Attach documentation to a finalized claim

What you'll need to get started:

- Provider Connection username and password.
  - If you have not yet registered on Provider Connection, see *Quick-reference tutorials* on the Provider Connection training page. There are three account types: Provider, MSO, and Billing.
- Access to claims.
  - All Account Managers have access to claims data.
  - Account Managers can enable claims access for Users at *Account Management > Manage user accounts.*
- The claim number of the claim that was either denied or not paid in full, and the additional supporting documentation you wish to submit.
- An email address.

Instructions

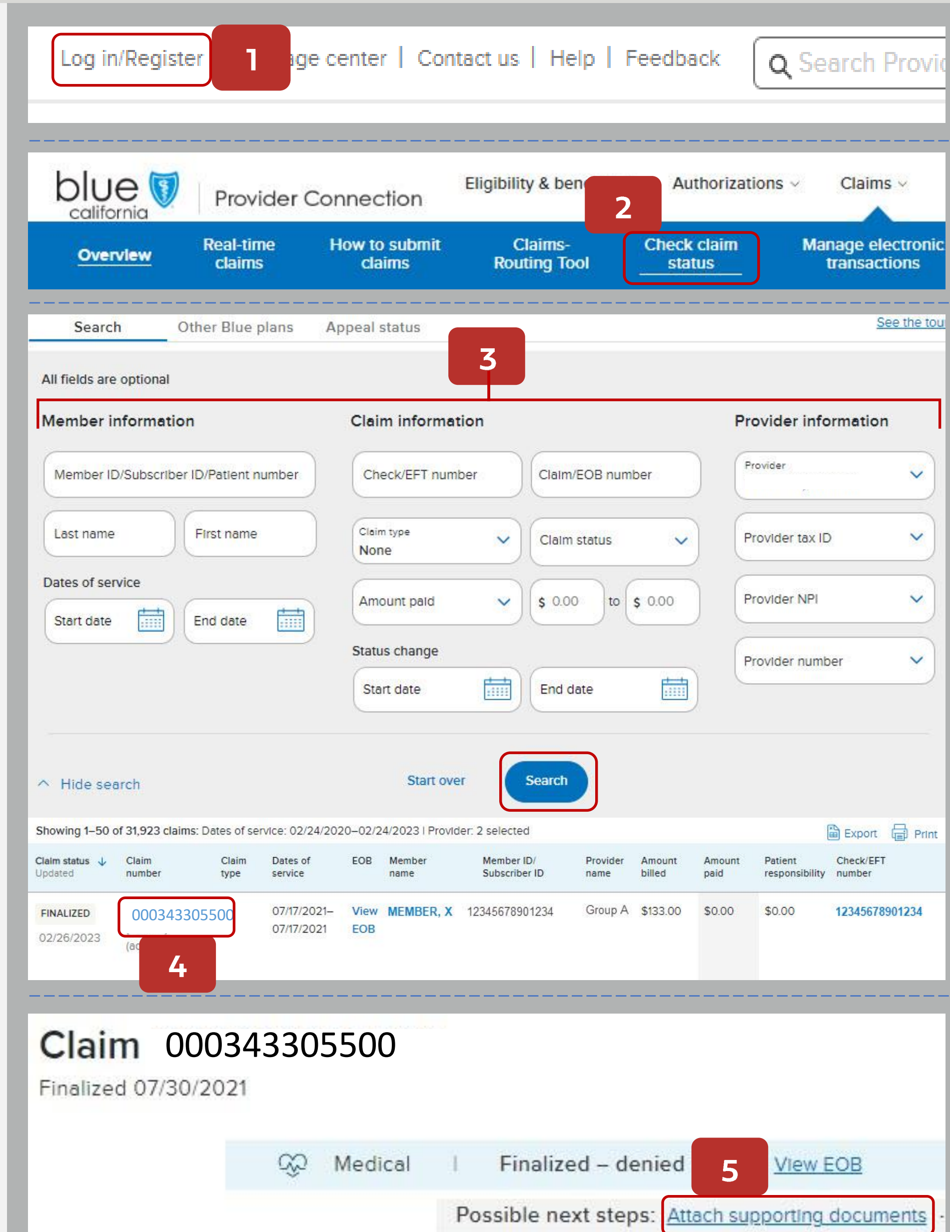
1. Log in to www.blueshieldca.com/provider.

2. Click **Claims** in the top menu, then click **Check claim status.**
   - The *Check claim status* screen displays with search fields at the top and claims from the last three years below.

3. Using one or more search fields, locate the claim for which you are submitting additional documentation. Click **Search**.

4. The search result displays in the table below the blue header. Click the claim number.

5. The *Claim details* page displays. Click **Attach supporting documents**.

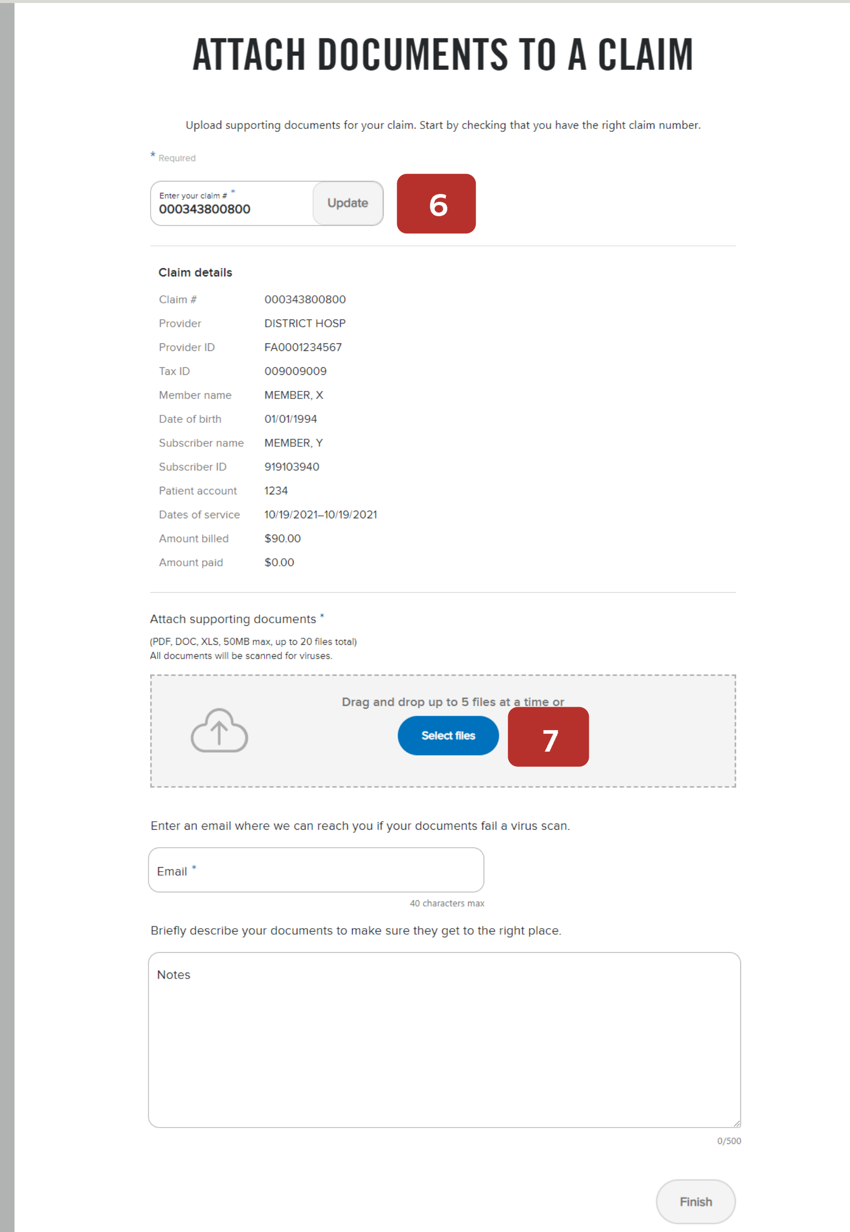


Instructions

6. The *Attach Documents to a Claim* screen displays with prepopulated claims data.

7. Drag and drop or select up to five (5) files at a time for a total of 20 files.

	File types	File size (per file)	Max # of files
Blue Shield Blue Shield Promise	PDF, Excel, Word	50 MB	20
BlueCard®	PDF	10 MB	20



Instructions

8. An *Attach documents* pop-up displays. Select a “type” for each document. Options are:
    - Medical record
    - Contract/pricing
    - Itemized bill
    - Other, with a description field

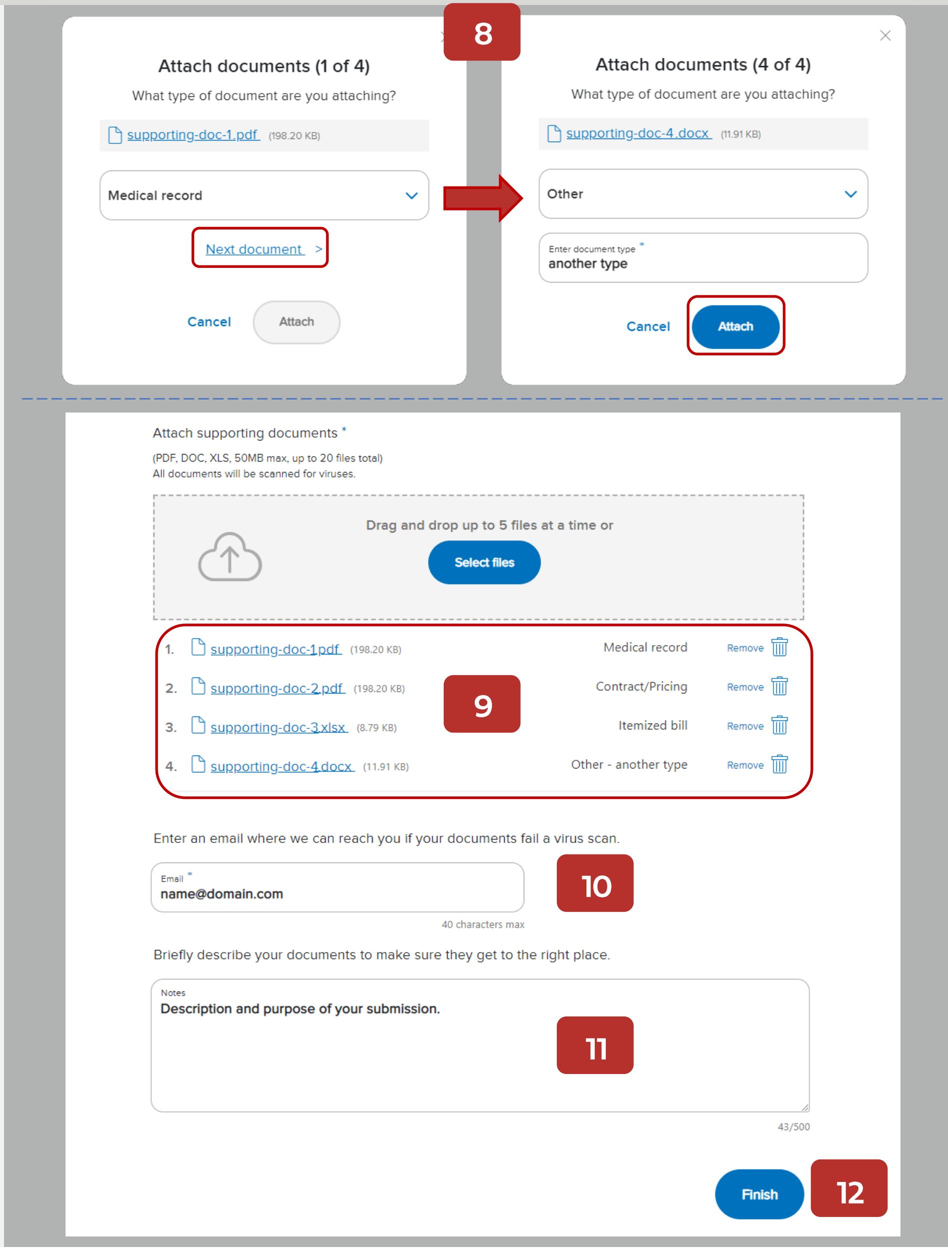
    Click **Next document** until all document types are identified. Click **Attach**.

9. Documents display on the *Attach Documents to a Claim* screen.

10. Enter an email where you can be notified if there is a problem with accepting your file.

11. Enter a description of the document(s), the reason for submission, and expected outcome.

12. Click **Finish**.



Instructions

13. A confirmation screen displays with a listing of the submitted documents.

14. If desired, click **View this claim** to return to the *Claims detail* page.

15. To see a list of documents submitted for this claim, scroll to *Uploaded documents* on the *Claims detail* page and click **Show**. Click **Hide** to collapse the list.
    - Only documents submitted online will display.