

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 three options for sending electronic claim attachments to Humana

Option 1

Send claims and attachments through your clearinghouse

- Some clearinghouses can submit both 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.

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 on [Availity.com](https://www.availity.com). Select “Find Help” under the “Help & Training” menu and search the term “Claim Attachments.” Select the document named “Add attachments to a claim” 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.

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 with an attachment through your clearinghouse**, include a unique Attachment Control Number in the PWK06 segment of the 837 electronic transaction. See number 1, page 2.
- **Ideally, your provider TINs and NPIs 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 (cont.)

1. Submitting the claim and Attachment Control Number

Assign a unique Attachment Control Number to each claim that will have unsolicited attachments. You will include that Attachment Control Number in the PWK06 segment of the 837 electronic transaction when submitted. Provide this Attachment Control Number when you upload the attachment on Availity Essentials, to ensure the attachment can be matched to the correct claim. Attachment Control Numbers:

- Can include numbers and/or letters
- Can contain up to 50 characters
- Can only 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 Attachment Control Number. 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 Attachment Control Number, 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 Attachment Control Number 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 Attachment Control Number 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 Attachment Control Number 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?

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.

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

Use the Authorization Management or the Authorization/Referral 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.

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).