Claim Attachments Webinar
Uploading attachments through the provider portal

April 16, 2020

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Disclaimer

- SoonerCare policy is subject to change.
- The information included in this presentation is current as of April 2020.
- Examples of claims needing attachments do not necessarily encompass every type of claim needing attachments.
- Claims submitted through EDI currently must be mailed or faxed. We encourage claims to be submitted via provider portal in these instances.
Upload All Claim Attachments

Global provider message 3/19/2020:
Effective immediately all providers must submit their claims electronically through EDI or the provider portal starting today. All efforts will be made to process paper claims previously received, but there is likely to be long delays in the process. **When submitting attachments for claims, all attachments should be uploaded and not faxed.**

If you need assistance or training on submission of claims or uploading attachments via the provider portal, please contact the education team or field staff at soonercareeducation@okhca.org or call provider services at 800-522-0114.
Agenda

• Claims requiring an attachment.
• Uploading attachments on the provider portal – Professional Claim (1500).
• Uploading attachments on the provider portal – Institutional Claim (UB-04).
• Important things to know.
• Resources.
• Questions.
Claims Requiring an Attachment
Claims Needing Attachments

- Primary insurance denied.
  - Attach their explanation of benefits (EOB) to your claim.
- Certain modifiers (for example, 59 and 25) require medical review.
- Attaching proof of timely for dates of services more than 183 days old.
- Certain HCPCS codes require medical review.
Uploading attachments on the provider portal - Professional Claim (1500)
# Claim Attachments - Professional

![Claim Attachments Screen](image)

## Service Details

<table>
<thead>
<tr>
<th>Svc #</th>
<th>From Date</th>
<th>To Date</th>
<th>Place of Service</th>
<th>Procedure Code</th>
<th>Charge Amount</th>
<th>Units</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01/01/2017</td>
<td>01/01/2017</td>
<td>11-Office</td>
<td>99213-OFFICE/OUTPATIENT VISIT EST</td>
<td>$110.00</td>
<td>1.00</td>
<td>Remove</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td>*Place of Service</td>
<td>EMG</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CLIA Number**

**DMH Contract Source**

**Provider ID**

**ID Type**

**SC Provider Number**

**Ordering Provider ID**

**ID Type**

**Zip Code**

**Contract Code**

**Taxonomy**

**EAMT**

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**NDC for Item 2**

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**Attachments**

<table>
<thead>
<tr>
<th>#</th>
<th>Transmission Method</th>
<th>File</th>
<th>Control #</th>
<th>Attachment Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click to add attachment.</td>
<td>Back to Step 1</td>
<td>Back to Step 2</td>
<td>Submit</td>
<td>Cancel</td>
</tr>
</tbody>
</table>

---

*Click the Remove link to remove the entire row.*
### Claim Attachments – Upload

<table>
<thead>
<tr>
<th>#</th>
<th>Transmission Method</th>
<th>File</th>
<th>Control #</th>
<th>Attachment Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Transmission Method</strong></td>
<td>FT-File Transfer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Upload File</strong></td>
<td>AA-Available on Request at Provider Site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Attachment Type</strong></td>
<td>FT-File Transfer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Description</strong></td>
<td>FT-File Transfer</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Add] [Cancel]

[Submit] [Cancel]

[Back to Step 1] [Back to Step 2]
Claim Attachments – Upload
Claim Attachments – Upload

<table>
<thead>
<tr>
<th>#</th>
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<th>File</th>
<th>Control #</th>
<th>Attachment Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FT-File Transfer</td>
<td></td>
<td></td>
<td>OZ-Support Data for Claim</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>BCBS EOB</td>
<td></td>
</tr>
</tbody>
</table>

[Image of a form for uploading attachments with fields for transmission method, file, control number, attachment type, and description]
Claim Attachments – Upload

Professional Claim: Confirmation

Professional Claim Receipt

Your Professional Claim was successfully submitted. The claim status is Suspended.

The Claim ID is 2318000123456

Click Print Preview to view the claim details as they have been saved on the payer’s system.
Click View to view the details of the submitted claim.
Uploading attachments on the provider portal - Institutional Claim (UB-04)
# Claim Attachments - Institutional

## Service Details

Select the row number to edit the row. Click the 'Remove' link to remove the entire row.

<table>
<thead>
<tr>
<th>Svc #</th>
<th>Revenue Code</th>
<th>HCPCS/Proc Code</th>
<th>From Date</th>
<th>To Date</th>
<th>Units</th>
<th>Charge Amount</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>450-EMERG ROOM</td>
<td></td>
<td>12/29/2019</td>
<td>12/29/2019</td>
<td>1.00 Days</td>
<td>$500.00</td>
<td>Remove</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Attachments

Click the 'Remove' link to remove the entire row.

<table>
<thead>
<tr>
<th>#</th>
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<th>File</th>
<th>Control #</th>
<th>Attachment Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Click to add attachment.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Back to Step 1][Back to Step 2]
Claim Attachments - Upload

- Click the Remove link to remove the entire row.
- Transmission Method: FT-File Transfer
- File: Field Staff Meeting.docx (15K)
- Control #: 20130328768412
- Attachment Type: OZ-Support Data for Claim
- Description: Insurance denial is attached.
Claim Attachments - Upload

**Attachments**

Click the Remove link to remove the entire row.

<table>
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<tr>
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<th>Action</th>
</tr>
</thead>
</table>

- **Transmission Method**: FT-File Transfer
- **Upload File**: \share-server\pubs\Provider Training\EEM USER GUIDE.pdf
- **Attachment Type**: OZ-Support Data for Claim
- **Description**: BCBS EOB

**Buttons**

- Add
- Cancel

**Links**

- Back to Step 1
- Back to Step 2
- Submit
- Cancel
Claim Attachments - Upload

Professional Claim: Confirmation

Professional Claim Receipt

Your Professional Claim was successfully submitted. The claim status is Suspended.

The Claim ID is 2318000123456

Click Print Preview to view the claim details as they have been saved on the payer’s system.
Click View to view the details of the submitted claim.
Important Things to Know

- Upload limit is 10mb per claim.
- Supported file types are .gif, .pdf, and .tif.
- .tif file types seem to be more compact, and often let you upload more pages.
- For best results, upload all documents as a single attachment.
- No additional coversheet.
Resources

• The presentation covered in this webinar is available online at [www.okhca.org](http://www.okhca.org):
  – Select the training link in the providers section.
  – On the right side of the training page, under resources – webinar training materials, select the link for claim attachments.
Resources

• OHCA provider helpline: 800-522-0114 or 405-522-6205.
  – Option 1 - OHCA call center.
  – Option 2, 1 - Internet Helpdesk.
  – Option 2, 2 - EDI Helpdesk.

• Training:
  – Email: SoonerCareEducation@okhca.org
Questions?