

System and Process Changes FAQ

This collection of frequently asked questions (FAQ) was developed to answer inquiries from participating providers regarding system and process changes for AmeriHealth HMO, Inc., QCC Insurance Company d/b/a AmeriHealth Insurance Company, and AmeriHealth Insurance Company of New Jersey (collectively, AmeriHealth). It will be updated as additional inquiries are received.

We encourage you to frequently visit the System and Process Changes section of our Provider News Center at www.amerhealth.com/pnc/upcomingchanges, where we will continue to provide more detailed information about our system and process changes in one central location as it becomes available. Please email us at providercommunications@amerhealth.com if you have further questions after reviewing the FAQ.

General

1. If our claims are submitted through a clearinghouse/trading partner (TP), will the clearinghouse/TP handle our transition to the Highmark Gateway? What actions does my office need to take?
2. If we are registered for NaviNet[®] and electronic funds transfer (EFT), is there anything else our billing office has to do in order for this transition to the Highmark Gateway to go as smoothly as possible?

Claims Submission

3. How will this affect providers who submit paper claims?
4. If I currently submit my claims on paper, will I be required to change to an electronic claims submission method?
5. Will the AmeriHealth payer ID numbers or claims submission addresses change for AmeriHealth members?
6. How will I know if mailing addresses change for claims submission?

Electronic Funds Transfer (EFT)

7. Do I have to sign up for electronic funds transfer (EFT) payments?
8. How do I go about setting up our office to receive payments via electronic funds transfer (EFT)?
9. If I am currently registered for electronic funds transfer (EFT), can I change my account number or financial institution?

1. If our claims are submitted through a clearinghouse/trading partner (TP), will the clearinghouse/TP handle our transition to the Highmark Gateway? What actions does my office need to take?

To prepare for the system and process changes, AmeriHealth has contacted affected clearinghouses/TPs, including Emdeon, STI, Medassets, ClaimLogic, RelayHealth, and Navicare. We are actively working with all affected clearinghouses/TPs to ensure that they are ready to submit/receive claims using the new Highmark Gateway before November 1, 2013.

System and Process Changes FAQ

All providers should work with their clearinghouse/TP to ensure a smooth transition to avoid any issues with their EDI transactions.

2. If we are registered for NaviNet[®] and electronic funds transfer (EFT), is there anything else our billing office has to do in order for this transition to the Highmark Gateway to go as smoothly as possible?

Yes. If you submit claims or receive remittances electronically, we encourage you to work with your clearinghouse/TP to ensure a smooth transition.

AmeriHealth sent participating providers a letter dated June 10, 2013, which outlines a number of changes being implemented as a result of system and process changes (a copy of the letter is available in the Upcoming System and Process Changes section of the Provider News Center). Please refer back to this letter to ensure you are aware of the upcoming changes. Be sure to also read *Partners in Health UpdateSM* each month and visit the Upcoming System and Process Changes section of the Provider News Center frequently at www.amerihhealth.com/pnc for updates about the migration.

3. How will this affect providers who submit paper claims?

If you choose to continue to submit paper claims (i.e., CMS-1500 for professional claims, UB-04 for facility claims), please continue to follow National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines when completing these forms and submit your claims to the addresses indicated on the most current published payer ID grids, available at www.amerihhealth.com/edi.

Note: We encourage you to submit claims electronically, as most providers do. Submitting claims electronically can result in increased accuracy of claims, better tracking ability, and greater office efficiency and productivity. In addition, you'll also benefit from error reporting, which allows you to easily correct claims before submission. You will experience fewer payer rejections and administrative concerns, resulting in faster claim payments.

4. If I currently submit my claims on paper, will I be required to change to an electronic claims submission method?

If you currently submit your fee-for-service claims on paper and you do not have a contractual requirement to do so, then you will not be required to submit your fee-for-service claims electronically at this time.

5. Will the AmeriHealth payer ID numbers or claims submission addresses change for AmeriHealth members?

At this time, we are not changing the payer ID numbers or claims submission addresses. For various reasons unrelated to the upcoming system and process changes, AmeriHealth periodically changes the payer ID numbers and claims submission addresses. As is the case today, AmeriHealth will give providers advance notification of any such changes in *Partners in Health Update*.

Please refer to the published payer ID grids, available at www.amerihhealth.com/edi, for the most up-to-date payer ID numbers and claims submission addresses for AmeriHealth members.

System and Process Changes FAQ

6. How will I know if mailing addresses change for claims submission?

As is the case today, you will be notified through *Partners in Health Update* if there are changes in claims submission addresses. Any changes would also be updated on the payer ID grids, which are available at www.amerihealth.com/edi.

Electronic Funds Transfer (EFT)

7. Do I have to sign up for electronic funds transfer (EFT) payments?

We strongly encourage all network providers to sign up for EFT payment. The EFT account will result in faster payments and reduced administrative costs for your office.

8. How do I go about setting up our office to receive payments via electronic funds transfer (EFT)?

You can initiate registration for EFT through the NaviNet web portal. Please refer to the EFT User Guide for step-by-step instructions. This guide is available in the Administrative Tools & Resources section of AmeriHealth NaviNet Plan Central.

9. If I am currently registered for electronic funds transfer (EFT), can I change my account number or financial institution?

Yes. Through NaviNet, providers can modify their EFT information. Please refer to the EFT User Guide for step-by-step instructions. This guide is available in the Administrative Tools & Resources section of AmeriHealth NaviNet Plan Central.

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