

October 2018

## Electronic claim payment reconsideration

**Summary of change:** As currently outlined in your provider manual, providers can submit claim payment reconsiderations verbally, in writing or electronically. We are reaching out to notify you about some exciting new tools for electronic submission that will become available through the Availity Portal. In addition, you should soon see changes in the provider manual that will outline this new information regarding claim remediation tools through the Availity Portal.

**Beginning October 4, 2018, providers now have the ability to submit claim reconsideration requests through the Availity Portal with more robust functionality.**

**For you, this means an enhanced experience when:**

- Filing a claim payment reconsideration.
- Sending supporting documentation.
- Checking the status of your claim payment reconsideration.
- Viewing your claim payment reconsideration history.

**New Availity Portal functionality will include:**

- Acknowledgement of submission at the time of submission.
- Email notification when a reconsideration has been finalized by Healthy Blue.
- A worklist of open submissions to check a reconsideration status.

With the new electronic functionality, when a claim payment reconsideration is submitted through the Availity Portal, we will investigate the request and communicate an outcome through the Availity Portal. Once an outcome has been determined, the Availity Portal user who submitted the claims payment reconsideration will receive an email notification informing him/her that the reconsideration review has been completed. If you are not satisfied with the reconsideration outcome, continue to follow the existing process to file an appeal, as outlined in your provider manual.

Look for announcements on the Availity Portal and for upcoming training opportunities. Providers who have questions as they begin to use the new functionality should contact Healthy Blue at **1-844-521-6942**.

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

**<https://providers.healthybluel.com>**

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