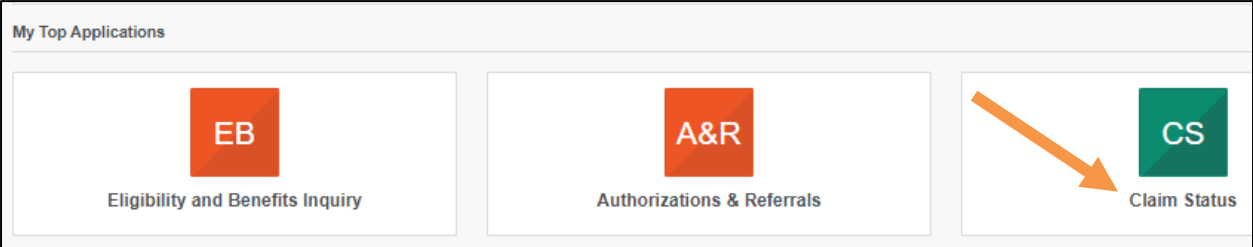
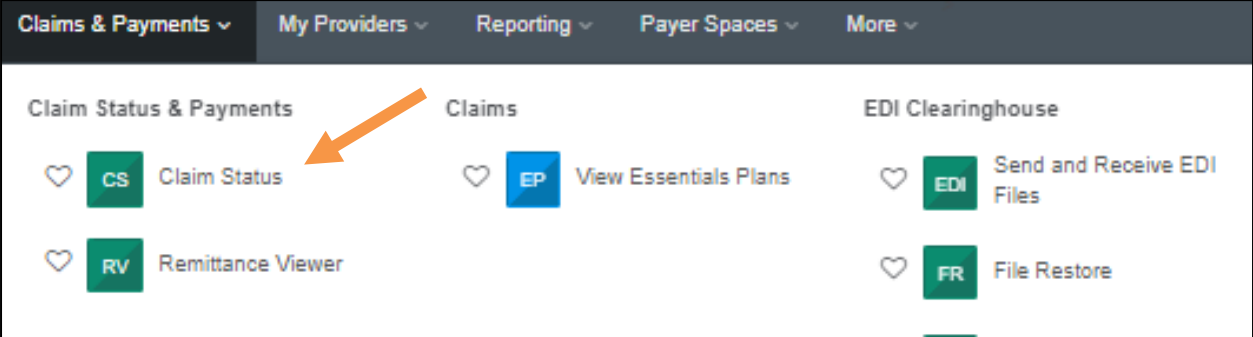




Dispute Submission

- 1) Go to Availity's main page (<https://apps.availity.com>), select 'Claim Status' from the 'Claim & Payments' dropdown or from the dashboard.



- 2) Select the Organization and the payer for the claim being disputed (e.g., Aetna Better Health (Aetna Medicaid) NJ-VA FIDE SNP – DSNP) to launch the page to enter claim information. NPI, Member ID, Patient Name, DOB, and DOS are required fields.

Provider Information

* Is the provider the same as the organization name? [?](#)
 Yes No

Select a Provider [?](#)

* Provider NPI [?](#)

Provider Tax ID [?](#)

Patient Information

Select a Patient [?](#)

* Member ID [?](#)

* Patient Last Name

* Patient First Name

* Patient Date of Birth

Patient Gender

Patient Account Number [?](#)

Patient's Relationship to Subscriber

Claim Information

* Service Dates [?](#) -

Claim Number [?](#)

Claim Amount

Institutional Bill Type

- 3) On the claim page, the left pane shows claims that occurred on the DOS for the provider. Original claims take the form of '00000E0000000'. Amended claims will have an A suffix showing each amendment (e.g., 00000E0000000A1, 00000E0000000A2, etc.). Resubmitted (i.e., duplicate) claims will have a completely different case number. Claims with green borders are paid claims and red borders are denied claims.

Claim [REDACTED]
Status FINALIZED
Dates of Service 10/31/2021 - 10/31/2021
Processed 01/22/2022
Billed \$65.00
Paid \$33.59

Claim [REDACTED]
Status DENIED
Dates of Service 10/31/2021 - 10/31/2021
Processed 02/05/2022
Billed \$65.00
Paid \$0.00

- 4) After selecting the claim on the left pane, select 'Send Attachments'

Claim [REDACTED]
Status FINALIZED

Verify Eligibility View EOB Print this Page Send Attachments

- 5) Input the Tax ID of the provider in the claim (pop up will show if the Tax ID was not entered on claim search).

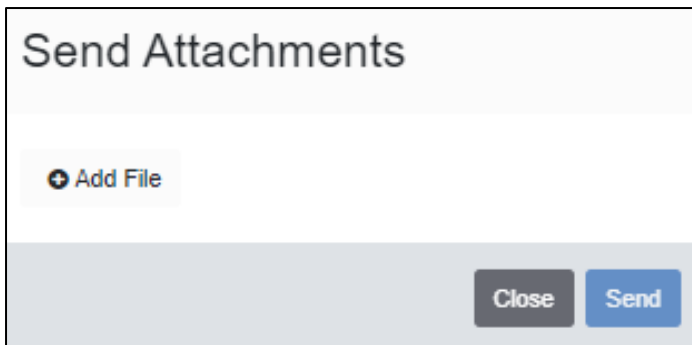
Send Attachments: Missing Required Field

* Tax ID

A Tax ID is required to send the attachment.

Close Submit

- 6) Attach files that support the disputed claim's payment (medical records, case narrative, fee/pay rate notice from the state) and click send.



- 7) Within 24-48, a new claim should appear in Availity (e.g., 00000E000000A1) and all adjudication notes and remittance advice will have the amended claim number