

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



October 13, 2021

### **New Availity Appeal Portal Available to Create, Submit and Inquire on Post Service Claim Appeals**

Effective **October 18, 2021**, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) providers will have the ability to submit claim appeals electronically on the provider portal at Availity.com. The new functionality will also allow providers to check the status of the appeal within the portal and obtain the outcome letter. We encourage our providers to begin utilizing this new efficient self-service tool, in place of faxing and calling. Blue Cross will be requiring use of Availity for Appeals submissions soon.

The new Availity Appeals portal should be used for all post service claim appeals for the following lines of business: Commercial, Federal Employee Program (FEP) and Medicare Advantage, including eviCore appeals. Appeals for claims for members residing outside the Blue Cross and Blue Shield of Minnesota Service area (Blue Card Claims) providers should follow the current faxing process.

The Availity Appeals dashboard is found in the Claims & Payments menu. To ensure you have the proper security for this tool, you must be assigned the Claim Status Role and be able to run a Claim status inquiry. If you do not have this access, please work with your internal Availity Access administrator to be assigned the appropriate access.

To begin an appeal, first run a claim status inquiry to locate the claim. When a valid claim status response is received, select the claim and click the “dispute claim” button. Complete the submission by entering the required information in the Complete Dispute Request. Select the most appropriate reason for the appeal. Provide detailed and clear information supporting the rationale for the appeal and attach the supporting documentation at the time of submission.

Once an appeal is submitted it will appear on the appeal worklist as “Submitted” and it is now in process of being reviewed by Blue Cross. Once reviewed it will appear as “Finalized” on the worklist dashboard. The determination letter can be viewed on the portal.

Providers are invited to participate in a live webinar to learn how to use this new feature the week of October 18<sup>th</sup>, during which there will be time to ask questions. Instructions for enrollment are below:

1. On Availity.com click “Log in and enroll”, to be directed to the Availity Learning Center (ALC) **Session’s** page.
2. On the **Sessions** page, scroll through **Your Calendar** to find and enroll in a “*Availity Portal – BCBS Minnesota Appeals*” session.

A recording of the webinar will be available approximately one week after the final live webinar.

### **Questions?**

If you have questions, please contact provider services at **(651) 662-5200 or 1-800-262-0820**.