# Attachments Tab - Professional

The Attachments section allows the user to add and view attachments to a claim and submit to a payer. Users must have the appropriate roles/permissions to view this tab.

Attachments submissions take two types: **Solicited** and **Unsolicited**. For example, a worker's compensation claim would include an **unsolicited** attachment illustrating the conditions pertaining to the claim, as required in all worker's compensation claims. **Solicited** claims usually are sent by payers to providers requesting documentation for a claim. Users are unable to send both a solicited and unsolicited attachment on a claim; it must be one or the other.

An attachment is an electronic rendition of medical documentation, such as an X-ray, lab report, or questionnaire, to support a healthcare administrative transaction. The following formats are accepted for attachments: JPG, BMP, GIF, TIF, TIFF, PDF, DOC, DOCX, TXT, RTF, JPEG, and PNG.

To upload and send an attachment:

1. Click the **Attachments** tab.

2. Click the Upload box to select a file, or use the drag and drop feature to move a file for upload.
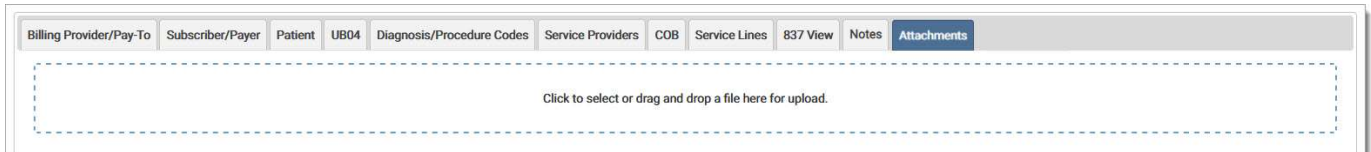
3. If the Billing Provider phone number and fax number is present on the claim (Billing Provider/Pay-To tab), it is automatically populated on the screen. If it is not already populated, users can enter the information. Enter the Payer Information (address) in the available fields. This is the location where the Attachment will be sent.
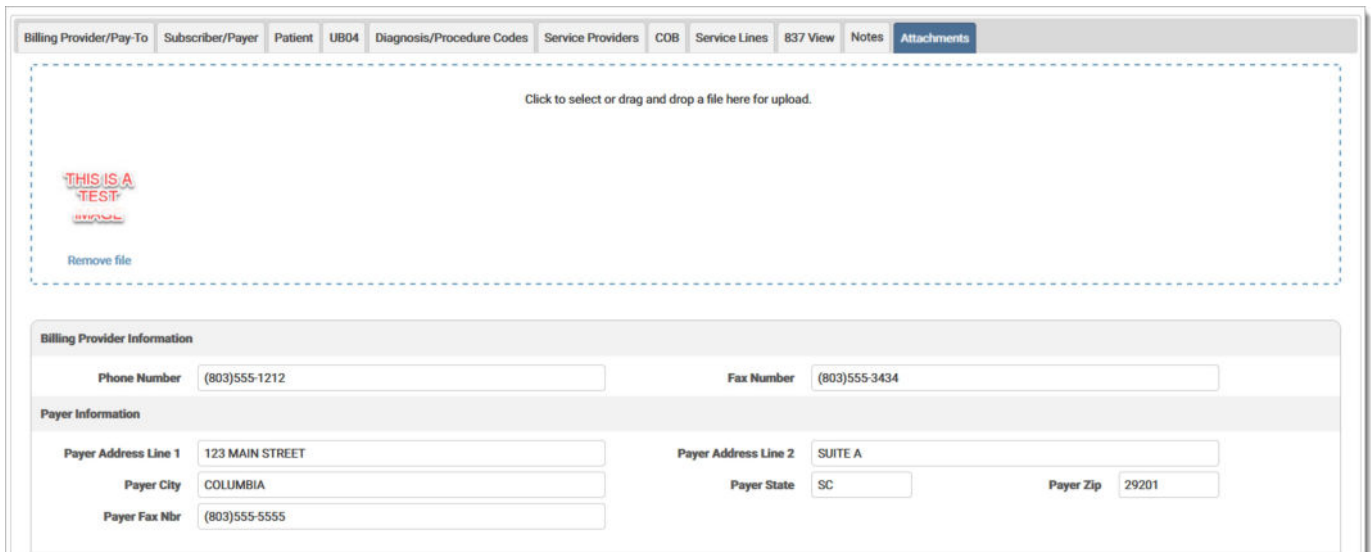
4. If a claim is Solicited, enter any payer required information in the Solicited Payer Claim Info fields. If the attachment should be sent with a specific service line, mark the check box in the Select column of the Service Line information. Only one service line can be selected at a time.

5. If a claim is Unsolicited, select the Attachment Control Number information from the drop-down menu. This information is automatically populated and can be viewed in the 837 View tab, if present on the claim.

6. The PWK06 must also be present to send Unsolicited Attachments. For Professional claims, the field is on the Conditions tab, under Chiropractic/Contract/File Information, and in the File Information

section. Enter the PWK06 in the Attachment Ctrl Nbr field(s).

7. Click **Submit Attachment**. This button is disabled until an attachment is uploaded.

8. The uploaded file displays in the upload box and a successful message displays once successfully submitted. Users can click **Remove File** to remove the file.
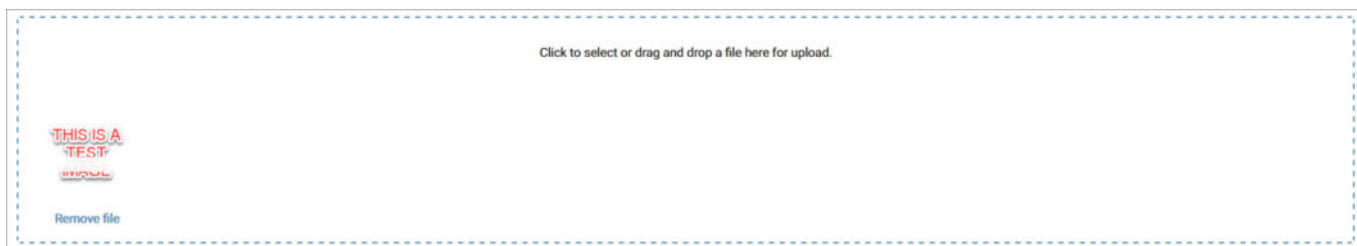
8. The attachment information displays in the table. Once the file has processed, the table displays the process date, user name of the person submitting the attachment, the attachment name, the submission status, and the Attachment ID. The table displays current uploaded attachments, as well as any previously uploaded attachments. An error displays in the Status column if the attachment did not process correctly.

Showing 1 to 2 of 2 entries

Date	User	Attachment	Status	Attachment ID
02/24/2021 03:13:52 PM	admin1	correct_size.jpg	SUCCESS	e4141388-cd34-4cbe-bd95-69110d435c7a_9496_999898
02/24/2021 03:10:21 PM	admin1	GIF Example.gif	Errors: field: claimInformation.serviceLines[0].procedureOrRevenueDetails.revenueCode- description: must not be blank	

9. Click the file name link in the Attachment column to view the attachment.

10. If a user attempts to navigate away from this screen, an error message displays indicating any information will be cleared.

11. A record is added to the Audit Log for the activity.