

Electronic Claim Attachments



Explore your options

You can send electronic claim attachments to Humana. Sending attachments electronically expedites payment, reduces errors and helps ensure successful receipt and correct routing of claim attachments.

You have 3 options for sending electronic claim attachments to Humana:

Option 1

Send claims and attachments through your clearinghouse

- Some clearinghouses can submit claims and attachments. Please contact your clearinghouse representative to inquire about this process.
- If your clearinghouse offers this capability, you'll need to include a unique Attachment Control Number in the PWK06 segment of the 837 electronic transaction. Humana will use the PWK06 value to match your attachment(s) to the correct claim because the same value will/should be present on the attachment transaction.

Option 2

Build claims and add attachments in Availity Essentials

- If you create your claim in Availity Essentials™, you can submit your attachment with the claim through the portal. Instructions for this method are on www.availity.com. Select "Find Help" under the "Help & Training" menu and search the term "Add attachments to a claim." Select the link with that name to learn more about this feature.

Option 3

Send claims through clearinghouse and attachments through Availity Essentials

- If your clearinghouse is unable to send claim attachments, use this option.
- **Important information:**
 - When you submit the claim, you'll need to include a unique Attachment Control Number (ACN) 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 with an attachment through your clearinghouse**, include a unique ACN in the PWK06 segment of the 837 electronic transaction. See number 1, page 2.
- **Ideally, your providers should be registered for the online Attachments Dashboard.** See number 2, page 2.
- **Everyone who uploads attachments needs access to the Dashboard.** The Availity administrator should assign the "Medical Attachments" role. See number 3, page 2.
- **Attachments are submitted online, via the Dashboard.** See number 4, page 2.

Electronic Claim Attachments (cont.)

Option 3: How it works (continued)

1. Submitting the claim and ACN

Assign a unique ACN to each claim that will have unsolicited attachments. You will include that ACN in the PWK06 segment of the 837 electronic transaction when submitted. Provide this ACN when you upload the attachment 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
- Can include the following special characters: - _ (dash and underscore)

2. Registering providers for the Attachments Dashboard

If your organization already uses the Dashboard with other payers, the providers in your organization may already be registered. If not, your organization's Availity Essentials administrator can select the "Provider Verification" button in the upper right corner of the Dashboard to register the providers by National Provider Identifier (NPI) and Tax ID. Registering providers allows the Dashboard to display claims with an ACN. If a provider in your organization is not registered, you can still use the "Send Attachment" button to create a request and submit the attachment.

3. Granting user access to the Attachments Dashboard

Your organization's Availity administrator needs to assign the "Medical Attachments" role to each user who will upload unsolicited attachments.

4. Submitting attachments

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

- Sign in to Availity Essentials.
- Select "Claims & Payments" from the top navigation bar, then select "Attachments – New." This opens the Attachments Dashboard. If the "Attachments – New" link is missing, see "Granting user access to the Attachments Dashboard" above.
- If the provider is registered, you will see the claim data 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, ensuring you enter the unique ACN for this claim in the appropriate field and upload the file.

Electronic Claim Attachments (cont.)

Option 3: FAQ

What's an unsolicited attachment?

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

What's an Attachment Control Number?

An ACN is 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 on page 2.

Can I use the Attachments Dashboard to submit unsolicited attachments for claims submitted via portal, fax or mail?

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

Can I use the Attachments Dashboard to submit attachments requested by Humana?

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. If you upload requested records using the Attachments Dashboard, it will not fulfill the request.

Can I submit attachments for prior authorizations on the Attachments Dashboard prior to or without submitting a claim?

No, use the Authorization Management or the Authorization/Referral Inquiry Tool on Availity Essentials to upload attachments to prior authorizations.

For more information about submitting 837 electronic transactions:

Contact your clearinghouse or practice management system representative.

We are here to help:



- Humana online: Visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService)
- Registration assistance: Call Availity Client Services at **800-AVAILITY (282-4548)** Monday – Friday, 8 a.m. – 8 p.m., Eastern time (excluding holidays).