

# **Send Attachment**

## **Quick start guide**

You can send unsolicited attachments to participating payers to support claims. Unsolicited attachments are attachments that you send without an electronic attachment request from a payer.

## Access the application

- 1. In the Availity Essentials menu bar, under Claims, click Claims & Payments | Attachments New.
- On the Attachments Dashboard page, click Send Attachment.

## Before you begin

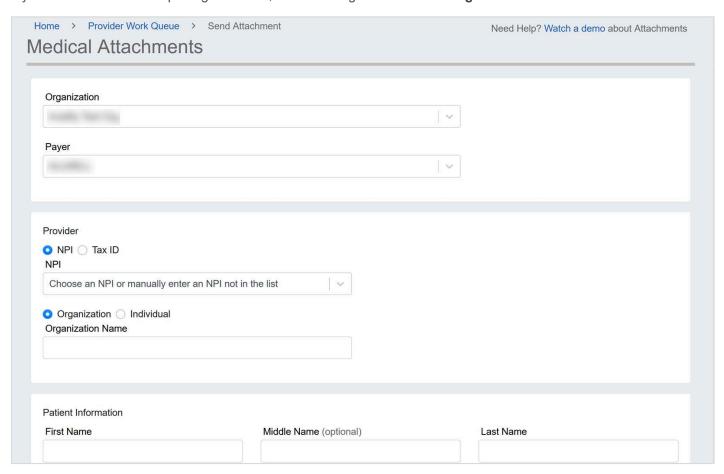
If you cannot access this application, contact your Availity Essentials administrator and request the **Medical Attachments** role.

To find your administrator, in the Availity Essentials menu bar, click [Your Name's] Account | My Account | Organization(s) | Open My Administrators.

## Use the application

Note: Some sections and fields vary by payer.

- 1. On the Attachments Dashboard page, click Send Attachment.
- 2. If you have access to multiple organizations, select the organization in the Organization field.



- 3. If you have access to multiple payers, select the payer in the Payer field.
- **4.** Complete the required fields. Required fields vary by payer. Follow the payer's guidelines from the request letter you received for what to enter in the **Request Number** and **Claim Number** fields.
- 5. In the Attachment Info section, select a reason for the attachment you want to upload, and then click Add File.
- **6.** Navigate to the file containing the attachment, select it, and then click **Open**.
- 7. If applicable, click **Add Attachment** to add another attachment.
- 8. Click Send Attachment(s).

Availity displays a message stating the attachment was successfully sent.

## **Tips**

The Send Attachment application offers these great, time-saving features. Check them out!

- In the Send Attachment form, if a payer name does not display in the Payer field, the payer does not accept unsolicited attachments.
- If you are uploading a password protected PDF file, click **Enter password** and enter the password to attach the file to the request.
- For details about file sizes, check out the Acceptable file size and formats in attachments help topic. Ensure your file does not exceed the maximum file size allowed by the payer's system.

## Help, training, and support

#### Help

In the Availity Essentials menu bar, click **Help & Training | Find Help**. Search by keywords **send attachments**.

Or, go directly to the Send attachments topic.

#### **Training**

In the Availity Essentials menu bar, click **Help & Training** | **Get Trained**. Search by keywords **send attachments**.

Or, go directly to the Navigating the Attachments Dashboard and Workflow Options - Recorded Webinar and Medical Attachments Setup - Online Course demos.

#### **Support**

In the Availity Essentials menu bar, click **Help & Training | Availity Support**. Access online support ticketing and online chat. Or, call 800-282-4548 (800-AVAILITY).

**Tip:** See the Availity Client Services help topic for more information.

