



Important Information about Upcoming System and Process Changes

June 10, 2013

Dear Valued Provider:

I am writing to update you on upcoming system and process changes that will affect the way we do business with you. We are communicating these changes to you in advance to help you prepare for any impacts that may occur for your provider practices or facilities.

X12 GATEWAY TRANSITION

As previously communicated, AmeriHealth HMO, Inc. and QCC Insurance Company d/b/a AmeriHealth Insurance Company (collectively AmeriHealth) will be migrating X12 transactions from our current NaviNet® X12 Gateway to the Highmark Gateway beginning in 2013. This change will allow us to add new capabilities that enhance the overall customer experience. We have been actively communicating to Highmark and AmeriHealth trading partners over the past six months, and copies of those communications can be found on our Provider News Center at www.amerhealth.com/pnc. Essentially, the changes include:

- From mid-May through the end of October 2013, all trading partners (clearinghouses, providers, and billing services) will move to the Highmark Gateway for EDI claims and discontinue use of the current NaviNet X12 Gateway.
- Trading partners will submit/receive all transactions to/from the Highmark Gateway.
- New Trading Partner Agreements, trading partner logon credentials, and support processes will all be required. In addition, there will be differences in connectivity and file enveloping.
- To avoid claims processing issues, we encourage you to speak with your trading partner to ensure that they are ready to electronically submit HIPAA standard transactions using the Highmark Gateway.

NAVINET ENHANCEMENTS

In addition to the X12 Gateway transition, the NaviNet® web portal will undergo a series of changes and enhancements that will affect your day-to-day operations. Starting in the fourth quarter of 2013, you will begin to see a difference in the look and feel of the provider portal, as well as in transaction functionality. The following is a summary of the significant changes:

- **Accepted Claim Status Inquiry.** The transaction name will be changed to Claim Status Inquiry. The Tax Identification Number search criteria will be eliminated, and only AmeriHealth claims data will be retrieved in the search results. Additionally, the display of claims information will be changing along with some terminology.
- **Rejected Claim Status Inquiry.** This transaction will be removed from the AmeriHealth Plan Transactions menu due to low utilization.

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- **Request A/R Aging Report and View A/R Aging Reports.** These transactions will be removed from the AmeriHealth Plan Transactions menu due to low utilization.
- **Eligibility and Benefits Inquiry.** The display of AmeriHealth member eligibility and benefits information will be enhanced to provide more efficient access to member-specific detail. Clinical Care Reports and Clinical Alerts will be accessible through the Member Detail screen.
- **Encounter Submission.** To accommodate new Health Care Reform requirements, the Encounter Submission form will be modified to capture additional data related to member visits.
- **Referral Submission and OB/GYN Referral Submission.** The Referral Submission and OB/GYN Referral Submission forms will be combined into a single transaction to provide a more streamlined process for submissions.
- **Provider Change Form.** The Provider Change Form transaction will be enhanced and renamed Provider File Management. The new transaction will offer additional functionality to assist providers with maintenance of provider information.

In preparation for these changes, please ensure that 1) your office is registered for NaviNet, 2) your staff has the appropriate access to use NaviNet, and 3) your office is set up to receive electronic funds transfer (EFT). If you have questions regarding the registration process, how to set up proper access, or how to set up an EFT account, please call the eBusiness Provider Hotline at 215-640-7410.

QUESTIONS

We are committed to keeping you informed of any additional changes during these system and process modifications. We encourage you to read *Partners in Health Update*SM each month and to visit our Provider News Center frequently to keep abreast of the upcoming changes and review more specific details as they become available. If you are not familiar with our Provider News Center, you may access it on our website at www.amerihealth.com/pnc.

If you have additional questions related to these upcoming changes, please email us at providercommunications@amerihealth.com. Thank you for participating in our network and for delivering quality care to our members, your patients.

Sincerely,



Douglas L. Chaet
Senior Vice President
Contracting and Provider Networks