

Update: Providers can upload medical records through Availity Essentials for additional types of requests, starting Dec. 16

On Dec. 4, 2024, we published a provider alert with incorrect information. For Medicare Plus Blue claims, the expanded ability to upload medical records through Availity Essentials™ is available for claims with 14-digit claim numbers (not 16). We've updated this provider alert to show the correct information.

On Dec. 16, 2024, Blue Cross Blue Shield of Michigan will further expand the ability to upload medical records through our provider portal, Availity Essentials.

Specifically, health care providers will be able to upload medical records for Blue Cross commercial and Medicare Plus BlueSM members for these reasons:*

- Claims were denied with an EX code indicating that the medical record is required.
- Original electronic claim 837 transactions that require medical records. This option will be available the day after you submit the claim.

How to upload medical records

Providers can submit the medical records using the Send Attachments feature, which is available on the Claim Status screen in Availity Essentials. For step-by-step instructions, see the [Medical records: Submit electronically through Availity Essentials](#) document. We'll update this document by Dec. 16.

Notes:

- If the Send Attachment link isn't available for the claim in the Claim Status screen, Blue Cross doesn't require the medical record for claims processing.
- If you prefer to send paper records by U.S. mail or fax, starting Dec. 16, you can use the *Medical Record Claim Attachment Form* (previously known as the *Medical Record Routing Form*).

Availity Essentials training webinars

Availity® is offering live webinars and a recorded webinar where you can learn about the latest changes.

Register for a live webinar

Availity is offering live webinars on the following dates:

- Tuesday, Dec. 17, from 10 to 11 a.m.
- Wednesday, Jan. 8, 2025, from 2 to 3 p.m.

To register for one of these webinars:

1. Log in to availity.com*
2. Click on *Help & Training* in the top navigation and then click on *Get Trained*.
3. In the *Search* field at the top of the screen, enter *BCBSM* and then click on *Catalog*.
4. Click on one of the following links:
 - *Learn How to Submit Medical Attachments for BCBSM Providers – Live Webinar, 12/17/2024*
 - *Learn How to Submit Medical Attachments for BCBSM Providers – Live Webinar, 1/8/2025*
5. Click *Enroll*.

Watch a recorded webinar

By Dec. 17, Availity will update the *Learn How to Submit Claim Attachments for BCBSM Providers* recorded training with information about the new functionality. To access the recorded webinar:

1. Log in to availity.com**.
2. Click on *Help & Training* in the top navigation and then click on *Get Trained*.
3. In the *Search* field at the top of the screen, enter *BCBSM* and then click on *Catalog*.
4. Click the *Learn How to Submit Claim Attachments for BCBSM Providers – Recorded Webinar* link to access the recorded training.
5. Click *Go to course*.

Additional information

- Providers can upload medical records for certain requests for medical records for Blue Cross commercial members as reported in the [September 2023 Record](#) and the [September 2024 Record](#).
- Providers can upload medical records for Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage members as reported in this [Dec. 5, 2023, provider alert](#).

[Subscribe](#) to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.

*For Medicare Plus Blue, this functionality is available for claims with 14-digit claim numbers.



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

Provider alert

Blue Cross commercial and Medicare Plus BlueSM

Categories: **Billing/claims/coding, Training**

Date posted: Dec. 4, 2024 | Updated: Jan. 9, 2025

**Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.