EDI News

Find great resources to help with your ICD-10 transition via the [ICD-10](#) page at Premera.com/provider.

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Premera Gears Up for ICD-10 Transition, Offers Helpful Resources for Providers

The [ICD-10 web page at premera.com/provider](#) offers information and resources to help you with your ICD-10 transition.

Our website includes useful links such as [healthcare provider resources at CMS.gov](#) where you'll find FAQs, timelines, and ICD-10 implementation guides for practices and small hospitals.

While ICD-10 implementation impacts processes across Premera, we are well prepared to meet the federal compliance date.

- Our implementation approach allows us the operational capability to respond to any changes to the federal requirements for the mandate.

- We understand this is a significant transition for providers. During the next six months we are preparing our plans for advanced ICD-10 testing with our trading partners (i.e., providers, clearinghouses, billing services).

- We plan to reach out to our trading partners to arrange testing when we've completed our planning.

- Premera is working collaboratively with healthcare providers, associations and other external entities as appropriate to share information about complying with the ICD-10 mandate.

For more information, [visit the ICD-10 web page at premera.com/provider](#).

Save Time: Send Premera Corrected/Replacement Claims Online

A corrected claim is simply a correction on a primary EOB, additional code or other change.

To send a Premera Corrected/Replacement claim electronically, be sure to include the following information:

- Use Frequency Code **7** to indicate a 'Replacement of Prior Claim', in Loop 2300, CLM05 - 3 segment

- A free-form note of explanation for the Corrected/Replacement Claim, in Loop 2300 'Claim Note', NTE segment:
  - ➢ NTE01 must contain 'ADD' for professional claims
  - ➢ NTE01 must contain 'UPI' for institutional claims
  - ➢ NTE02 must contain the free-form note indicating the reason for the corrected replacement claim.

  Example: NTE*ADD*CORRECTED PROCDURE CODE LINE 3

  Example: NTE*UPI*REVENUE CODE 0300 UNITS AND CHARGES CORRECTED

- Provide the initial Premera claim reference number/Claim Number in Loop 2300, REF segment
  - ➢ REF01 must contain 'F8' and REF02 must contain the initial Premera claim number

  Example: REF*F8*1234567890~

- When sending a Corrected/Replacement Claim you must re-send the claim in its entirety including the corrections.

Note: Professional providers may need to contact their system vendor to have Frequency Code 7 added for use.

Administration Simplification Best Practice Recommendations (BPRs)

Premera, along with other healthcare payers, providers and state agency subject matter experts, has developed Administrative Simplification Best Practice Recommendations (BPRs) for HIPAA 5010 electronic transactions. These BPRs can be found at onehealthport.com.

EDI Confirmation Reports and Transactions

Electronic Reports

Avoid lost claims and eligibility errors by downloading and reviewing your on-line reports from your Secure Transport (ST) download directory. These reports contain rejected claim information. Verifying the reports against your office reports ensures accurate claim tracking. Remember these key points to effectively use the reports:

- 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 rebilled.

When Premera receives your electronic claims file, we acknowledge receipt in two different ways, as follows:

- Immediately return a Functional Acknowledgement (read by a machine).
- Same day, return an Electronic Claims Transaction Report (read by staff).

Electronic Claims Transaction Report

This report displays all claims that were sent in your 837 electronic claims file. The report is sent out on the same business day to your Secure Transport (ST) download directory.

EDI Confirmation Reports and Transactions *(cont.)*

Secure Transport users should follow these steps to download response and report files:
1. Go to your download directory.
2. Highlight the appropriate report file.
3. Select download.
4. Report file is then downloaded to the appropriate report directory on your PC.

Note that once you view or download a report or transaction from the download directory it will automatically move to an 'archive' folder. You can continue to view reports and transaction within the 'archive' folder for 30 days; after 30 days it will automatically be deleted.

EDI Report File Naming Convention
The EDI response reports and transactions are posted to your ST download directory.

Here is a list of each report/transaction name and its file name:

999 Functional Acknowledgement
File name:
999_GSXXXXXXXXX_YYMMDDSSNNN

Electronic Claims Transaction Report
File name: 837RPT_ YYYYMMDDHHMMSSNNN

835 Electronic Remittance Advice
File name: 835_YYYYMMDDHHMMSSNNN

271 Eligibility & Benefit Response
File name: 271_YYYYMMDDHHMMSSNNN

277 Claim Status Response
File name: 277_YYYYMMDDHHMMSSNNN

278 Review Response
File name: 278_YYYYMMDDHHMMSSNNN

The file name extension will be either: '.pdf' or '.txt' depending on your current report format.

Note: The YYYYMMDD is the date stamp; HHMMSSNNN is the time stamp in HH/hours, MM/minutes, SS/seconds and NNN/microseconds.

Update Your Contact Information

To update your contact information, please notify us by email or phone:

- email: edi@premera.com
- phone: 800-435-2715

Be sure to include your email address, phone number, Tax ID and EDI Submitter ID.

To delete or add access to our Secure Transport (ST) website, connectiva.com:

- call 800-435-2715
- send a fax to 425-918-4234
- email edi@premera.com.

Company Holiday Closures

2012:

Monday, Dec. 24
Tuesday, Dec. 25

2013:

Tuesday, Jan. 1
Monday, May 27
Thursday, July 4
Monday, Sept. 2
Thursday, Nov. 28
Friday, Nov. 29
Tuesday, Dec. 24
Wednesday, Dec. 25

Contact EDI

If you have questions or would like more information about any of the newsletter articles, please call the EDI Team at **800-435-2715**, 8 a.m. – 5 p.m. (PST), Monday through Friday.

- **Email the EDI Team** at edi@premera.com

- **Find Premera health plan information** at premera.com.

Billing for Flu Shots

With arrival of flu season, please note that we do not accept super bills or billing for multiple members on one roster. Flu shots can be billed electronically or submitted on a HCFA 1500 form. If you have any questions, please call 800-435-2715.

Please post or circulate this newsletter in your office.

Find more issues of *EDI News* at premera.com/provider

EDI News is a quarterly Premera publication that provides important electronic transaction processing information for office billing staff and software vendors from Premera. Please keep this newsletter for future reference.

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The EDI team is dedicated to providing excellent service.

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