

Premera Provider News Flash

Aug. 8, 2013

Online Explanation of Payment Now Available

Premera is now offering the option to view, print, and download detailed Explanation of Payment (EOP) documents from our secure provider website. With the availability of electronic EOPs, you now have a timesaving alternative to manual paper processes, can expedite EOP processing, and potentially save on administrative costs.

Using the updated Claims and Payment Search tool, you can easily search for claims or payments, then look up, print, and download PDF copies of the associated EOP statement files.

Electronic EOP Information Same as Paper Version

The electronic EOP will contain the same information as the paper EOP mailed to providers, with the Provider Summary and the Payment Detail, as well as the Statement of Overpayment Recovery Activity (SORA), if one was included. While minor formatting differences exist between the electronic and paper versions of an EOP, the content is the same.

Search for Payments

From the search page, first select the "Payments (Explanation of Payment) statements" button, and then choose the search criteria, such as by date range, payee provider, payment reference ID, or the total payable amount. The resulting table [see **Figure 1**] includes:

- Payment Reference ID
- Date of Payment
- Total Payable Amount
- Payee Provider Name
- EOP Document

The EOP Document column includes links for either requesting or viewing the electronic EOP.

Select Payment				
Click column header to sort.				
Prev 1 2 Next				
Payment Reference ID	Date of Payment	Total Payable Amount	Payee Provider Name	EOP Document
20130530 0530	05/30/2013	\$666.94	EXAMPLE MEDICAL CENTER	Request EOP
20130529 0529	05/29/2013	\$4,406.25	EXAMPLE MEDICAL CENTER	View 
20130529 0529	05/29/2013	\$237.52	EXAMPLE MEDICAL CENTER	Request EOP
20130517 0517	05/17/2013	\$0.00	EXAMPLE MEDICAL CENTER	View 

Figure 1: Example list of payments for May, with links for requesting or viewing the associated EOP.

Search for Claims

You can also search for claim information by member, provider, facility, claim number, or date ranges. If the claim has been finalized, payment status will appear below the claim's line item details, with the "EOP Document" column for requesting or viewing the associated EOP.

Library of "My EOP Documents"

EOP statement files must be created before they are available to view or download; selecting "Request EOP" starts the processing of the electronic EOP. Once requested, EOPs for your organization are added to a library [see **Figure 2**]. The library can be found by selecting the "My EOP Documents" link on the right-hand side of the Claims and Payments Search page. Because processing times vary, the status will show as "Processing" until it's completed. While it's processing, you can leave the library and return later.

My EOP (Explanation of Payment) Documents						
Provider Example - EXAMPLE AREA MEDICAL CENTER						
Today's date: 08/07/2013 Last login: 08/07/2013						
EOP statement files must be processed before they are available to view or download. Processed documents are available for 30 days. Afterwards they must be requested again.						 Print this page
All Requested EOPs						
Payment Reference ID	Date of Payment	Total Payable Amount	Payee Provider Name	Status	Requested By	Requested
205305311260000	08/07/2013	\$157.71	EXAMPLE MEDICAL CENTER 1	View 	provider001	05/28/2013 08:57 AM
202410241260003	08/07/2013	\$1,019.64	EXAMPLE MEDICAL CENTER 2	Processing	provider001	05/16/2013 09:28 AM
202410241280000	08/09/2013	\$1,704.40	EXAMPLE MEDICAL CENTER 1	View 	provider001	05/22/2013 05:29 PM
200811081260000	08/09/2013	\$0.00	EXAMPLE MEDICAL CENTER 2	Processing	provider008	05/16/2013 09:45 AM

Figure 2: Example library of EOP documents.

Once processed, the electronic EOP documents are available for up to 30 days. After 30 days, they must be downloaded again.

As a Portable Document Format (PDF) file, the electronic EOP is searchable from within most web browsers by either typing CTRL + F, or by selecting the Edit menu, then Find.

Our enhanced online tools help providers operate their practices more efficiently and help Premera reduce administrative costs and gain efficiencies. By offering online EOPs to all of our providers we are taking another step on our continued path to healthcare sustainability - finding savings where possible to keep healthcare costs down for our members.

For more information

If you have questions regarding the online Explanation of Payment, please call Physician and Provider Relations at 877-342-5258, option 4.