

Attach documentation to a finalized claim*

ProvEd_0426_04

What you'll need to get started:

- Provider Connection username and password.
 - If you have not yet registered on Provider Connection, see *Quick-reference tutorials* on the [Provider Connection training](#) page. There are three account types: Provider, MSO, and Billing.
 - Access to claims.
 - All Account Managers have access to claims data.
 - Account Managers can enable claims access for Users at *Account Management > Manage user accounts*.
 - The claim number of the claim has been denied or not paid in full, and the additional documentation requested by Blue Shield.
 - An email where you will receive automated notifications.
- * Do not use attach documents to a finalized claim to [file a dispute](#). If you do so, Blue Shield must void your submission, and you will need to resubmit correctly.



Instructions

1. Log in to www.blueshieldca.com/provider.
2. Click **Claims** in the top menu, then click **Check claim status**.
 - The *Check claim status* screen displays with search fields at the top and claims from the last three years below.
3. Using one or more search fields, locate the claim for which you are submitting additional documentation. Click **Search**.
4. The search result displays in the table below the blue header. Click the claim number.
5. The *Claim details* page displays. Click **Attach supporting documents**.

The screenshot shows the Blue Shield of California Provider Connection website. The top navigation bar includes 'Log in/Register' (1) and 'Claims' (2). The 'Check claims status' button is highlighted with a red box and the number 2. The search form below has a 'Search' button highlighted with a red box and the number 3. The search results table shows a claim with the number '000343305500' highlighted with a red box and the number 4. The claim details page shows the claim number '000343305500' and the status 'Finalized 07/30/2021'. The 'Attach supporting documents' link is highlighted with a red box and the number 5.

Claim status Updated	Claim number	Claim type	Dates of service	EOB	Member name	Member ID/Subscriber ID	Provider name	Amount billed	Amount paid	Patient responsibility	Check/EFT number
FINALIZED 02/26/2023	000343305500		07/17/2021– 07/17/2021	View EOB	MEMBER, X	12345678901234	Group A	\$133.00	\$0.00	\$0.00	12345678901234

Instructions

6. The *Attach Documents to a Claim* screen displays with prepopulated claims data.
7. Drag and drop or select up to five (5) files at a time for a total of 20 files.

	File types	File size (per file)	Max # of files
Blue Shield Blue Shield Promise	PDF, Excel, Word	50 MB	20
BlueCard®	PDF	10 MB	20

ATTACH DOCUMENTS TO A CLAIM

Upload supporting documents for your claim. Start by checking that you have the right claim number.

* Required

Enter your claim # *
000343800800

Update

6

Claim details

Claim # 000343800800
Provider DISTRICT HOSP
Provider ID FA0001234567
Tax ID 009009009
Member name MEMBER, X
Date of birth 01/01/1994
Subscriber name MEMBER, Y
Subscriber ID 919103940
Patient account 1234
Dates of service 10/19/2021-10/19/2021
Amount billed \$90.00
Amount paid \$0.00

Attach supporting documents *

(PDF, DOC, XLS, 50MB max, up to 20 files total)
All documents will be scanned for viruses.



Drag and drop up to 5 files at a time or

Select files

7

Enter an email where we can reach you if your documents fail a virus scan.

Email *

40 characters max

Briefly describe your documents to make sure they get to the right place.

Notes

0/500

Finish



Instructions

8. An *Attach documents* pop-up displays. Select a "type" for each document. Options are:

- Medical record
- Contract/pricing
- Itemized bill
- Other, with a description field

Click **Next document** until all document types are identified. Click **Attach**.

9. Documents display on the *Attach Documents to a Claim* screen.

10. Enter an email where you can be notified if there is a problem with accepting your file.

11. Enter a description of the document(s), the reason for submission, and expected outcome.

12. Click **Finish**.

The screenshot illustrates the document attachment workflow. It starts with two 'Attach documents' pop-ups. The first pop-up, labeled '8', shows a file 'supporting-doc-1.pdf' (198.20 KB) with 'Medical record' selected in the dropdown menu. A red box highlights the 'Next document >' button. The second pop-up, labeled '8', shows a file 'supporting-doc-4.docx' (11.91 KB) with 'Other' selected. A red box highlights the 'Attach' button. A red arrow points from the 'Next document >' button in the first pop-up to the second pop-up.

Below the pop-ups, the 'Attach supporting documents' section shows a list of four files:


File Name	Size	Type	Action
1. supporting-doc-1.pdf	198.20 KB	Medical record	Remove
2. supporting-doc-2.pdf	198.20 KB	Contract/Pricing	Remove
3. supporting-doc-3.xlsx	8.79 KB	Itemized bill	Remove
4. supporting-doc-4.docx	11.91 KB	Other - another type	Remove

A red box labeled '9' highlights the list of files. Below the list, there is an email notification field labeled '10' with the text 'name@domain.com' and a '40 characters max' limit. Below the email field is a notes field labeled '11' with the text 'Description and purpose of your submission.' and a '43/500' character limit. At the bottom right, there are 'Finish' and '12' buttons.

13. A confirmation screen displays with a listing of the submitted documents.
14. If desired, click **View this claim** to return to the *Claims detail* page.
15. To see a list of documents submitted for this claim, scroll to *Uploaded documents* on the *Claims detail* page and click **Show**. Click **Hide** to collapse the list.
 - Only documents submitted online will display.

Home > Claims > Check claim status > Attach documents to a claim

ATTACH DOCUMENTS TO A CLAIM







Documents submitted

Your new case number is
231320000443

You have attached the following documents

13

1.  supporting-doc-1.pdf (198 KB) Medical record
2.  supporting-doc-2.pdf (198 KB) Contract/Pricing
3.  supporting-doc-3.xlsx (8 KB) Itemized bill
4.  supporting-doc-4.docx (11 KB) Other

Note: All documents will be scanned for viruses. If your documents fail the scan, we'll notify you at name@domain.com.

[View all claims](#) [View this claim](#) **14**





Payment details

Check/EFT number	2021073010100009	Check/EFT amount	
Check/EFT date	07/30/2021	Payee name	SUN CITY CARDIOLOGY MED CTR INC
Check/EFT status	N/A	Payee address	27830 Bradley Rd, Sun City CA 92586-2201

Uploaded documents (4) [Hide](#) ^

15

Supporting documents submitted online will appear here.

 supporting-doc-2 .pdf (198.0 KB)	Contract/Pricing	(Added 04/21/2023)
 supporting-doc-1 .pdf (198.0 KB)	Medical record	(Added 04/21/2023)
 supporting-doc-3 .xlsx (8.0 KB)	Itemized bill	(Added 04/21/2023)
 supporting-doc-4 .docx (11.0 KB)	Other	(Added 04/21/2023)

Service and procedure details

Line #	Dates of service	Place of service	Units	Procedure code	Modifier	Amount billed	Allowed amount	Deductible	Copay	Co-insurance	Amount paid
1	06/01/2021–06/01/2021	Office	1	99214	N/A	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00