

The Dispute option within the Availity Claim Status tool allows providers to submit clinical appeal* requests electronically and upload supporting clinical medical records via Availity Essentials to Blue Cross and Blue Shield of Oklahoma (BCBSOK). Once submitted, the Appeal worklist allows providers to view status and claim dispute details, as well as manage the appeals.

*A **Clinical Appeal** is a request to change an adverse determination for care or services when a claim is denied based on lack of medical necessity, or when services are determined to be experimental, investigational or cosmetic.

The Dispute tool is accessible to existing Availity Administrators and users assigned the Claims Status and Claim roles in Availity. Not registered with Availity? Complete the guided online registration process today at <u>Availity</u>, at no cost.

Information in this user guide is not applicable to Medicare Advantage or BlueCard® (out-of-area) claims.

1) Getting Started

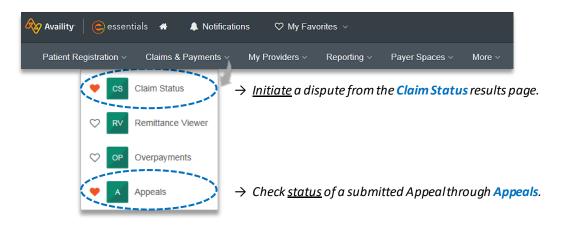
- Go to <u>Availity</u>
- Select Availity Essentials Login
- Enter User ID and Password
- Select Log in

Availity [.]	
Please enter your credentials	
User ID:	
User ID	
Password:	
•••••	
Show password	
Forgot your password? Forgot your user ID?	

2) Check Dispute Availability via Claim Status

- Select Claims & Payments from the navigation menu
- Select Claim Status

Note: Contact your Availity administrators if the Claim Status tool is not listed in the Claims & Payments menu.



Blue Cross and Blue Shield of Oklahoma, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association Blue Cross[®], Blue Shield[®] and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Page 2 of 5

2) Check Appeal Availability via Claim Status (continued)

Check claim status by following the steps below:

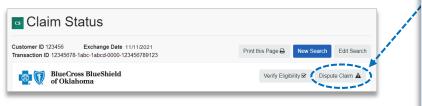
- Choose the Organization
- Select BCBSOK from the Payer drop-down list
- Use Search by Member or Search by Claim to obtain detailed claim status

Note: Refer to the Claim Status Tool User Guide to learn more about obtaining detailed claim status via Availity.

🛯 Claim St	tatus					Give Feedback
Organization			Payer			
ABC Organization		~	BCBSOK			~
Search by Member O	Search by Claim 🖯	HIPAA Standard				
Select a Provider @ optio	onal		Provider NPI @		Member ID	
Select		· ·	1234567890		ABC123456789	
Group Number	Service D	ates o				
999999	11/01/2	- 021	11/30/2021	m		
						(Submit)

3) Dispute Claim

On the claim status response screen, select Dispute Claim (if applicable)



Quick Tips:

- → Dispute Claim is <u>only</u> available for clinical claim denials.
- → Dispute will <u>not</u> display if:
 - Already disputed once
 - Does not meet criteria as a clinical denial
 - Does not meet timeliness (180 days from claim process date)
- You will receive confirmation that the dispute has been initiated and successfully added to your Appeals worklist

Claim 123	456789012X01 was successfully added to your worklist.	
cs	Look for this request in your worklist to complete and send to the payer. You can review the status of your requests from the worklist.	
	Claim Number: 123456789012X01 Status: Initiated	
	Close Go To Requ	

Quick Tips:

- → Each claim can only be disputed once.
- → The dispute request has only been initiated. Proceed to step 4 to complete and send the request to BCBSOK for review.

Page 3 of 5

4) Complete Dispute Request

Select the Action Menu i conto Complete Dispute Request. The black appeals card indicates the request has been initiated but not yet sent to BCBSOK.

BlueCross BlueShield of Oklahoma		• Updated 11/11/2021		Complete Dispute Request View Details	←(≡)
Claim Number 123456789010X00	Payment Information E7777777	Patient Name JANE DOE	Service Begin Date 11/01/2021	Billed Amount \$2,766.00	
	Payment Date 11/03/2021	Patient Account Number JD123456	Service End Date 11/01/2021	Payment Amount 0	

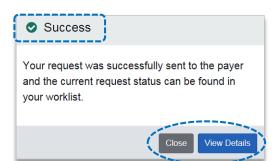
Complete the Dispute Request:

- Select Request Reason
- Enter an explanation to support your request
- Select who you are submitting this request on the behalf of Rendering or Billing provider
- Enter Contact Phone Number
- Select Add Files
- Select Submit Request

Quick Tips:

- → Users can copy and paste data from a word document into the appeal request.
- → Supported file name characters are: Alpha-numeric, dash (-) and underscore (_). No spaces.
- → If the appeal is in process, attachments may be uploaded 10 days from date of submission.
 - You will receive confirmation of submission
 - Select Close to view the Appeals worklist
 - Select View Details to review claim information

Complete Di	spute Request Claim# 1234567891012X01
This BCBSOK	request was initiated on 11/11/2021
Request Reaso	n
Medical Neces	ssity
Please explain	the supporting rationale for your request.
0/2000	
	it, are you submitting this request on behalf or the Billing Provider:
 Rendering Billing 	
	Number
 Billing Contact Phone 5557779999 	Number ing Documentation
 Billing Contact Phone 5557779999 Upload Support 	
O Billing Contact Phone 5557779999 Upload Support IMPORTANT maximum indi	ing Documentation
Billing Contact Phone 5557779999 Upload Support IMPORTANT: maximum indi files.	ting Documentation : Maximum number of files to upload is 10 with a
Billing Contact Phone 5557779999 Upload Support IMPORTANT: maximum indi files.	ting Documentation : Maximum number of files to upload is 10 with a ividual file size of 20 MB, total 80 MB across all

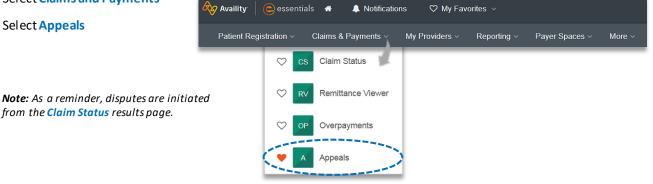


Page 4 of 5

Appeal Worklist 5)

Follow the steps below to access the Appeals worklist to complete a dispute request that you initiated from claim status, view the status of claim disputes in-process, as well as claims disputes that have been finalized by BCBSOK.

- ► Select Claims and Payments
- Select Appeals



Cards in the worklist are sorted newest to oldest based on the date of the last update. The status bar on the left side of a card indicate the dispute status by color:

- BlueCross BlueShield Initiated Status Updated of Oklahoma Black = Initiated but not yet sent to BCBSOK ≡ Created: 11/11/2021 • Updated 11/11/2021 Yellow = Submitted or returned from BCBSOK Claim Num Payment Information Patient Name vice Begin Date Billod Ame 123456789010X00 11/01/2021 E7777777 JANE DOE \$2,766.00 Gray = Final decision from BCBSOK Patient Account Numbe . Service End Date Payment Amount Payment Date 11/03/2021 JD12345 11/01/2021 0 BlueCross BlueShield Submitted - Claim Review - In Progress of Oklahoma ≡ Created: 05/16/2021 · Updated 05/17/2021 Billed Amount Claim Numbe Payment Information Patient Name Service Begin Date 12/21/2020 \$70.00 012345678910X00 E9999999 JOHN DOE Service End Date Payment Date Patient Account Number Payment Amoun 12/31/2020 JD11111 12/21/2020 0 Note: A Case Number is assigned after the Id Finalized - Claim Review - Overturned/ Reversed Case #12345678 BlueCross BlueShi of Oklahoma ≡ Created: 06/08/2021 · Updated 06/14/2021 dispute request has been submitted to BCBSOK. Service Begin Date ment Information ed Amount 012345678900X01 E5555555 JOE DOE 09/28/2020 \$4,950.00 wice End Date Patient Account Numbe ayment Amount 12/24/2020 JD22222 09/28/2020 0
- ► To search for a submitted dispute, select Claim Number, Case Number, or Patient Last Name from Search By drop-downlist
- ۲ Enter the Claim Number, Case Number, or Patient Last Name and select Search

Note: Use capitalized alpha-characters when searching by the Claim Number.

A Appe	als			Quick Tip:
Search By	Claim Number	123456789100X01 Search	Filter	→ You can also Filter by Appeal Status (initiated, submitted or finalized), Sub- status (in clinical review, in process or need additional information), Provider and/or Payer.
	Case Number Patient Last Name			

Page 5 of 5

5) Appeal Worklist (continued)

On the appeal card, select the Action Menu icon and click View Details and Attachments

BlueCross BlueS of Oklahoma	Created: 05/16/2021 • U	Review - In Progress · Case Updated 05/17/2021	()	View Details and Attachments		
Claim Number 123456789011X01	Payment Information	Patient Name JANE DOE	Service Begin Date 03/23/2021	Billed Amount \$445.00		
Ţ	Payment Date 03/26/2021	Patient Account Number JD123456	Service End Date 03/23/2021	Payment Amount 0		
BlueCross BlueS of Oklahoma	Bhield Finalized - Claim R Created: 05/16/2021 • U	Review - Manual Determina	tion• Case # 77777777		=	Quick Tip:
Claim Number 123456789011X01			tion · Case # 77777777 Service Begin Date 12/03/2020	Billed Amount \$406.00	=	Quick Tip: → For cases that have been initiated (Black appeal card) but not completed,

Additional Attachments may be uploaded to the request within the allotted timeframe

Note: Refer to the bottom of the page to view the timeframe for adding attachments to the request. Ensure all documentation is uploaded before the date passes.

Witches Husselini Submitted - Claim Review - Pending Assignment: Case = #12345878 Created: 08/25/2021 + Updated 06/25/2021 Casted: 08/25/2021 + Updated 06/25/2021 Patent Account 123456785000X00 Patent Account Number Submitted - Claim Review - Pending Assignment: Case Patent Account Patent Account Number Submitted - Claim Review - Pending Assignment: Case Patent Account Number Patent Account Number Submitted To Payer Please Reason Contact Phone Number Submitted To Payer Please reprocess See the attachments for the proof that this was medical necessary. ATTACHMENTS File Name Status Uploaded By Upload Date Macc_112_00 139pages;r Me) Record Provider 06/25/2021 3.47 PM Victorestrie Acc_123_000 139pages;r Me) Record Provider 06/25/2021 3.47 PM Victorestrie Acc_123_000 139pages;r Me) Record Provider 06/25/2021 3.47 PM Victorestrie Acc_123_000 139pages;r Me) Record Provider 06/25/2021 3.47 PM Victorestrie Acc_123_000 139pages;r Me) Record Provider 06/2	Appeals				Give Fee	eedback	
1234567789000X00 E12345677 JAN E DOE 10/13/2020 \$4,250.00 Payment Date Payment Attain Service End Date Payment Amount 02/19/2021 77777777 10/13/2020 0 Reguest Reason Contact Phone Number Submitter Type Billing Submitter Type Billing NECESSITY Referencess See the attachments for the proof that this was medical necessary. ATTACHMENTS Status Uploaded By Upload Date MAR_123_000 139pages(r MB) Record Provider 06/25/2021 3.47 PM MCCSWITS Hole Add Attrachment button is disable the timeframe to upload additional Provider 06/25/2021 3.47 PM MCCWITS Status Uploaded By Upload Date Quick Tip: ABC_123_000 139pages(r MB) Record Provider 06/25/2021 3.47 PM MCCWITS Hole Add Attrachment button is disable the timeframe to upload additional Provider 06/25/2021 3.47 PM MCCWITS Status Uploaded By Upload Date Quick Tip: ABC_123_000 139pages(r MB) Record Provider 06/25/2021 3.47 PM ABC_12	🍟 of Oklahoma	#12345	678		ent∙ Case	=	
0219/2021 77777777 10/13/2020 0 Request Reason Contact Phone Number Submitter Type MEDICAL 999-999-999 Billing NECESSITY Billing Rationale Submitted To Power Please reprocess. See the attachments for the proof that this was medical necessary. ATTACHMENTS Flie Name Status Uploaded By Upload Date ABC_123_000 139pages(7 Mg) Receiver 06/25/2021 3:47 PM MCC Will allow attachment uploads until 93999999. Please ensure all your documentation for this request has been submitted before the date passes. Quick Tip: ABC_123_000 139pages(7 Mg) Receiver 06/25/2021 3:47 PM ABC_123_000 139pages(7 Mg) Receiver Provider 06/25/2021 3:47 PM ABC_123_000 139pages(,					
MEDICAL 999-999-9999 Billing Rationale Submitted To Paver Please reprocess. See the attachments for the proof that this was medical necessary. ATTACHMENTS File Name Status Uploaded By Upload Date OG/25/2021 3:47 PM HCSC will allow attachment uploads until 99/99/9999. Please ensure all your documentation for this request has been submitted before the date passes. File Name Status Uploaded By Upload Date OG/25/2021 3:47 PM Coccined Provider OG/25/2021 3:47 PM OG/25/2021 3:47 PM ABC_123_000 139pages(7 MB) Received Provider OG/25/2021 3:47 PM OG/25/2021 3:47 PM ABC_123_000 139pages(7 MB) Received Provider OG/25/2021 3:47 PM ABC_123_000 139pages(7 MB) Received Provider OG/25/2021 3:47 PM Add Attachment button is disable the timeframe to upload additional	-						
Please reprocess. See the attachments for the proof that this was medical necessary. ATTACHMENTS File Name Status Uploaded By Upload Date ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM ATTACHMENTS HCSC will allow attachment uploads until 99/39/3939. Please ensure all your documentation for this request has been submitted before the date passes. Quick Tip: ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM File Name Status Uploaded By Upload Date Quick Tip: ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM ABC_d Attachment Received Provider 06/25/2021 3:47 PM → If the Add Attachment button is disable the timeframe to upload additional	MEDICAL		ber				
ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM ATTACHMENTS Add Attachment uploads until 99/99/9999. Please ensure all your documentation for this request has been submitted before the date passes. Quick Tip: File Name Status Uploaded By Upload Date Quick Tip: ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM Add Attachment This eppeal is no longer eligible for attachments as of 07/05/2021 Of 25/2021 3:47 PM > If the Add Attachment button is disable the timeframe to upload additional	Please reprocess.				Unload Date		
File Name Status Uploaded By Upload Date Pile Name Status Uploaded By Upload Date ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM Add Attachment This appeal is no longer eligible for attachments as of 07/05/2021 06/25/2021 3:47 PM > If the Add Attachment button is disable the timeframe to upload additional		139pages(7 MB)		· · ·	•	_	
ABC_123_000 139pages(7 MB) Received Provider 06/25/2021 3:47 PM Add Altachment This appeal is no longer eligible for attachments as of 07/05/2021 > If the Add Attachment button is disable the timeframe to upload additional	Add Attachment	nent uploads until 99/99/999	9. Please ensure all your document	ation for this request has bee	en submitted before the date passe	ses.	
Add Attachment This appeal is no longer eligible for attachments as of 07/05/2021 → If the Add Attachment button is disable the timeframe to upload additional	File Name		Status	Uploaded By	Upload Date	Quick Tip:	
Add Attachment This appeal is no longer eligible for attachments as of 07/05/2021	ABC_123_000	139pages(7 MB)	Received	Provider	06/25/2021 3:47 PM	· ·	bled,
attachments to the request has expire	Add Attachment	This appeal is no longer	eligible for attachments as of 07.	/05/2021	>		

Have questions or need additional education? Email the Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.