

JOB AID

Adding an Attachment to a Claim

OVERVIEW

In order to receive proper claim reimbursement, the user may want or be required to add attachments to a claim such as Admittance Summary, Medical Records, Ambulance Trip Ticket, Certifications, Diagnosis Report, Invoice, Discharge Summary, Explanation of Benefits (EOB), physician’s orders, etc. (these are examples and are not applicable to all claims). A provider can add up to 10 file attachments, not to exceed 25 MB.

Note: The preferred and recommended method of submitting additional supporting documentation is through an electronic upload within the NCTracks secure Provider portal.

Note: The X12 claims transactions accepted by NCTracks do not support the X12 275 Claims Attachment; therefore, submitting supporting documentation for X12 claims must be completed through the mail process.

This Job Aid provides instructions on how to add attachments to a claim in the NCTracks secure Provider portal and by mail.

Access Claims Function

The NCTracks Home page displays once you are logged in to the system.



Step	Action
1	Click the Providers tab.
2	Click NCTracks Secure Portal Login .

Step	Action
3	Enter the User ID (NCID) .
4	Enter the Password .
5	Click the Log In button.

The secure Provider portal Home screen displays. The user will mouse over the **Claims** tab in order to select the appropriate submenu option.

Step	Action
1	Click the Claims tab.
2	Click one of the following: <ul style="list-style-type: none"> • Create Professional Claim to enter a claim that is an electronic version of the Professional (CMS-1500/837P) Claim form. • Create Dental Claim to enter a claim that is an electronic version of the Dental (ADA-2006/837D) Claim form. • Create Institutional Claim to enter a claim that is an electronic version of the Institutional (UB-04/837I) Claim form.

CLAIMS – ATTACHMENTS TAB – PROFESSIONAL/DENTAL CLAIM

Once the user has completed all the required and necessary fields for submitting a claim, the system navigates the user to the **Attachments** tab.

The **Attachments** tab allows users to share information related to a claim that has not been captured on the **Patient / Insured**, **Claim Information**, **Provider Information**, **Other Payers**, and **Service(s)** tabs.

Step	Action
1	<p>Answer the question, “Would you like to attach files?”.</p> <p>The following file types may be attached: MS-Word, MS-Excel, WordPerfect, MS-Write, Open Office, text, PowerPoint, Zip, PageMaker, Adobe PDF, and/or image (TIFF, JPEG, GIF, PNG).</p> <p>Note: Select Yes to expand the Attachments section. Select No to collapse the Attachments section.</p>

NCTracks provides three transmission types to deliver attachments. The user must select the appropriate **Attachment Type** and **Transmission Code** for each attachment. Under the **Attachment Supplement** column, the application displays additional information for the selected transmission code.

The **Submit** button used to submit the claim is located on the **Attachments** tab. The user must navigate to the **Attachments** tab to submit the claim.

Attachment Type	Transmission Code	Attachment Supplement
OZ-SUPP-DATAC	ON-REQ	
OZ-SUPP-DATAC	MAIL	PO Box 30968 Raleigh, NC. 27622
OZ-SUPP-DATAC	ELECTRONIC	

Step	Action
1	Attachment Type: Select the type of attachment that will accompany the claim from the drop-down list.
2	<p>Transmission Code: Select the delivery mode from the drop-down list:</p> <ul style="list-style-type: none"> • ON-REQ: Allows the user to advise the reviewer that additional supporting documentation is available on request at the provider site. • MAIL: Allows the user to submit additional supporting documentation via United States Postal Service. <p>Note: The claims cover sheet must be printed from the hyperlink when submitting additional supporting documentation via U.S. mail.</p> <ul style="list-style-type: none"> • ELECTRONIC: Allows the user to submit additional supporting documentation by uploading file(s) to NCTracks.
3	Attachment Supplement: Displays the appropriate mailing address to submit specific additional supporting documentation when the Mail delivery method is selected. Displays the specific file name of the additional supporting documentation being attached when the Electronic delivery method is selected.
4	Click the Upload File button to search for and select a file to append to the claim. Note: This button is available when Electronic is selected as the Transmission Code .
5	Click the Add button (a paper clip icon appears to the left of appended attachments).
6	Click the Submit button.

CLAIMS – ATTACHMENTS TAB – INSTITUTIONAL CLAIM

Once the user has completed all the required and necessary fields for submitting a claim, the system navigates the user to the **Attachments** tab.

The **Attachments** tab allows users to share information related to a claim that has not been captured on the **Patient / Insured, Claim Information, Provider Information, Diagnosis / Procedure, Other Payers, and Service(s)** tabs.

The screenshot shows the 'Create Institutional Claim' interface with the 'Attachments' tab selected. A red circle with the number '1' highlights the 'CLAIMS ATTACHMENT' section, which contains a question: '* Do you want to add attachments to this claim?' with 'Yes' and 'No' radio buttons. Below this is a text area for file uploads and a table with columns for 'Attachment Type', 'Transmission Code', and 'Attachment Supplement'. The 'Attachment Type' and 'Transmission Code' columns have dropdown menus. At the bottom right, there are 'Add', 'Clear', and 'Submit' buttons, along with 'Save as Draft', 'Copy', and 'Cancel' options.

Step	Action
1	<p>Answer the question, “Do you want to add attachments to this claim?”.</p> <p>The following file types may be attached: MS-Word, MS-Excel, WordPerfect, MS-Write, Open Office, text, PowerPoint, Zip, PageMaker, Adobe PDF, and/or image (TIFF, JPEG, GIF, PNG).</p> <p>Note: Select Yes to expand the Attachments section. Select No to collapse the Attachments section.</p>

NCTracks provides three transmission types to deliver attachments. The user must select the appropriate **Attachment Type** and **Transmission Code** for each attachment. Under the **Attachment Supplement** column, the application displays additional information for the selected transmission code.

The **Submit** button used to submit the claim is located on the **Attachments** tab. The user must navigate to the **Attachments** tab to submit the claim.

Step	Action
1	<p>Attachment Type: Select the type of attachment that will accompany the claim from the drop-down list.</p>
2	<p>Transmission Code: Select the delivery mode from the drop-down list:</p> <ul style="list-style-type: none"> • ON-REQ: Allows the user to advise the reviewer that additional supporting documentation is available on request at the provider site. • MAIL: Allows the user to submit additional supporting documentation via United States Postal Service. <p>Note: The claims cover sheet must be used when submitting additional supporting documentation via U.S. mail. The Cover Sheet hyperlink is located on the Claim Status Details screen.</p> <ul style="list-style-type: none"> • ELECTRONIC: Allows the user to submit supporting additional documentation by uploading file(s) to NCTracks.
3	<p>Attachment Supplement: Displays the appropriate mailing address to submit specific additional supporting documentation when the Mail delivery method is selected. Displays the specific file name of the additional supporting documentation being attached when the Electronic delivery method is selected.</p>

Step	Action
4	Click the Upload File button to search for and select a file to append to the claim. Note: This button is available when Electronic is selected as the Transmission Code .
5	Click the Add button (a paper clip icon appears to the left of appended attachments).
6	Click the Submit button.

CLAIMS ATTACHMENT – BATCH SUBMISSION

The user may need to submit additional supporting documentation to a claim submitted within a batch. The user must include the Claim Attachment Cover Sheet.

Note: The X12 claims transactions accepted by NCTracks do not support the X12 275 Claims Attachment; therefore, submitting supporting documentation for X12 claims must be completed through the mail process.

The Claim Attachment Cover Sheet assists in expediting the processing of the claim because it identifies the specific claim that the additional supporting documentation should accompany.

Step	Action
1	Click the Providers tab.
2	Click Cover Sheet for Claim Attachments .

A pop-up dialog box appears, allowing the user to open, save, or cancel the Cover Sheet for Claim Attachments file.

Selecting **Open** allows the user to open the file in order to view or print it. If the user would like to save a copy of the file to a desired location on their computer, the user must select **Save As** from the **Save** drop-down list. In order to close the pop-up dialog box, the user must select **Cancel**.



Once the Cover Sheet for Claim Attachments file is open, the user must complete all fields listed on the cover sheet.



Claim Attachment Cover Sheet

**IN ORDER TO EXPEDITE THE PROCESSING OF YOUR CLAIM,
PLEASE COMPLETE AND RETURN THIS COVER SHEET WITH YOUR ATTACHMENT**

Attachment Control Number should be unique and match exactly the Attachment Control Number submitted on the claim. Please use format CCYYMMDDXXXXXXXXXX999.
CCYYMMDD=Claim Submission Date, XXXXXXXXXXXX=Recipient ID, 999=unique sequence number

1 Attachment Control Number: (ACN)

Mail attachment to this address:

2 Attachment Type: *

**CSRA
P. O. Box 30968
Raleigh, NC 27622-0968**

3 NPI:

4 Atypical Provider ID: (if applicable)

5 Recipient ID:

6 Date of Claim Submission: (MMDDYY)

* The Attachment Type above must match the value submitted on the claim. Valid values follow:
AS, B2, B3, B4, CT, DA, DG, DS, EB, MT, NN, OB, OZ, PN, PO, PZ, RB, RR, RT, or 77

Attachment Sticker: (CSC USE ONLY)



Step	Action
1	<p>Attachment Control #: Enter the Attachment Control Number (ACN) submitted on the claim.</p> <p>Note: The ACN should be unique and match exactly to the ACN submitted on the claim.</p>
2	<p>Attachment Type: The attachment type code on the cover sheet must match the attachment type code submitted on the claim. Valid values are:</p> <ul style="list-style-type: none"> • AS – Admission Summary • B2 – Prescription • B3 – Physician Order • B4 – Referral Form • CT – Certification • DA – Dental Models • DG – Diagnostic Report • DS – Discharge Summary • EB – Explanation of Benefits (or Coordination of Benefits) • MT – Models • NN – Nursing Notes • OB – Operative Note • OZ – Support Data for Claim • PN – Physical Therapy Notes • PO – Prosthetics or Orthotic Certification • PZ – Physical Therapy Certification • RB – Radiology Films • RR – Radiology Reports • RT – Report of Tests and Analysis Report
3	<p>NPI: Displays the billing provider’s National Provider Identifier.</p>
4	<p>Atypical Provider ID (if applicable): Displays the Atypical Provider identifying number.</p>
5	<p>Recipient ID: Displays the recipient identification number.</p>
6	<p>Date of Claim Submission (MMDDYY): Displays the month, day, and year the claim was submitted.</p>