

How to send unsolicited claim attachments to Humana

Using the Attachments Dashboard on Availity Essentials

Essential to know

- ✓ When you submit the claim, you'll need to include a unique Attachment Control Number that Humana can use to match your attachment(s) to the correct claim.
- ✓ The claim must be submitted via an electronic 837 transaction, not via paper, fax or the online portal.

How it works

- **When submitting a claim that has an attachment**, include a unique Attachment Control Number (ACN) in the PWK06 segment of the 837 electronic transaction. See No. 1 below.
- **Ideally, your providers should be registered for the online Attachments Dashboard.** See No. 2 below.
- **Each user who will upload attachments needs access to the Dashboard.** The Availity Administrator should assign the “Medical Attachments” role. See No. 3 below.
- **Attachments are submitted online**, via the Dashboard. See No. 4 below.

1. Submitting the claim and ACN

Assign a unique ACN to each claim that will have unsolicited attachments and include that ACN in the PWK06 segment of the 837 electronic transaction when it is submitted. You'll need to provide this ACN when the attachment is uploaded on Availity Essentials, to ensure the attachment can be matched to the correct claim.

ACNs:

- Can include numbers and/or letters
- Can contain up to 50 characters or less
- Can include the following special characters: - _ (dash and underscore)

2. Registering providers for the Attachments Dashboard

If your organization is already using the Dashboard with other payers, your providers might already be registered. If not, the Availity administrator can select the “Provider Verification” button in the upper right corner of the Dashboard screen to register the providers by National Provider Identifier (NPI) and Tax ID. Registering your providers allows the Dashboard to automatically display the claims that have an ACN. If you do not register, you can still use the “Send Attachment” button to manually create a request and submit the attachment.

We are here to help:

- Humana online: Visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService)
- Training opportunities: Visit [Humana.com/ProviderWebinars](https://www.humana.com/ProviderWebinars)
- Registration assistance: Call Availity Client Services at **800-AVAILITY (282-4548)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time (excluding holidays).
- For the most recent version of this flyer, go to [Humana.com/electronicclaimattachments](https://www.humana.com/electronicclaimattachments).

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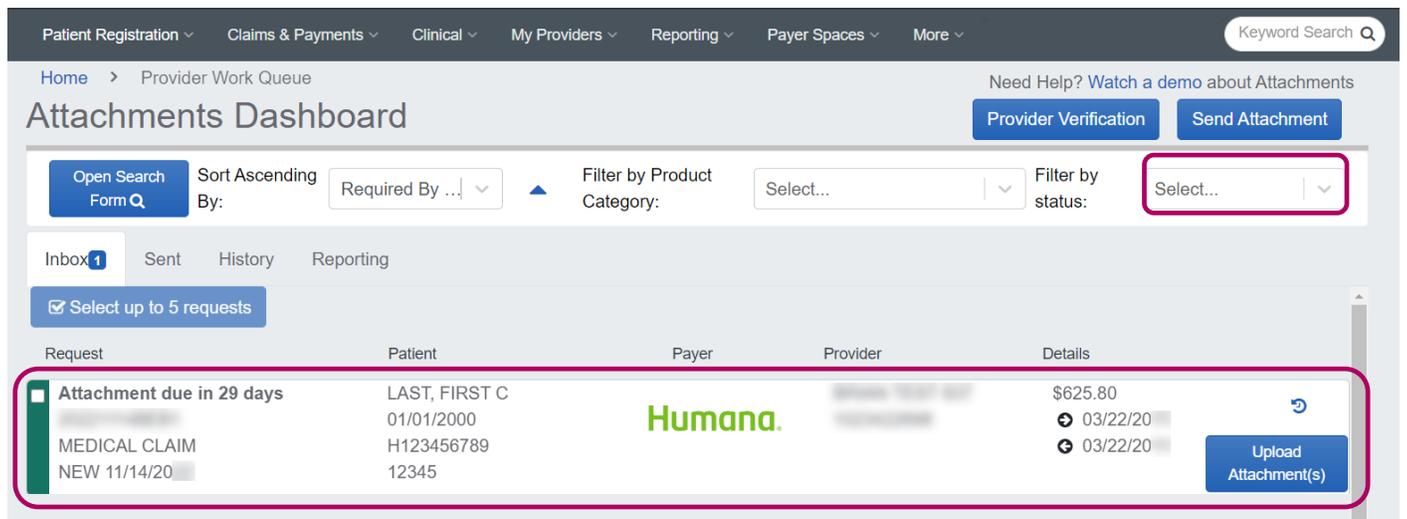
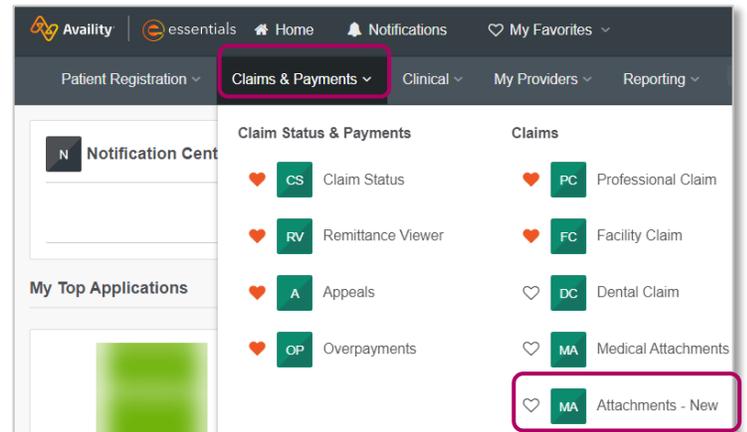
3. Granting user access to the Attachments Dashboard

The Avality Administrator needs to assign the “Medical Attachments” role to each user who will upload unsolicited attachments.

4. Submitting attachments

Once the claim has been submitted with the unique ACN, you can submit attachments as follows:

- Sign in to Avality Essentials.
- Select “Claims & Payments” from the top navigation bar, then select “Attachments – New.” This opens the Attachments Dashboard (see image below). If the “Attachments – New” link is missing, see “Granting user access to the Attachments Dashboard,” above.
- If your provider is registered, you will see the claim data automatically listed on the Dashboard. Select the card showing the ACN you submitted for your claim, then upload the file.
- If you don’t see the card, select the “Send Attachment” button in the upper right corner, complete the form fields, ensure you enter the unique ACN for this claim in the appropriate field and upload the file.



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FAQs

What's an unsolicited attachment?

Unsolicited attachments are documents, such as medical records, itemized bills, etc., that Humana has not (yet) requested but that you believe will be needed to adjudicate your claim.

What's an Attachment Control Number?

It's a unique identifier you provide so Humana can match an attachment with a claim. You can use any combination of numbers and letters meeting the requirements described above.

Can I use this tool to submit unsolicited attachments for claims submitted via portal, fax or mail?

No, the claim must be submitted via 837 electronic transaction through your clearinghouse or practice management system.

Can I use this tool to submit attachments requested by Humana?

No, if Humana has requested records, please use the Medical Records Management tool on Availity Essentials to upload those files or follow the instructions in the request letter you received.

Can I use this tool to submit attachments for preauthorizations, prior to or without submitting a claim?

No, use the Authorization Management or Inquiry Tool on Availity Essentials to upload attachments to preauthorizations.

For more information about submitting 837 electronic transactions:

Contact your clearinghouse or practice management system representative.