



An Anthem Company

## ***Change Healthcare Medical Attachment Functionality FAQs***

Empire BlueCross BlueShield (“Empire”) is launching the use of Change Healthcare’s Medical Attachment functionality for electronic communications. This function allows providers to upload medical records and itemized bill documents electronically instead of through traditional paper communications. This functionality can improve communications and transparency for medical record requests and otherwise will not impact the audit program.

### **How will I know when I can use Change Healthcare’s Attach Assist function?**

Upon having Assurance Reimbursement Management™ Attach Assist configured, you will receive an initial notification from your Change Healthcare Account Manager. The notification will also include a link providing information on how to use the Attach Assist functionality.

### **What will happen once I have been granted access?**

Once you have been configured with access to the Attach Assist functionality, Change Healthcare will notify the payer. From that date forward, communications will be sent electronically, and paper communications will cease.

### **What will happen if I decide to turn off the Attach Assist function?**

If you decide to turn off Attach Assist, you must contact your Change Healthcare Account Manager. Once Attach Assist has been disabled, Change Healthcare will notify the payer. From that date forward, communications from the payer will revert back to paper format.

### **Who should I contact with any questions or feedback?**

You can reach out to your Change Healthcare Account Manager or email [AssuranceSupport@changehealthcare.com](mailto:AssuranceSupport@changehealthcare.com)

### **Can we still submit medical records via paper?**

Yes, you may still follow the instructions in the letter to submit medical records using the other means available.

### **After the records are submitted, can I still see what was sent?**

Yes, you will have an electronic record of the submission in Attach Assist on the History tab.

### **Is the provider notified when a request comes in?**

Yes, notices will be displayed on the history tab of the claim in Assurance and workflow will be configured to drive these claims into visibility for the user’s review. Also, a PDF electronic copy of the request will be accessible in the provider’s downloads folder in Assurance.

**What about the timelines for requests?**

All electronic requests will be in alignment with the current timelines for paper requests. So, if you receive a letter requesting records within 30 days, the Change Healthcare request will be the same.

If you did not respond to the first notice, a second notice will follow. After that, if the second notice is unanswered a third and final notice will be sent.

**This update is for Change Healthcare— what about other provider portals?**

We continue to look for system enhancements to improve the provider experience. As enhancements are rolled out, communications like this one will be provided.