Your guide to submitting claim appeals online

This guide will give you steps on how to submit claim appeals online and how to use Clear Claim Connection™ (C3) to verify code combinations.

Providers can access the Claims Submission Tool by logging in to the Availity Web Portal and initiating the request at [https://www.availity.com](https://www.availity.com).

**From the Availity website**
If you are navigating to the Claims Submission tool from [https://www.availity.com](https://www.availity.com):

Enter your Availity User ID and Password and select **Log in**.

![Availity login screen](image)

Once in Availity, you may begin appealing a claim.
Appealing a claim

1. Query the claim in Availity using the Claim Status Inquiry tool from the top navigation.

2. Select the desired claim.

3. Within the **Claims Status Detail** page, go to the **Claims Appeal** section and select **Dispute this claim**.
4. The system will leave Availity (accept the action) and you will be redirected to the 
*Claims Dispute* form on the provider self-service website.
5. Enter all of the required fields and select **Submit Dispute** to submit the appeal form.

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### Clear Claim Connection

Dell Children’s Health Plan offers an online code auditing reference tool, C3, which:

- Mirrors our current code-auditing software.
- Evaluates code combinations the same way they are reviewed during adjudication of a claim.
- Allows you to access our claim auditing rules and the clinical rationale built into our code auditing software.
To use C3:

1. Navigate to the Dell Children’s Health Plan provider self-service website. Select Payer Spaces, and select the Dell Children’s Health Plan payer icon.

Select the Resources tab, then select Provider Self Service. You will be prompted with a message indicating you’re leaving Availity. Please accept the message.
2. Select **Claims** on the left navigation, and then select **Clear Claim Connection**.

3. Choose your market and select the check box beside “I agree to the Terms & Conditions” to continue. If you do not agree to the terms, you cannot use this tool.
4. Enter the member’s information, the procedure codes, modifiers (if any) and the date of service.
5. Select the **Review Claim Audit Results** button.

*Note: This tool does not guarantee payment. It mirrors our code edit logic for claims.*