

# Send Attachment

## Quick start guide

You can send unsolicited attachments to participating payers to support claims. Unsolicited attachments are attachments that you send without an electronic attachment request from a payer.

### Access the application

1. In the Availity Essentials menu bar, under **Claims**, click **Claims & Payments | Attachments – New**.
2. On the Attachments Dashboard page, click **Send Attachment**.

### Before you begin

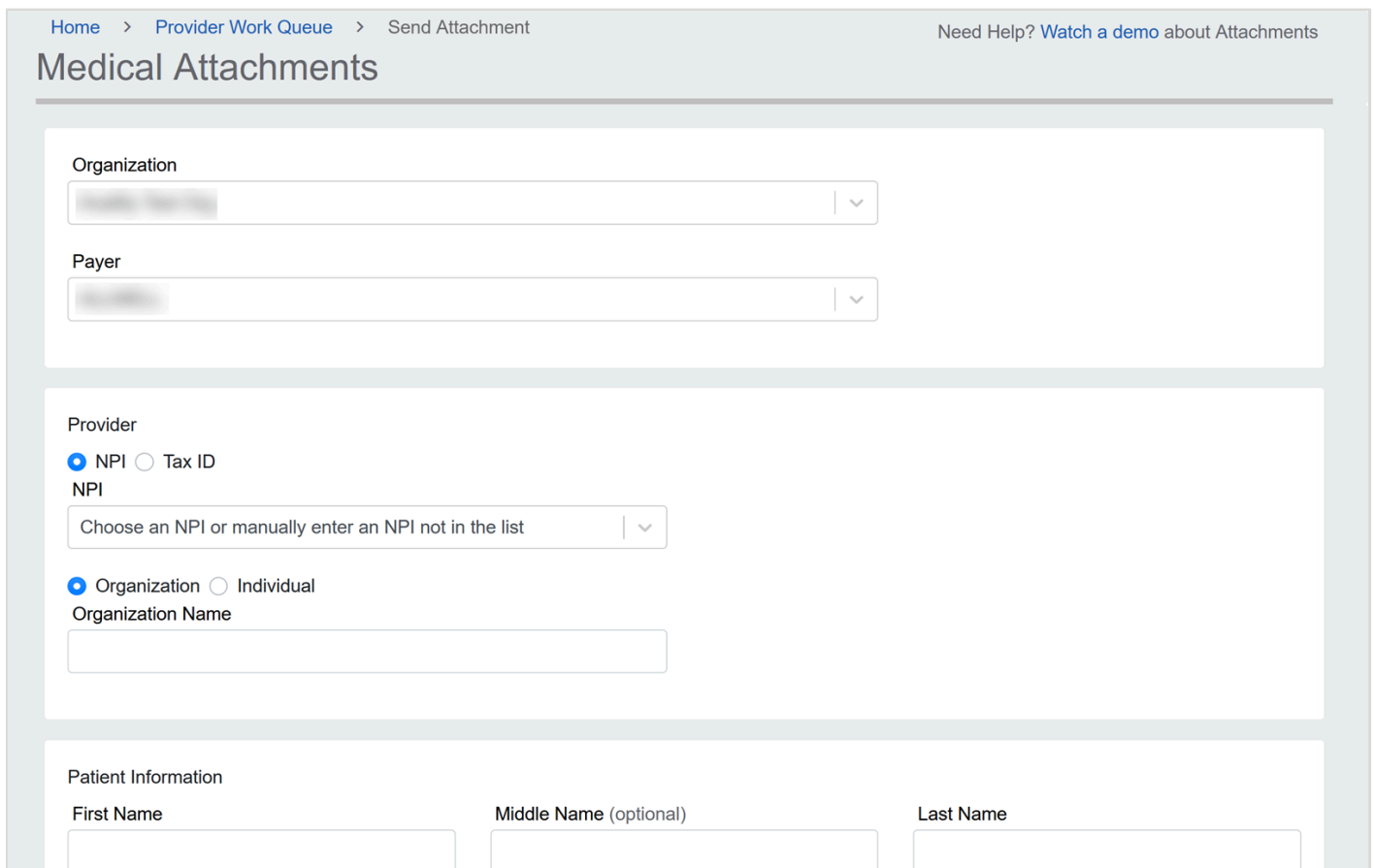
If you cannot access this application, contact your Availity Essentials administrator and request the **Medical Attachments** role.

To find your administrator, in the Availity Essentials menu bar, click **[Your Name's] Account | My Account | Organization(s) | Open My Administrators**.

## Use the application

**Note:** Some sections and fields vary by payer.

1. On the Attachments Dashboard page, click **Send Attachment**.
2. If you have access to multiple organizations, select the organization in the **Organization** field.



The screenshot shows the 'Medical Attachments' application interface. At the top, there is a breadcrumb trail: 'Home > Provider Work Queue > Send Attachment' and a link for 'Need Help? Watch a demo about Attachments'. The main heading is 'Medical Attachments'. Below this, there are several sections for data entry:

- Organization:** A dropdown menu with a blurred selection.
- Payer:** A dropdown menu with a blurred selection.
- Provider:** Radio buttons for 'NPI' (selected) and 'Tax ID'. Below is an 'NPI' dropdown menu with the text 'Choose an NPI or manually enter an NPI not in the list'.
- Organization/Individual:** Radio buttons for 'Organization' (selected) and 'Individual'. Below is an 'Organization Name' text input field.
- Patient Information:** Three text input fields for 'First Name', 'Middle Name (optional)', and 'Last Name'.

3. If you have access to multiple payers, select the payer in the **Payer** field.
4. Complete the required fields. Required fields vary by payer. Follow the payer's guidelines from the request letter you received for what to enter in the **Request Number** and **Claim Number** fields.
5. In the **Attachment Info** section, select a reason for the attachment you want to upload, and then click **Add File**.
6. Navigate to the file containing the attachment, select it, and then click **Open**.
7. If applicable, click **Add Attachment** to add another attachment.
8. Click **Send Attachment(s)**.

Availity displays a message stating the attachment was successfully sent.

## Tips

The Send Attachment application offers these great, time-saving features. Check them out!

- In the Send Attachment form, if a payer name does not display in the **Payer** field, the payer does not accept unsolicited attachments.
- If you are uploading a password protected PDF file, click **Enter password** and enter the password to attach the file to the request.
- For details about file sizes, check out the [Acceptable file size and formats in attachments](#) help topic. Ensure your file does not exceed the maximum file size allowed by the payer's system.

## Help, training, and support

### Help

In the Availity Essentials menu bar, click **Help & Training | Find Help**. Search by keywords **send attachments**.

Or, go directly to the [Send attachments](#) topic.

### Training

In the Availity Essentials menu bar, click **Help & Training | Get Trained**. Search by keywords **send attachments**.

Or, go directly to the [Navigating the Attachments Dashboard and Workflow Options - Recorded Webinar](#) and [Medical Attachments Setup - Online Course](#) demos.

### Support

In the Availity Essentials menu bar, click **Help & Training | Availity Support**. Access online support ticketing and online chat. Or, call 800-282-4548 (800-AVAILITY).

**Tip:** See the [Availity Client Services](#) help topic for more information.