

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



June 12, 2019

### Authorization Attachment Tips on Availity Provider Portal

Tips for successfully adding an attachment to an authorization on Availity.com are listed below. If a clinical document is needed, the first attachment can be added immediately. If an attachment is not added at the time of submission or multiple documents are needed for the authorization, to complete the process you will be required to use the dashboard to choose an action or you will need to perform an Authorization Inquiry to find the authorization that needs the attachment(s).

#### Authorization Attachments Tips

- Only one authorization request tab should be open at a time. This prevents being locked out or attaching to the wrong case.
- For best results, use the following document formats: .pdf, .doc, docx, or .tif.
- Subject and File name length need to be 40 characters or less and cannot include special characters or spaces. Please use alpha (upper and lower case), and/or numbers.  
Example:
  - Subject: JohnDoe5212019records
  - File Name: JohnDoe5212019records.pdf
- File size limit is 10MB per attachment.
- After an attachment is submitted and successfully loaded to an authorization, the system will display a “Thank you for your Input” message. The attachment is not viewable after successfully loaded.

#### Additional Information

For additional information on using the Prior Authorization Quick Look Up Tool please see QP41R1-19, published on May 22, 2019. If you have any questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.