

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**.

The screenshot shows the Blue Shield of California Provider Connection interface. At the top, there is a navigation bar with 'Log in/Register' (1), 'Help center', 'Contact us', 'Help', and 'Feedback'. A search bar is on the right. Below this is a blue header with 'blue california' logo and 'Provider Connection'. The main menu includes 'Overview', 'Real-time claims', 'How to submit claims', 'Claims-Routing Tool', 'Check claim status' (2), and 'Manage electronic transactions'. The 'Check claim status' page features search filters for 'Search', 'Other Blue plans', and 'Appeal status'. A form with three columns: 'Member information', 'Claim information', and 'Provider information' is present. A 'Search' button (3) is at the bottom of the form. Below the form is a table of search results. One claim is highlighted with a red box (4):

Claim status Updated	Claim number	Claim type	Dates of service	EOB	Member name	Member ID/Subscriber ID	Provider name	Amount billed	Amount paid	Patient responsibility	Check/EFT number
FINALIZED 02/26/2023	000343305500		07/17/2021– 07/17/2021	View MEMBER, X EOB		12345678901234	Group A	\$133.00	\$0.00	\$0.00	12345678901234

Below the table, the 'Claim details' page for claim 000343305500 is shown, 'Finalized 07/30/2021'. It includes a 'Medical' category, 'Finalized – denied' status, and a 'View EOB' link. A 'Possible next steps' section highlights 'Attach supporting documents' (5).

- 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

ATTACH DOCUMENTS TO A CLAIM

Upload supporting documents for your claim. Start by checking that you have the right claim number.

* Required

Enter your claim # *
000343800800 Update **6**

Claim details

Claim # 000343800800
 Provider DISTRICT HOSP
 Provider ID FA0001234567
 Tax ID 009009009
 Member name MEMBER, X
 Date of birth 01/01/1994
 Subscriber name MEMBER, Y
 Subscriber ID 919103940
 Patient account 1234
 Dates of service 10/19/2021–10/19/2021
 Amount billed \$90.00
 Amount paid \$0.00

Attach supporting documents *
 (PDF, DOC, XLS, 50MB max, up to 20 files total)
 All documents will be scanned for viruses.

Drag and drop up to 5 files at a time or Select files **7**

Enter an email where we can reach you if your documents fail a virus scan.

Email * 40 characters max

Briefly describe your documents to make sure they get to the right place.

Notes

0/500

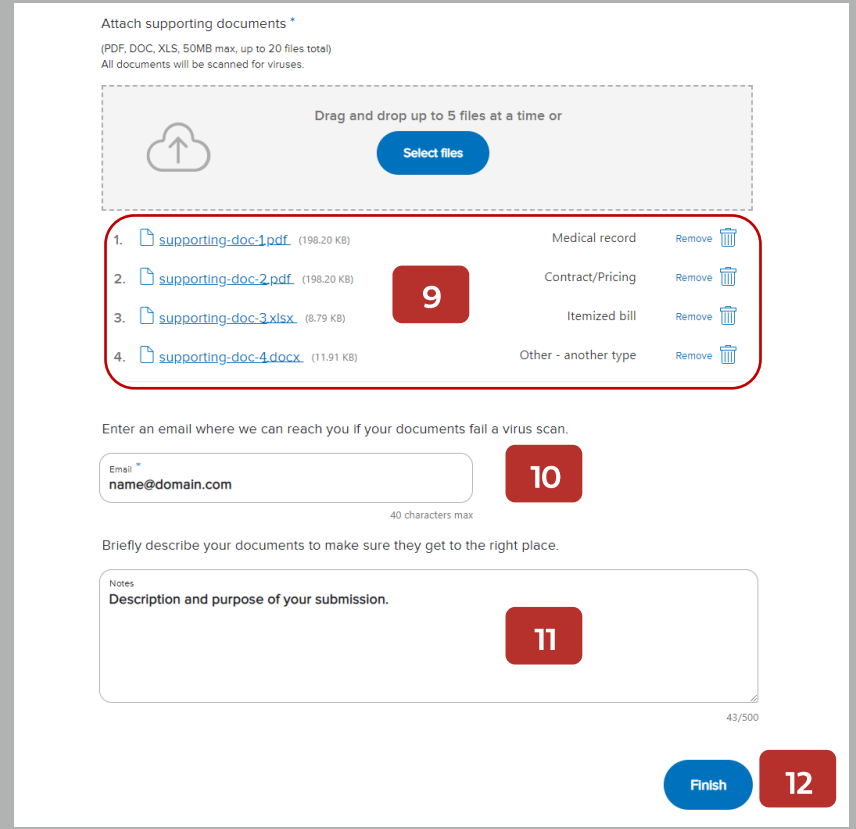
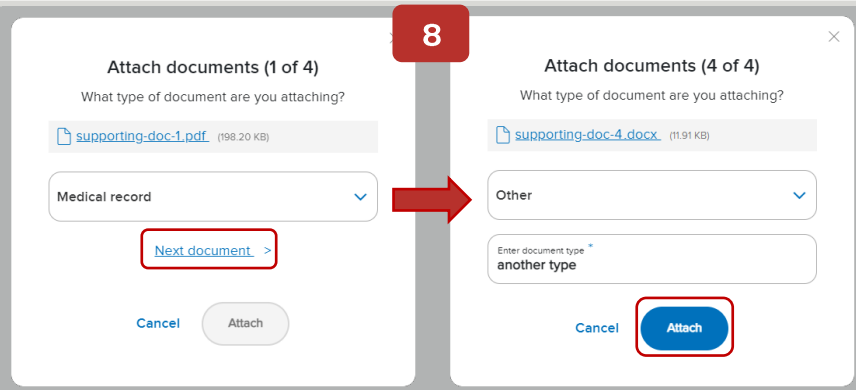
Finish

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**.



- 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.

Home > Claims > Check claim status > Attach documents to a claim

ATTACH DOCUMENTS TO A CLAIM







Documents submitted

Your new case number is
231320000443

You have attached the following documents

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- 1.  supporting-doc-1.pdf (198 KB) Medical record
- 2.  supporting-doc-2.pdf (198 KB) Contract/Pricing
- 3.  supporting-doc-3.xlsx (8 KB) Itemized bill
- 4.  supporting-doc-4.docx (11 KB) Other

Note: All documents will be scanned for viruses. If your documents fail the scan, we'll notify you at name@domain.com.

[View all claims](#) [View this claim](#) **14**





Payment details

Check/EFT number	2021073010100009	Check/EFT amount	
Check/EFT date	07/30/2021	Payee name	
Check/EFT status	N/A	Payee address	

Uploaded documents (4) [Hide](#) ^

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Supporting documents submitted online will appear here.

 supporting-doc-2 .pdf (198.0 KB)	Contract/Pricing	(Added 04/21/2023)
 supporting-doc-1 .pdf (198.0 KB)	Medical record	(Added 04/21/2023)
 supporting-doc-3 .xlsx (8.0 KB)	Itemized bill	(Added 04/21/2023)
 supporting-doc-4 .docx (11.0 KB)	Other	(Added 04/21/2023)

Service and procedure details

Line #	Dates of service	Place of service	Units	Procedure code	Modifier	Amount billed	Allowed amount	Deductible	Copy	Co-Insurance	Amount paid
1	06/01/2021–06/01/2021	Office	1	99214	N/A	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00