



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: September 23, 2024

Re: 275 Claim Attachment Transaction Is Now Available via Availity

Summary: Keystone First/Keystone First CHC/Keystone First VIP Choice is accepting ANSI 5010 ASC X12 275 claim attachment transactions (unsolicited) via Availity.

Please contact your Practice Management System Vendor or EDI clearinghouse to inform them that you wish to initiate electronic 275 claim attachment transaction submissions for payer ID:

- Keystone First EDI payer ID: 23284
- Keystone First CHC EDI payer ID: 42344
- Keystone First VIP Choice payer ID: 77741

A maximum of ten attachments are allowed per submission. Each attachment cannot exceed 10 megabytes (MB) and total file size cannot exceed 100MB. The acceptable supported formats are pdf, tif, tiff, jpeg, jpg, png, docx, rtf, doc, and txt.

There are two ways 275 claim attachment transactions can be submitted:

- Batch — You may either connect to Availity directly or submit via your EDI clearing house.
- Portal — Individual providers may also register at: <https://www.availity.com/Essentials-Portal-Registration> to submit attachments.

Specific 275 claim attachment transaction report codes must be used when submitting an attachment. Visit our Claims and Billing webpage for the list of applicable codes at:

- www.keystonefirstpa.com → Providers → Claims and Billing → Electronic claims submission, payment, and remittance advice services.
- www.keystonefirstchc.com → For Providers → Claims and Billing → Electronic claims submission, payment, and remittance advice services.
- www.keystonefirstvipchoice.com → Providers → Resources → 275 claims attachment transaction instructions

After logging in, providers registered with Availity may access the **Attachments - Training Demo** for detailed instructions on the submission process. For the best results, providers should take the following steps:

1. Sign in to Availity Essentials: Revenue Cycle Management | Healthcare | Availity [availity.com]
2. Click the training link: Training Link [apps.availity.com]
3. In the – Attachments – Training Demo page, click **Enroll**.
4. In the Confirm window, click **Yes**.
5. The training demo will be added to the provider's learning dashboard. To view the training demo, click **Start**.
6. The training demo opens. Select **Explore Options**.
 - a. To send unsolicited documentation, providers should select the Play button on the second tab titled Submit Supporting Documentation (Unsolicited).

If you have questions, please contact Availity Client Services at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday from 8 a.m. to 8 p.m. ET.