



BlueCross BlueShield  
of North Carolina

# MEDICARE

April 2024

## Digital Request for Additional Information (RFAI) Is Now Available

Please note, this communication applies to Healthy Blue + Medicare<sup>SM</sup> (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

Request for Additional Information (RFAI) is the easiest way to submit attachments requested by your payer using Availity Essentials. There is no need to fax or mail paperwork to complete your claim submissions anymore; just use the digital channels provided for your organization.

### Availity Notification Center

The notification center is located at the top of the Availity Essentials home page. If your payer has requested documentation, there will be a message stating there are requests in your work queue. Simply select the hyperlink to be navigated to the Attachment Dashboard to view the request.

### Availity Attachment Dashboard

The Attachment Dashboard is where all attachment requests are displayed. You can use the hyperlink in the notification center or navigate to **Claims & Payments > Attachments New**. To locate a specific RFAI request, the request number will begin with *RFAI*. If you notice multiple requests in your dashboard, take advantage of the filters. You have the option to search, filter, and sort for multiple values such as Tax ID, NPI, and Request Type. Select **Upload Attachment** to view the type of document requested. Your uploaded requests will be visible in the History tab once accepted. Select the **Record History** icon on the right side of the request to view the **Availity Transaction ID** for specific Availity Essentials questions or **Health Plan Transaction ID** if you need to contact your payer for questions.

### Digital RFAI Progress Dashboard

This dashboard, located in Payer Spaces, allows your organization to understand how many digital requests have been sent, how many finalized claims there are based on your attachment submissions, and the average turnaround time from the initial payer request to the claim finalization. To view your Digital RFAI Progress Dashboard application, select **Payer Spaces** from the drop-down menu and choose your payer tile.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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### Get Trained

Availity has training on-demand. This includes a pre-check for administrators and a *Learn How to Submit Digital Requests for Additional Information* training. Log in to Availity Essentials > Help & Training > Get Trained > Enter **RFAI** in the keyword search.

For questions, call Availity Client Services at **800-Availity (800-282-4548)**. Availity Client Services is available Monday to Friday, 8 a.m. to 8 p.m. ET.

With your help, we can continually build towards a future of shared success.