

Using ProviderLink To Process Claims Attachment Requests

As a ProviderLink customer, you can now electronically submit Claims Attachment Requests. Follow the procedure outlined below to learn how to use ProviderLink to process a Claims Attachment Request.

■ View Received Claims Attachment Requests

1. Login to ProviderLink.
2. Choose the appropriate Work List View (e.g., Bluecard or PFS), and click *Submit* to go to the Main Window screen.
3. On the Main Window screen, click *Unread Messages* to display all new messages.
4. To view a specific message, click on its *description* in the Subject field. The Read Message screen displays.

Helpful Hint: Messages by default are sorted by oldest to newest from bottom to top.

5. On the Read Message screen in the “Attached Documents” box, click on the *name* of the attached request such as “Blue Card Med Rec Request.” The e-Form displays on the Form Viewer screen.
6. Review the e-Form to determine the documents you need to send to the requester.
7. If additional or other information is requested, type the reply in “Additional Information needed” and/or “Other” sections of the form.
8. Click *Save Copy* on the menu bar. The Form Viewer screen returns displaying the updated form. You will send the copy of the updated form along with the requested attachments to the requester.
9. Attach the requested documents to the patient’s record using either Print or Fax Attach (see *Quick Reference* for more information about Print and Fax Attach).

■ Send Message with Requested Attachments

1. Go to the Main Window screen, click the *patient’s name* to display the View Patient Information screen.
2. On the View Patient Information screen, click *Tasks* in the Status area. The Task screen displays.
3. Click the *task description* to open the original message.
4. On the Read Message screen, click *Reply* on the main menu, which displays the Create Message screen.
5. Select the facility you want to send the message to by either:
 - a. using the Select Recipients drop-down menu, which lists all facilities currently linked to the patient or,
 - b. click *Search* to select a facility not listed on the drop-down menu.

Helpful Hint: To remove a recipient from the “To Recipients” field, double click the facility name.

6. If needed, attach requested documents and the updated copy of the request form.
7. Type a subject and message.

Helpful Hint: You have the option to use the Templates feature on the menu bar to automatically enter pre-loaded, frequently typed text into the message field. You can also copy and paste any text from other applications into the Message field.

8. Click *Send* to complete the task.

Or if the requester did not request a reply, or you have already replied:

1. On the View Patient screen, click *Send Message* on the main menu; or on the Main Window screen, click the *envelope icon* in front of the patient name. The Create Message screen displays.
2. Select the facility (e.g., BCBSNC-Commercial-Blue Card Claim Attachments) you want to send the message to by using either the Select Recipients drop-down menu or the Search option.
3. If needed, attach requested documents and the updated copy of the request form.
4. **Do not check** the “Request a Reply” box.
5. Type a subject and message.
6. Click *Send*.

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■ Request Additional Information

If the claim request is not clear and you need more information:

1. From the Task screen, click the *task description* to open the Read Message screen.
2. On the Read Message screen, click *Reply* on the main menu. The Create Message screen displays.
3. Type the request in the Message field.
4. Click *Send*.

■ Forward Request

If you need to forward the claim request to others in your organization:

1. From the Task screen, click the *task description* to open the Read Message screen.
2. On the Read Message screen, click *Forward* on the menu bar.
3. Select the facility you want to send the message to by either using the Select Recipients drop-down menu or the Search option.
4. Type any notes in the Message field.
5. Click *Send* to forward the message.

■ Remove Patient From Work List

After responding to the request, you may remove the patient from your active work list. For example, if BCBSNC requests additional information, the patient will re-appear on your work list at that time. Otherwise, you should resume AR follow-up on this patient, and look for the patient on a future remittance.

To remove a patient from your screen, once the claim request is satisfied:

1. From the Main Window screen, click on the *patient's name* to open the View Patient Information screen.
2. On the View Patient Information screen, check the status of Unread Messages and Tasks. If the status is not zero (0), read messages and complete tasks before proceeding.
3. If the status of Unread Messages and Tasks is zero, click on the *name of the work list* in the "Work Lists Linked to this Patient" box.
4. Click *Remove* to unlink the work list from the patient.
1. Click *Save* to complete the process.