

# Virginia Provider Communications

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## Coming soon: Electronic attachments

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As we prepare for the potential regulatory-proposed standards for electronic attachments, HealthKeepers, Inc. will be implementing X12 275 electronic attachment transactions (version 5010) for claims for Anthem HealthKeepers Plus members.

Standard electronic attachments will bring value to you by eliminating the need for mailing paper records and reducing processing time overall.

HealthKeepers, Inc. and Availity will pilot electronic data interchange batch electronic attachments with previously selected providers. Both solicited and unsolicited attachments will be included in our pilots.

### Attachment types

- **Solicited attachments:** The provider sends a claim and the payer determines there is not enough information to process the claim. The payer will then send the provider a request for additional information (currently done via letter). The provider can then send the solicited attachment transaction, with the documentation requested, to process the claim.
- **Unsolicited attachment:** When the provider knows that the payer requires additional information to process the claim, the provider will then send the X12 837 claim with the Paper Work Included segment tracking number. Then, the provider will send the X12 275 attachment transaction with the additional information and include the tracking number that was sent on the claim for matching.

### What you can do

As we prepare for this change, you can help now by having conversations with your clearinghouse and/or electronic healthcare records vendor to determine their ability to set up the X12 275 attachment transaction capabilities.

In addition, you should be on the lookout for additional information and details about working with HealthKeepers, Inc. and Availity to send attachments via electronic batch.

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