



Premera will soon be making a technology change that will impact “Printed to Hardcopy” payer claims.

FEATURE Articles

(Printed as Hardcopy) Carrier Code 9999 Other Payer Claims Process To Be Discontinued

Premera will soon be making a technology change that will impact our clearinghouse ability to continue to receive, print and mail professional “Printed to Hardcopy” other payer claims. These are claims for those payers that have no way to receive a claim electronically, and were reported as “Printed to Hardcopy.”

Please note that this notification “does not” impact claims sent to the Premera Clearinghouse destined for Emdeon (aka NEIC or WebMD) under Carrier Code: 0000.

Effective Thursday, January 1, 2009 the Premera Clearinghouse will no longer accept Carrier Code 9999, “Printed to Hardcopy” other payer claims.

Claims received by the Premera Clearinghouse under Carrier Code 9999 after 3:00 p.m. (PST) on Wednesday, December 31, 2008 will be reverted to a TEST status. A notification will be sent in follow-up to Trading Partners indicating that claims received after the 3:00 p.m. cut-off timeline were reverted to a TEST status and not processed. Trading Partners will be instructed that Carrier Code 9999 other payer claims which reverted to a TEST status will need to be printed and mailed from their office to the appropriate payer(s) for processing.

Should you have any questions regarding this notification, please contact the Premera EDI Team at 1-800-435-2715, option 1.

Contents

Feature Articles	page 1 & 3
Payor Updates	page 2
Transactional Tips	page 3
EDI Confirmation Reports and Transactions	page 4
How to Contact EDI	page 5
EDI News Available Online	page 6
Holiday Closures	page 6

NSF T0301 Format Discontinuation January 1, 2009

Premera Blue Cross plans will no longer support the NSF T0301 professional claims format after December 31, 2008 due to limitations of this format. Future mandates, including ICD-10 with expanded diagnosis coding and the ASC X12N adoption of the Standard version 5010, impact our ability to continue to translate the NSF to the HIPAA 837 professional claims format.

Over the past year, the Premera Electronic Data Interchange (EDI) staff has communicated the need to discontinue the NSF T0301 format and

that it would not be supported in 2009.

Therefore, Premera EDI will “discontinue” accepting claims received in the NSF T0301 format effective Thursday, January 1, 2009. Claim files received after 3:00 p.m. (PST) on Wednesday, December 31, 2008 in the NSF format will be reverted to a TEST status and will not be processed. A written communication will be sent to the trading partner (provider or billing agent) indicating that claims sent in the NSF T0301 format were not accepted.

Now is the time for you to make your

Continued on page 3



WA State Department of Social and Health Services (DSHS) Transition to ProviderOne

WA State DSHS will transition to a new processing system called ProviderOne in December 2008. In preparation for this transition WA DSHS requests that all clearinghouses that send electronic claims to them register with ProviderOne to obtain clearinghouse submitter identification number (ID).

Before a clearinghouse can register with ProviderOne an Electronic Trading Partner Agreement must first be processed between ProviderOne and the clearinghouse. The Premera Clearinghouse is currently processing the ProviderOne Trading Partner agreement and has not yet registered with ProviderOne. Once we have completed our registration with ProviderOne a notification will be made to all providers or their billing agents who send WA DSHS claims through our clearinghouse.



Providers using the Premera Clearinghouse can then register with ProviderOne and include our ProviderOne clearinghouse ID.

Please see detailed information regarding WA State DSHS to ProviderOne at the following link <http://fortress.wa.gov/dshs/maal/ProviderOne/>.

N.E.I.C. Reports Transitioning to Emdeon Reporting

N.E.I.C. reports (R022, R023, R026, R059, R060, R061, etc.) are mailed by the Premera EDI Team to Trading Partners for claims received (under Carrier Code 0000) and destined for a commercial payer through Emdeon will be changing to new Emdeon reports. The Premera Clearinghouse target date for the transition from N.E.I.C. reports to the new Emdeon reports will occur with claims received on or near November 24, 2008. Following is a listing of the reporting transition:

N.E.I.C. Reports

MCDS-R022, Provider Daily Statistics

MCDS-R023, Provider Daily Summary

MCDS-R026, Daily Acceptance Report by Provider

Information on the above reports will be found on the new Emdeon RPT-04

File Detail Summary Report and RPT-04A Amended File Detail Summary

Report, and/or RPT-06 Provider Monthly Summary Report

The Status, Key Legend for the RPT-04 File Detail Summary Report is:

*** Status Key Legend ***

AE and AP – Accepted Claim sent

RE and RP – Claim rejected by Emdeon

PA and PB – Claim pending testing (or at customer request)

PC – Claim pending for invalid or incomplete Emdeon registration

TE – Test claim

N.E.I.C. Reports

MCDS-R059, Unprocessed Claims Report - Information on this report will be found on the new Emdeon

MCDS-R060, Request for Additional Information

MCDS-R061, Zero Payment Claims

Information on the above reports will be found on the new Emdeon RPT-

10 Provider Claims Status Report, and/or the RPT-11 Special Handling /

Unprocessed Claims Report

The new Emdeon reports will be printed and mailed to you just as the N.E.I.C. reports are today.

We will also be updating the Electronic Claims Clearinghouse Transaction Report (ECC16000) to change the Destination Carrier name on the File Summary page and on the Detail page when applicable from N.E.I.C. to Emdeon. This change will occur on or after the reporting transition indicated above.

National Provider Identifier (NPI) Update

Some providers and billing agents are not yet using the mandated NPI for the Billing Provider and the Pay to Provider (when used). Please ensure that your billing system has been updated to include the required NPI. The EDI Team will be contacting those providers who are not yet using the NPI. If you are not sure how to bill your claims electronically using the NPI, please contact your billing system vendor for assistance.

Emdeon Payor Listing Update

We encourage you to review and/or obtain the most recent payor listing directly from Emdeon on a monthly basis at: www.emdeon.com. Here is how to access and view this information:

- ▶ Page down to (Payor Lists) on right hand side
- ▶ Click on arrow button > Medical/Hospital Payers
- ▶ Claims Payor List:
 - ‘Please Select a Product’ arrow down to Direct Submitter
 - ‘Payor Type’ arrow down to Commercial
 - ‘Payor Name’ enter name of payor
- ▶ Click on View List at the bottom of the page scroll down for payor ID number.

Any payor ID that includes alpha and numeric values with the exception of Tricare (SCW10) and HMA (TH049) defaults to zeros and will reject at Emdeon. Questions regarding the listing should be directed to the Emdeon Payor List Help Line at 1-800-933-6869 or their help desk at 1-800-845-6592.

Trading Partner Information Update Request

Please contact an EDI representative to ensure we have your current email address, and whenever you update your software vendor, billing service, billing staff, office address or Tax ID. We need to keep our records up-to-date to prevent delivery disruption of your 835 Electronic Remittance Advise (ERA) and electronic reports.

Also, if you wish to delete or add access for your billing staff to our Secure Transport (ST) www.connectiva.com secure web-site please call the EDI Team at 1-800-435-2715 or fax your changes to 425-918-4234.

EDI Notification Process Reminder

To keep our email notification distribution list current, please be sure to email the EDI Team at edi@premera.com or call us at 1-800-435-2715 when your contact information has changed. We use this list to improve EDI communications with our Trading Partners. Be sure to include all email addresses and telephone numbers, with the related Tax ID, and EDI Submitter ID.

FEATURE Articles — Continued

NSF T0301 Format Discontinuation January 1, 2009

Continued from page 1

transition to the HIPAA 837 format without further delay!

The first step towards making your transition is to contact your software vendor or billing agent to learn if they will be ready to submit your electronic claims in the HIPAA 837 4010A1 format by late 2008. If they cannot assist you in making this transition, a list containing vendors and billing agents (including clearinghouses) who support and/or have billing capability using the

HIPAA 837 4010A1 format, can be obtained from the EDI Team. Premera EDI has successfully worked with these companies and they have proven their performance and reliability and can assist you in making the necessary transition.

To obtain a copy of the vendors and billing agents listing, or if you have questions or concerns about this notification please contact an EDI representative by email at edi@premera.com or call 1-800-435-2715.

Clearinghouse Reports

Downloading the various clearinghouse reports from Secure Transport (ST) will help you avoid lost claims and eligibility errors. The reports contain rejected claim information. Verifying these reports against your office reports ensures accurate tracking of your claims. Please remember the following key points:

- Reports are only available online via ST.
- Retrieving (downloading) your reports regularly ensures notification that we have received your claims and alerts you to claim rejections.
- Rejected claims are not processed; they must be corrected and re-billed.

Electronic Claim Transaction Report (BCWARPT) – Availability

These reports are available for all electronic claim submitters regardless of claim format. On-line reports are available after 6 a.m. each day and contain claims processed as follows:

- Files received by 3 p.m. Monday through Friday are processed in that day's cycle with the reports available the following morning.
- Files received after 3 p.m. are processed the next business day with the reports available the following business day.

These reports are your only notification of claim receipt or any rejections.

Six generations of reports are available:

The most recent transmission report is named 'BCWARPT'.

Older previous transmission reports are named 'BCWARPT1' through 'BCWARPT6'.

(For each report file there is a compressed (.EXE) and an uncompressed version.)

To assist in claim reconciliation the PROCESS NOTES/CH TRACKING NO field on this report includes and reports back the unique claim number when sent by a clearinghouse or other billing agent in the HIPAA 837 professional claim transaction in Loop 2300, REF*D9 segment.

The first part of this field is for Process Notes when applicable to display *REJECTED* when a claim rejects in the EDI validation process. Following the *REJECTED* message in position 12 of the column (or in position 12 of the column when the claim is not rejected) is the CH Tracking Number. The CH TRACKING NO is a fixed 20 position field.

837 Transaction Error Report (ANSI X12 Submitter):

The '837 Transaction Error Report' was developed to report claims that reject in the HIPAA validation process. This report provides detailed information regarding the HIPAA validation errors. Claims rejected at this level do not appear on any other report and must be corrected and re-transmitted.

To correctly balance files transmitted to our Clearinghouse you will need to reference both the Electronic Claim transaction report (BCWARPT) and the 837 Transaction Error Report to reflect a full accounting of the claims transmitted to Premera. For assistance, please contact an EDI Representative.

To assist in claim reconciliation the CH Tracking Number field on this report includes and reports back the unique claim number when sent by a clearinghouse or other billing agent in the HIPAA 837 professional claim transaction in Loop 2300, REF*D9 segment. Up to 20 characters will be displayed in this new field.

997 (Functional Acknowledgement – ANSI X12 Submitters):

- The 997 is found in the ST Download Directory.
- It is the responsibility of each provider office to download their 997 after every file transmission
- The 997 is available within one hour of transmitting the file
- If any portion of your file does not pass HIPAA validation or contains other errors, all or part of the file may be rejected and reported on the 997.
- Contact your software vendor for assistance in interpreting this report.

The following are other payor reports available to you in your ST Download Directory

Nordian Medicare Reports

The Nordian report file names are:

'Claims Confirmation Report'	'Batch Detail Control Listing'
CHNORA.NEW	CHNORB.NEW
(Uncompressed version)	(Uncompressed version)
CHNORA.EXE	CHNORB.EXE
(Compressed version)	(Compressed version)

Additional (archived) generations of the on-line reports will be available from previous transmissions, and will be numbered from most recent to oldest, such as:

CHNORA.1 through **CHNORA.99** (Uncompressed version)
CHNORA1.EXE through **CHNORA99.EXE** (Compressed version)

Availity Reports

(Includes WA Regence Blue Shield and Asuris NW Health, Idaho Blue Shield and Idaho Welfare)

Availity Batch Report file names are:

CHAVAI.NEW (Uncompressed version)

CHAVAI.EXE (Compressed version)

Additional (archived) generations of the on-line reports will be available from previous transmissions, and will be numbered from most recent to oldest, such as:

CHAVAI.1 through **CHAVAI.6**

(previous uncompressed report versions)

CHAVAI1.exe through **CHAVAI6.exe**

(previous compressed report versions)

A NEW Availity "Delayed Payer Report" is now available to provide further payer validation information.

This report provides claim warning and rejections that are not reported in the Availity Batch Report.

Availity Delayed Payer Report file names are:

CHAVDP.NEW (Uncompressed version)

CHAVDP.EXE (Compressed version)

Additional (archived) generations of the on-line reports will be available from previous transmissions, and will be numbered from most recent to oldest, such as:

CHAVDP.1 through **CHAVDP.6** (Uncompressed)

CHAVDP1.exe through **CHAVDP6.exe** for (Compressed)

Please use the following steps to download your response report files:**Secure Transport (ST) users:**

1. Go to your Download Directory
2. Highlight the appropriate report file
3. Select Download
4. Report file will be downloaded to the appropriate report directory on your PC

ST is available 7 days a week, 24 hours a day

**How to Contact EDI**

If you have questions or wish to obtain information about any of the articles in this newsletter, please call one of the EDI representatives listed below:

Phone hours: 8:00 – 5:00 p.m. (PST), M - F
Toll-free 1-800-435-2715

**Select Option 1 for Seattle –
(Mountlake Terrace) office**
Select Option 2 for Spokane office
Select Option 3 for Bend office

► Fax numbers:

Seattle – (Mountlake Terrace)
office: 425-918-4234
Spokane office: 509-252-7794
Bend office: 541-318-2337

► Questions or problems:

E-mail the EDI department at
EDI@premera.com.

► Premera health plan information:

Use our Web site at www.premera.com.

Mountlake Terrace office	Direct Lines
Lynnette Boulch	425-918-4218
Lenea Dyer	425-918-3505
Liza Franzen	425-918-3128
Linda Hunt	425-918-3294
Rowena Solomon	425-918-4983
Dana Thomas	425-918-5129

Spokane office:

Toll-free	1-800-572-5256
Beth Passmore	509-252-7842
Shari Johnson	509-252-7488

Bend office:

Lynnette Boulch	425-918-4218
Alex Dufault	541-318-2133

Please post or circulate this newsletter in your office

EDI News Available Online

EDI News is an on-line publication that can be viewed at www.premera.com, by selecting the Providers link on the right panel. You also have the option to receive a notification email when a new edition is published, simply go to “My Email Subscriptions” and check the *EDI News* box.

For comments, question or suggestions for an article or topic that you would like to see in the *EDI News*, call the EDI Team at 1-800-435-2715, or send us an e-mail at edi@premera.com.



Holiday Closures 2008

Premera will be closed on the following dates:

- Thursday, November 27 – (Thanksgiving Day)
- Friday, November 28 – (Day after Thanksgiving)
- Thursday, December 25 – (Christmas Day)
- Friday, December 26 – (Day after Christmas)
- 2009, Thursday, January 1 – (New Years Day)

EDI News – Online: www.premera.com

EDI News is produced quarterly to provide important information related to Electronic claims processing for the office billing staff, billing services, and software vendors from Premera. Please keep this newsletter for future reference.

Editor:

Lenea Dyer — Phone: 1-800-435-2715, Fax: 425-918-4234
e-mail: lenea.dyer@premera.com

The EDI team is dedicated to providing excellent service.

