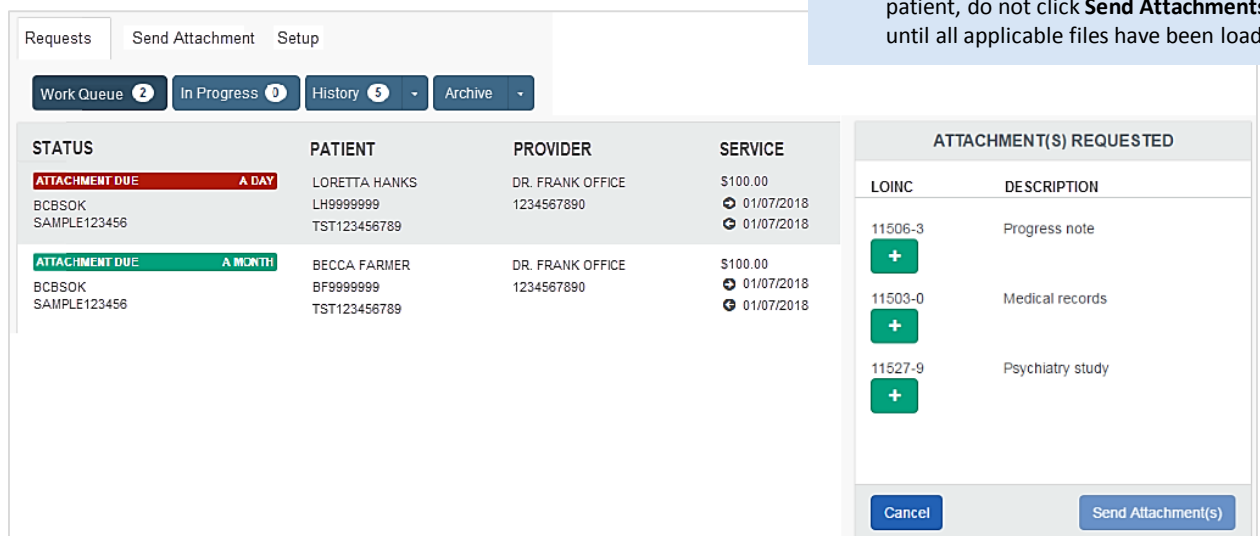
Select **Requests** > **Work Queue** to view requests color-coded from oldest to newest

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**



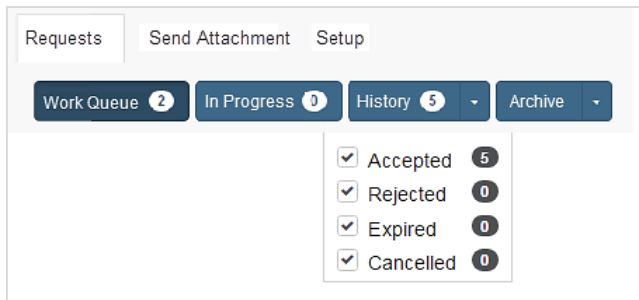
STATUS	PATIENT	PROVIDER	SERVICE	ATTACHMENT(S) REQUESTED														
ATTACHMENT DUE A DAY	LORETTA HANKS LH9999999 SAMPLE123456	DR. FRANK OFFICE 1234567890	\$100.00 01/07/2018 01/07/2018	<table border="1"> <thead> <tr> <th>LOINC</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>11506-3</td> <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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ATTACHMENT DUE A MONTH	BECCA FARMER BF9999999 SAMPLE123456	DR. FRANK OFFICE 1234567890	\$100.00 01/07/2018 01/07/2018															

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:



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

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

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 BCBSNM via Availity, even though BCBSNM 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. BCBSNM 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 pecs@bcbsnm.com Be sure to include your name, direct contact information & Tax ID or billing NPI.