

Special Bulletin

For professional and facility providers

April 16, 2025

Attachments Enabled When Submitting New Claims in Availity

The claim submission process in [Availity](#)® is getting an update, **effective April 18, 2025**. When submitting a new claim via Availity, providers will be able to attach supporting documents — also called 275 transactions — saving practitioners time and effort, while accelerating the claim review and approval process for Highmark.

Currently, providers can only submit an initial claim in Availity **without** any attachments; supporting documents must be sent in a separate and later communication via **Message this Payer** in Availity or via other methods, such as fax or mail. **NOTE:** This 275 enhancement does **not** apply to batch submissions or Quick Claims.

How to Submit Attachments with Your Claim

You will follow the same process you do now when submitting a claim via [Availity](#). Under the **Diagnosis Codes** section, go to the **Add Additional Claim Information** dropdown. Click the arrow or caret and select **Attachments**.

The screenshot displays the 'DIAGNOSIS CODES' section of the Availity interface. It features a 'Principal Diagnosis Code' dropdown with a search bar and an '+ Add' button. Below this is the 'Add Additional Claim Information' dropdown menu, which is open, showing options: EPSDT Referral Information, Onset Date Information, Worker's Compensation, Hospitalization, Anesthesia Information, Condition Codes, and Attachments. The 'Attachments' option is highlighted. In the background, other form fields like 'Service To Date' and 'Place of Service' are visible.

Next, you will select the **Report Type Code** that identifies the information being shared. Click **Report Transmission Code of EL – Electronically Only**, and then select **Choose File**, attaching your files from your desktop.

Once you have attached your documents, you will continue through the claim submission process until you click **Submit**. You will receive a confirmation of successful claim submission.

Attachments for Pended Claims – Use Claim Status Inquiry

The **Claim Status Inquiry** function in Availity enables you to add attachments for pended claims. Click the **Add Attachments** button, choose the appropriate record types, and then add your attachments. The **Attachments Dashboard** is accessible under **Claims & Payments** and provides details on all attachments by your organization.

Multiple Documents, Multiple Formats

Using the new feature, providers can attach up to 10 electronic documents per claim, in a variety of formats, including Word, Excel, PDF, JPG, PNG, GIF, and TIFF. This functionality enables providers to easily send their supporting documents via the Availity portal.

Additional Resources

For more information on electronic claims, visit [this page](#) on the Provider Resource Center, where you will find information on the following claims processes:

- [Submit a Claim](#)
- [Check Claim Status](#)
- [Claim Inquiry](#)

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