

ForwardHealth Portal

Uploading Claim Attachments Instruction Sheet

Uploading Claim Attachments

Providers may upload attachments supporting a submitted claim by using the attachment uploading function on the ForwardHealth Portal.

Files with any of the following extensions may be uploaded: .jpg, .jpeg, .pdf, .rtf, and .txt. Microsoft® Word files (.doc) cannot be uploaded but can be saved and uploaded in .rtf or .txt formats.

Photographs, X-rays, and dental models may be uploaded through the Portal if the images are in a .jpg or .jpeg format or created with OrthoCAD™ software (available free on the Web).

Note: If the applicable claim form is already open, it will not be necessary to search for the claim.

1. Click **Upload Claim Attachments** at the bottom of the form.
The Upload Claim Attachment File panel will be displayed.
 2. If you are uploading attachments for a new claim, proceed to the [New Claims](#) section of this instruction sheet. If you are uploading attachments for an adjusted claim, proceed to the [Adjusted Claims](#) section of this instruction sheet.
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1. Click **Claims** on the main menu at the top of the secure Provider page.



Main Menu

The Claims page will be displayed.

Claims

[User Guides](#)

- [Portal User Guides](#)

Claims Submission Options

Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.

Providers may begin the claim processing function by clicking on the following options.

What would you like to do?

- [Claim search](#)
- [Claims Submission Report](#)
- [Submit Dental Claim](#)
- [Submit Institutional Claim](#)
- [Submit Compound/Noncompound Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)
- [WWWP Reporting Form Search](#)
- [Submit WWWP Breast Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Cervical Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Breast and Cervical Cancer Screening Activity Report](#)
- [Private Duty Nursing - Prior Authorization Claims Report](#)

Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

Claims Page

2. Click **Upload Claim Attachments**.

The Claim Attachment Search panel will be displayed.

Claim Attachment Search

- Enter an ICN to locate a claim for attachment uploads.
- Select Next to upload claim attachments.

Search By Claim Internal Control Number (ICN)

Internal Control Number (ICN)

Search Results

ICN

Provider Id

Member Id

From Date of Service

To Date of Service

Billed Amount

Claim Type

Claim Attachment Search Panel

3. In the “Search By Claim Internal Control Number (ICN)” section, enter the ICN of the claim to which you want to add an attachment.

Note: New claims that permit attachments will have ICNs starting with 23- (if submitted via the Portal) or 21- (if submitted via EDI batch, including Provider Electronic Solutions [PES] software). Adjusted claims will start with 59-.

4. Click **Search**.

If the claim is not found or uploading an attachment for the claim is not allowed, an error message will be displayed above the panel.

The following messages were generated:
The claim was not found or does not meet the requirements for attachment uploads.

Error Message

If uploading an attachment for the claim is allowed, information regarding the claim will populate the “Search Results” section.

Claim Attachment Search

- Enter an ICN to locate a claim for attachment uploads.
- Select Next to upload claim attachments.

Search By Claim Internal Control Number (ICN)

Internal Control Number (ICN)

Search Results

ICN	<input type="text" value="2312079001001"/>
Provider Id	<input type="text" value="1234567890"/>
Member Id	<input type="text" value="9000000000"/>
From Date of Service	<input type="text" value="03/17/2012"/>
To Date of Service	<input type="text" value="03/18/2012"/>
Billed Amount	<input type="text" value="\$1,500.00"/>
Claim Type	<input type="text" value="0 - Outpatient Claims"/>

Search Results Section

5. Click **Next**.

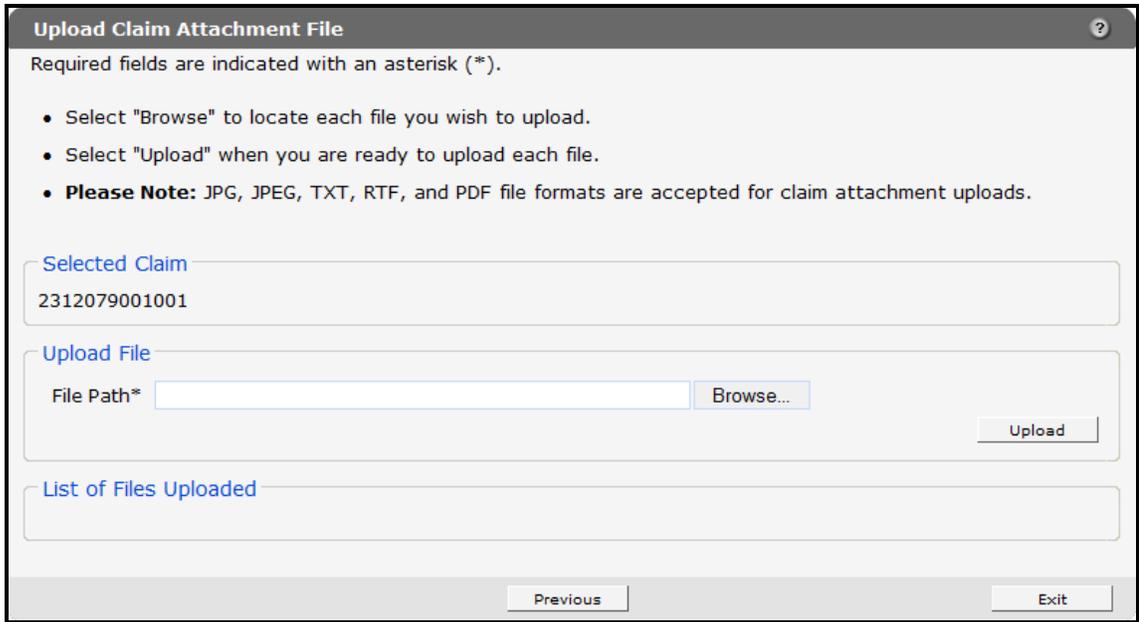
The Upload Claim Attachment File panel will be displayed.

Note: The Upload Claim Attachment File panel also displays after you click the Upload Claim Attachments button at the bottom of the applicable claim form when submitting a new claim or adjusting a previously submitted claim.

The Upload Claim Attachment File panel differs depending on whether you are uploading an attachment for a new claim or an adjusted claim. For information about the Upload Claim Attachment File panel for adjusted claims, refer to the [Adjusted Claims](#) section of this instruction sheet.

New Claims

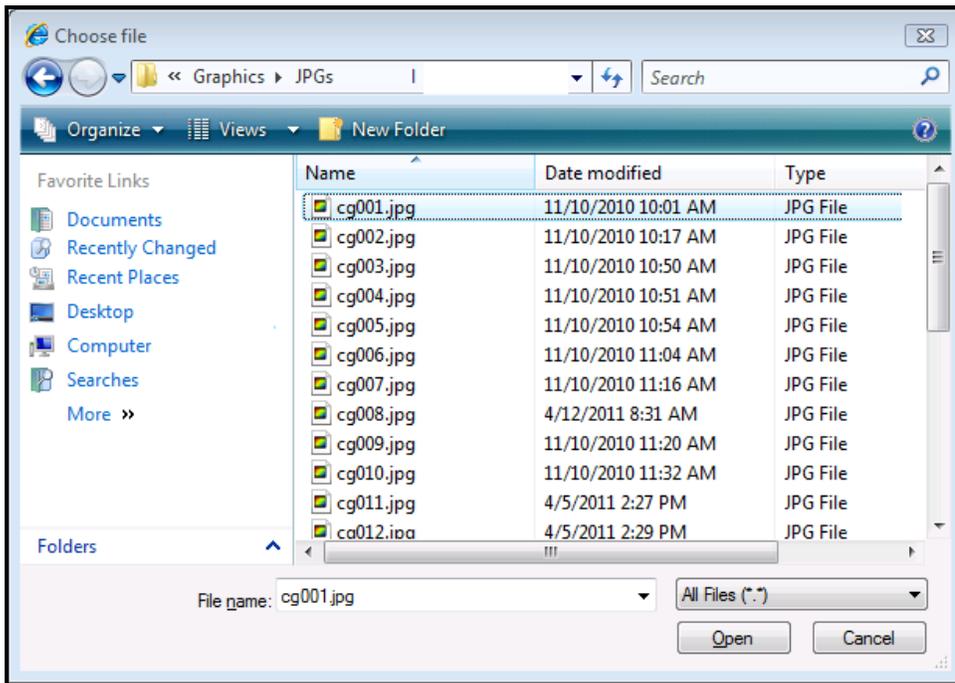
If you are uploading an attachment for a new claim, the following screen will be displayed:



Upload Claim Attachment File Panel

1. Click **Browse**.

The Choose file window will be displayed.

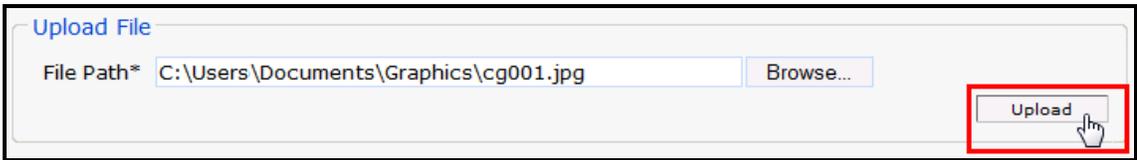


Choose File Window

2. Navigate to the appropriate computer or network location and select the file you wish to upload.
3. Click **Open**.

The Choose file window will close and the file path will be displayed in the File Path field.

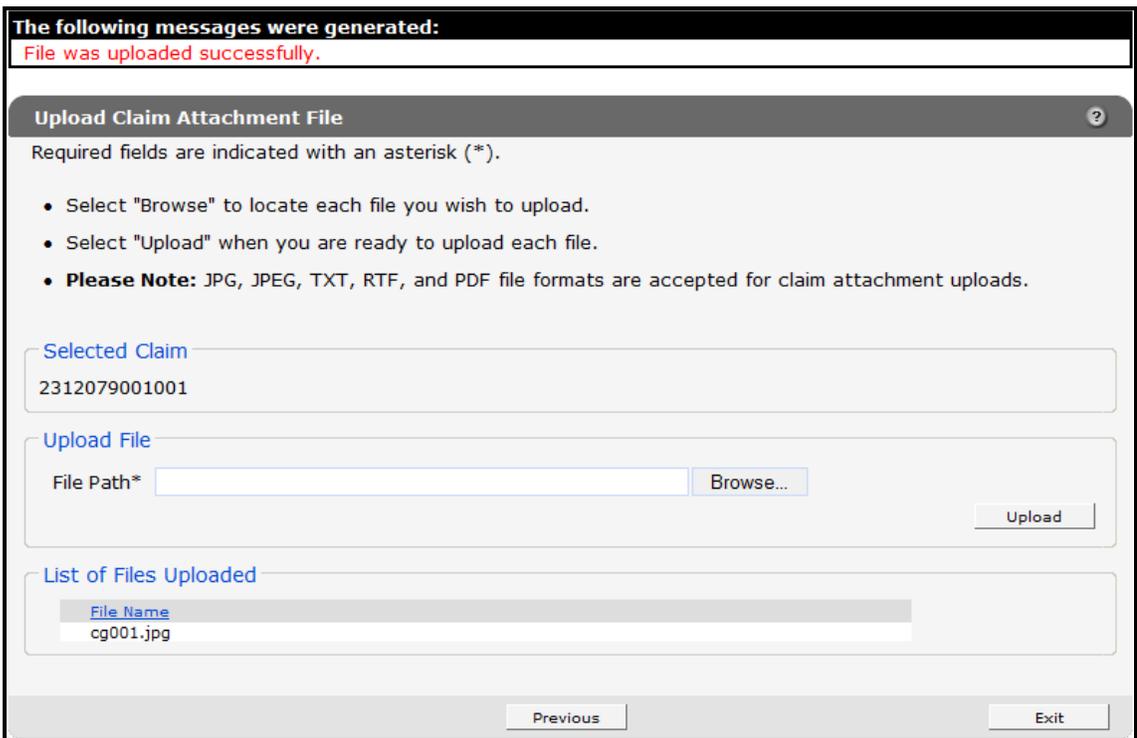
4. Click **Upload**.



The screenshot shows a web form titled "Upload File". It contains a "File Path*" field with the text "C:\Users\Documents\Graphics\cg001.jpg" and a "Browse..." button to its right. To the right of the "File Path" field is an "Upload" button, which is highlighted with a red rectangular box. A mouse cursor is pointing at the "Upload" button.

Upload File Section

The uploaded file will be displayed in the "List of Files Uploaded" section at the bottom of the panel, and a confirmation message will be displayed above the panel.



The screenshot shows a panel titled "Upload Claim Attachment File" with a help icon. At the top, a black bar contains the text "The following messages were generated:" followed by a red message: "File was uploaded successfully." Below this, the panel contains instructions: "Required fields are indicated with an asterisk (*)." and a bulleted list: "• Select 'Browse' to locate each file you wish to upload.", "• Select 'Upload' when you are ready to upload each file.", and "• **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads." Below the instructions is a "Selected Claim" field with the value "2312079001001". Underneath is another "Upload File" section with a "File Path*" field, a "Browse..." button, and an "Upload" button. At the bottom is a "List of Files Uploaded" section with a table containing one row: "cg001.jpg". At the very bottom of the panel are "Previous" and "Exit" buttons.

File Uploaded Successfully

5. Upload as many files as necessary.
6. When all files have been uploaded, click **Exit**.

The Claims page will be displayed.

Adjusted Claims

If you are uploading an attachment for a claim that is an adjustment to a previously submitted claim, the following screen will be displayed:

Upload Claim Attachment File

Required fields are indicated with an asterisk (*).

- Select "Browse" to locate each file you wish to upload.
- Select "Upload" when you are ready to upload each file.
- **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads.

Previously Submitted Attachments

Forwardhealth may process this claim with the previously submitted attachments from ICN 2311270001001. Submit

Selected Claim

5911271001001

Upload File

File Path* Browse... Upload

List of Files Uploaded

Previous Exit

Upload Claim Attachment File Panel for an Adjusted Claim

Users may choose to either upload new files or use the attachment(s) that was attached to the original claim.

Note: Users may select to either upload a new attachment or use the existing attachment(s); both options cannot be used at the same time. To attach a previously submitted attachment with a new attachment, you must upload both the new attachment and the previously submitted attachment.

To use a previously submitted attachment, complete the following steps:

1. Check the box in the "Previously Submitted Attachments" section.
2. Click **Submit**.

If the save was successful, the ICN of the adjusted claim will be displayed in the "Selected Claim" section, and a confirmation message will be displayed above the panel.

The following messages were generated:

Previous submitted attachments were successfully associated with the claim.

Upload Claim Attachment File

Required fields are indicated with an asterisk (*).

- Select "Browse" to locate each file you wish to upload.
- Select "Upload" when you are ready to upload each file.
- **Please Note:** JPG, JPEG, TXT, RTF, and PDF file formats are accepted for claim attachment uploads.

Previously Submitted Attachments

Forwardhealth may process this claim with the previously submitted attachments from ICN 2311270001001. Submit

Selected Claim

5911271001001

Previous Exit

Previously Submitted Attachments Successfully Associated with Claim

If any problems occurred, an error message indicating what needs to be corrected will be displayed above the panel.

3. Click **Exit**.

The Claims page will be displayed.