

Send Attachment

Quick start guide

You can send unsolicited attachments to participating payers to support claims. Unsolicited attachments are attachments that you send without an electronic attachment request from a payer.

Access the application

1. In the Availity Essentials menu bar, under **Claims**, click **Claims & Payments | Attachments – New**.
2. On the Attachments Dashboard page, click **Send Attachment**.

Before you begin

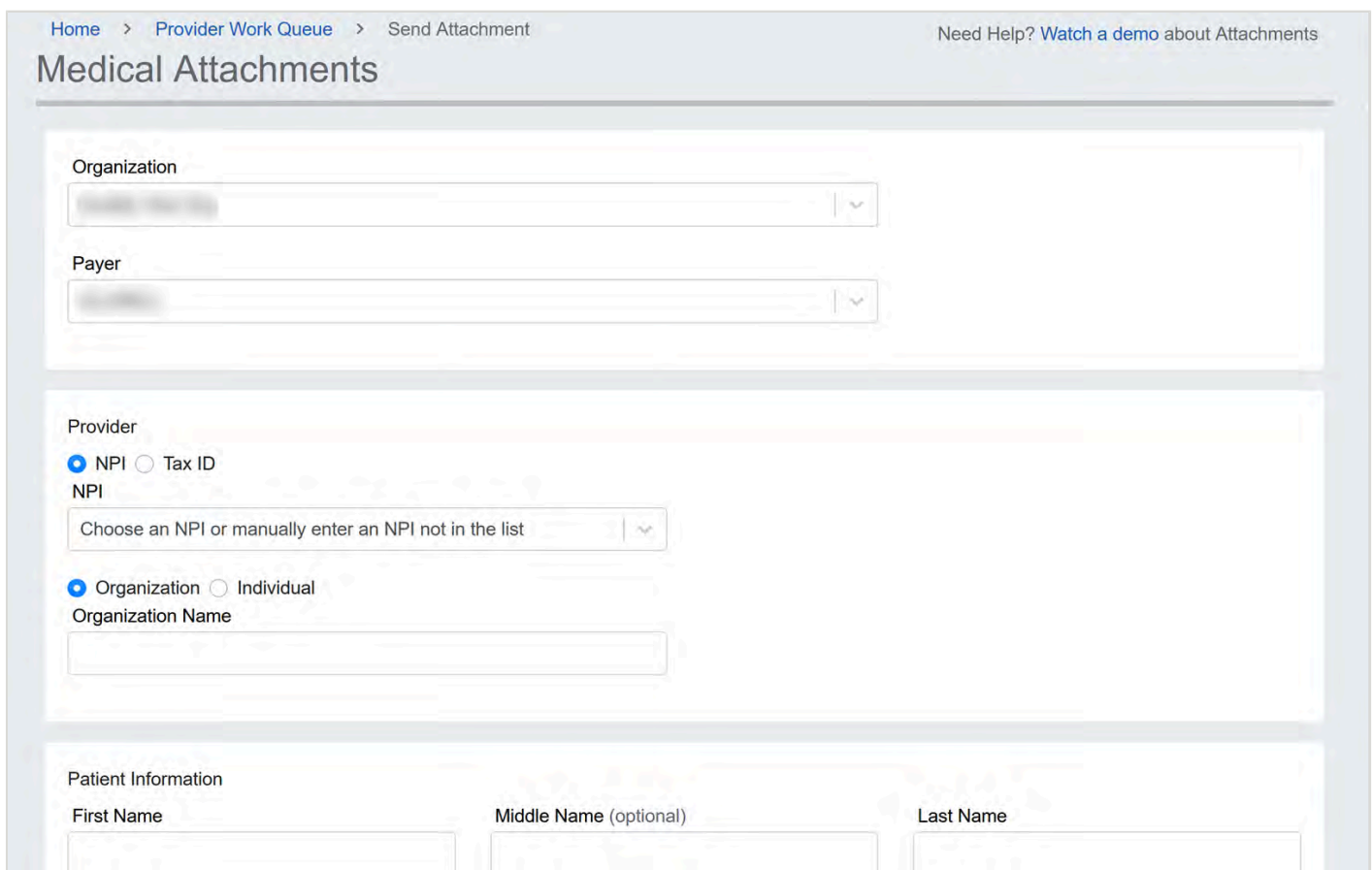
If you cannot access this application, contact your Availity Essentials administrator and request the **Medical Attachments** role.

To find your administrator, in the Availity Essentials menu bar, click **[Your Name's] Account | My Account | Organization(s) | Open My Administrators**.

Use the application

Note: Some sections and fields vary by payer.

1. On the Attachments Dashboard page, click **Send Attachment**.
2. If you have access to multiple organizations, select the organization in the **Organization** field.



The screenshot shows the 'Medical Attachments' application interface. At the top, there is a breadcrumb trail: 'Home > Provider Work Queue > Send Attachment' and a link for help: 'Need Help? Watch a demo about Attachments'. The main heading is 'Medical Attachments'. Below this, there are three main sections: 'Organization', 'Payer', and 'Provider'. The 'Organization' section has a dropdown menu. The 'Payer' section has a dropdown menu. The 'Provider' section has radio buttons for 'NPI' (selected) and 'Tax ID'. Below the 'NPI' radio button is a dropdown menu with the text 'Choose an NPI or manually enter an NPI not in the list'. Below the 'Tax ID' radio button are radio buttons for 'Organization' (selected) and 'Individual'. Below the 'Organization' radio button is a text input field labeled 'Organization Name'. At the bottom, there is a 'Patient Information' section with three text input fields: 'First Name', 'Middle Name (optional)', and 'Last Name'.

3. If you have access to multiple payers, select the payer in the **Payer** field.
4. Complete the required fields. Required fields vary by payer. Follow the payer's guidelines from the request letter you received for what to enter in the **Request Number** and **Claim Number** fields.
5. In the **Attachment Info** section, select a reason for the attachment you want to upload, and then click **Add File**.
6. Navigate to the file containing the attachment, select it, and then click **Open**.
7. If applicable, click **Add Attachment** to add another attachment.
8. Click **Send Attachment(s)**.

Availity displays a message stating the attachment was successfully sent.

Tips

The Send Attachment application offers these great, time-saving features. Check them out!

- In the Send Attachment form, if a payer name does not display in the **Payer** field, the payer does not accept unsolicited attachments.
- If you are uploading a password protected PDF file, click **Enter password** and enter the password to attach the file to the request.
- For details about file sizes, check out the [Acceptable file size and formats in attachments](#) help topic. Ensure your file does not exceed the maximum file size allowed by the payer's system.

Help, training, and support

Help

In the Availity Essentials menu bar, click **Help & Training | Find Help**. Search by keywords **send attachments**.

Or, go directly to the [Send attachments](#) topic.

Training

In the Availity Essentials menu bar, click **Help & Training | Get Trained**. Search by keywords **send attachments**.

Or, go directly to the [Navigating the Attachments Dashboard and Workflow Options - Recorded Webinar](#) and [Medical Attachments Setup - Online Course](#) demos.

Support

In the Availity Essentials menu bar, click **Help & Training | Availity Support**. Access online support ticketing and online chat. Or, call 800-282-4548 (800-AVAILITY).

Tip: See the [Availity Client Services](#) help topic for more information.