Claims Transformation

Provider Webinar Session 2

March 2, 2023

Webinar Housekeeping
We Are Recording

MEREDITH GLENNON
SVP, Strategic Initiatives Claims
Transformation Sponsor

KEY CONSIDERATIONS FOR ATTENDEES

1

❑ **Please remain "muted" with your web-cam off –**

This helps reduce background distractions, conserves bandwidth and improves the overall provider online experience

2

❑ **Post your questions to the expert using the chat –**

Webinar subject matter experts will check the chat queue frequently and address your questions during the live Q&A period

3

❑ **Please respect all attendees –**

Every provider's comments, views, and/or questions are valuable

4

❑ **Providers will receive webinar materials –**

Materials will include the 1-page Provider Fact Sheet, a copy of the webinar presentation, and a **Claims Transformation Survey**

CLAIMS TRANSFORMATION INTRODUCTION

Welcome to CCA's Claims Transformation Provider Awareness Webinar! We are excited to showcase *what's changing* effective April 1, 2023, and how we are positioning you for a successful transition.

OUR FOCUS – ENHANCE THE OVERALL PROVIDER EXPERIENCE BY:

❑ Improving claims payment accuracy which ensures providers get paid faster

❑ Implementing the new Facets claims system and EDI gateway solution which is equipped to manage all CCA product lines for Massachusetts and Rhode Island

❑ Unleash new *self-service* capabilities that make provider transactions simple, accessible, automated, traceable, and scalable for future business needs

SUMMARY OF WHAT'S CHANGING

Scheduled Go-Live April 1, 2023

CCA will install the _new_ Facets claims system to _improve_ service level agreement turnaround time, claims adjudication and payment accuracy processes.

FOR DATES OF SERVICES: Today – March 31, 2023

Third Party Administrator	❑ PCG
Claims Systems	❑ EZ-Net and QicLink*
Single Payer IDs	❑ 14315 and 14316
Electronic Claims Processing (837s)	❑ EZ-Net or submit claims directly to CCA
EFTs, EOP & 835s	❑ Payspan
Provider Service	❑ PCG (800) 306 – 0732 ❑ CCA (866) 420 – 9332

FOR DATES OF SERVICES: April 1, 2023 & Beyond

Third Party Administrator	❑ Cognizant
Claims Systems	❑ Facets
Single Payer ID	❑ **A2793**
Electronic Claims Processing (837s)	❑ Availity Essentials Provider Portal
EFTs, EOP & 835s	❑ Payspan
Provider Service	❑ CCA (866) 420 – 9332

*__Note__: EZ-Net is used for One Care and Senior Care Options claim submission while QicLink is used for Medicare Advantage.

CLAIMS PROCESSING LIFECYLE

Availity

Use online portal to:
- ❑ Submit claims
- ❑ Check claims status
- ❑ Check member eligibility & benefits

IF YOU ARE:

- ❑ **Registered** with Availity Essentials Provider Portal, select **Commonwealth Care (CCA)** in the payer dropdown

- ❑ **Not registered**, consider utilizing Availity but it is not required

- ❑ **Using another software and/or vendor** to process claims transactions, instruct them to add CCA's **new payer ID A2793**

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cognizant

Need Facets Support:
- ❑ Call Center Contact (866) 420 – 9332 to be routed to a specialist

⭐ **Monday – Friday** 8am to 8pm ET

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payspan

Use online portal to:
- ❑ 835s / EFTs
- ❑ EOPs / paper check
- ❑ Review payment processing status

IF YOU ARE:

- ❑ **Auto registered, no action is required** (you have already enabled auto registration of new reg codes on your active receiving account)

- ❑ **Not auto registered**, you will receive a Payspan email with your new reg code, PIN & instructions on how to add this code to their existing account

- ❑ **Receiving paper checks**, consider **registering** to receive electronic fund transfers (EFT) via Payspan – it only takes 5 minutes to complete!

CLAIMS CHANGE IMPACTS FOR PROVIDERS*

Dates of Service Change Impacts

The knowledge of upcoming changes, captured below, enable high adoption.

EFFECTIVE APRIL 1, 2023:

- ❑ **CCA will have a *new* single-payer ID – A2793**

- ❑ **CCA *will no* longer accept invoice spreadsheets:** Providers must use the Availity Essentials Provider Portal to submit claims

- ❑ **CCA will only accept claims via EZ-Net or QicLink** for dates of service (DOS) through March 31, 2023

- ❑ **Providers must submit claims to Availity** for DOS of April 1, 2023 & beyond

*Note: The above changes *do not* apply to billing for routine vision, dental or hearing claims

CLAIMS CHANGE IMPACTS FOR PROVIDERS (cont.)

Splitting Claims Guidelines

Understanding when to split claims can be tricky so we've highlighted the best practices to drive clarity around dates of service (DOS).

SPLIT CLAIMS WHEN:

- ❑ They span *over* the March 31, 2023, date of service (DOS) cutover
- ❑ DOS occur on or prior to March 31, 2023
- ❑ DOS occur on or after April 1, 2023 – submit claims using the Availity Portal

DO NOT SPLIT CLAIMS WHEN:

- ❑ They are inpatient claims that pay DRG – submit claims based on admission date
- ❑ Admissions date on or prior to March 31, 2023
- ❑ Admission date on or after April 1, 2023 – submit claims using Availity Portal

RESOLVING CLAIMS WITH DOS PRIOR TO APRIL 1

Resolving Claims

EZ-Net and QicLink systems will continue to be available for submission of claims with dates of service (DOS) prior to April 1, 2023, but must comply with the timely filing rules below*.

HERE'S WHAT YOU NEED TO KNOW:

❑ The start date for determining the timely filing period is the "from" date reported on a CMS-1500 or 837-P for professional claims or the "through" date used on the UB-04 or 837-I for institutional claims.

❑ Contracted providers must file claims within 90 days from the DOS unless otherwise stipulated in your contract

❑ Corrected claim requests will be considered when received within 90 days from the original payment or denial date as indicated on the EOP and accompanied by supporting documentation when applicable

***Note**: For more information, review CCA's **Massachusetts** or **Rhode Island** provider manual

Availity Essentials Provider Portal

MATTHEW GRIFFIN
Subject Matter Expert (SME) for Availity

INTRODUCTION TO AVAILITY PROVIDER PORTAL

The [Availity Essential Provider Portal](#) connects CCA to 2 million providers and payers and provides a *claims-based view* of patient care and treatment history.

THROUGH AVAILITY, PROVIDERS AND ADMINISTRATORS CAN:

❑ Submit and track claims

❑ Review patient eligibility and benefits

❑ Gain utilization and reporting insights using the '**Reporting**' tab

❑ Manage account and users via the '**My Account Dashboard**'

❑ Manage notifications and provider actions

❑ Submit support tickets 24-hours a day using the portal

*****Note**: Providers also have the option to use your preferred clearinghouse of your choice.

KEY ACTIONS FOR PROVIDERS USING AVAILITY

**CCA will offer 7 live, instructor led training opportunities in March.
You must be registered with Availity to enter the live claims process demo.**

KEY ACTIONS FOR PROVIDERS:

1. Review the Availity **Quick Start Guide** and **Getting Started** job aid

2. Register for **Availity Provider Portal***

3. If you are *already registered* and have an existing Availity ID, update your profile. Add your administrator(s), new users, organization(s) and payers to your list

4. Update your favorites – Availity will display your Top 4 apps used

NEED SUPPORT?

Availity is an *intuitive*, self-service portal with the provider supports below.

KEY AVAILITY CONTACTS FOR PROVIDERS:

Need Help – Engage with Availity Client Services (ACS) By:

- ❑ Calling (800) 282 – 4548, Monday – Friday from 8am to 8pm ET
- ❑ Accessing Tech Support: **Submit an eTicket**
- ❑ Viewing *Real-Time* Outages & Alerts: **http://www.availity.com/status/**

****Note**: If you are an EDI submitter, review the **Availity EDI Gateway Job Aid**

What's New For Providers Using Payspan

SHAWNITA TOOLEY
Subject Matter Expert (SME) for Payspan

INTRODUCTION TO PAYSPAN

The Payspan system connects providers to a network of 1.3 MM payees and 600+ health plans. Payspan is a widely used system that enables provider revenue via electronic fund transfers (EFTs) and timely value-based care.

PAYSPAN IS:

- ❑ The last leg of the healthcare claims adjudication and payment process

- ❑ Equipped to disburse EFTs for multiple payers by leveraging HIPAA-standard 835 payment and remittance protocols

- ❑ Designed to send automatic alerts about new EFT payments, associated electronic remittance advice (ERAs) and new registration codes for providers

- ❑ Portal accessible 24-hours a day and provides providers with a two-year lookback of their archived claims information

CRITICAL PAYSPAN ACTIONS FOR PROVIDERS

Payspan electronic funds transfer (EFT) payments are quick and cost effective. Payspan reduces paper handling and risk of delayed / lost payments.

KEY ACTIONS FOR PROVIDERS:

1. Review the **Payspan FAQ** – see how Payspan can help you get paid faster

2. Enroll in **Payspan** today if you have not done so already

3. Go to '**Your Payments & Remits**' to activate new registration codes & payer IDs

4. If you're *already registered* and have an existing Payspan login credentials, update your profile, payers, users and administrators

CRITICAL PAYSPAN ACTIONS FOR PROVIDERS (cont.)

Auto-register for electronic payments to avoid paper checks in 1 of 2 ways.

① SIGN IN

Username ←

NEXT

OR

REGISTER

② CLICK ON 'PAYMENT INVITATIONS'

YOUR PAYMENTS
Research & view your payments and remits

VIEW CARDS
Redeem your claim payment today

PAYMENT INVITATIONS
Signup for electronic payments from new payers

PROVIDER PROFILE
Manage practice info, payer preferences & accounts

③ CREATE ACCOUNT; TAP 'REGISTER'

PAYMENT INVITATION

+ Manage Preferences   + Create Account

You have new invitations to receive electronic payments for your tax identification number (TIN). Please select a receiving account to activate future electronic payments

Register ←

Items Per Page: 10 ⌄   Sort by: Payee Name ⌄

⊨ ◂ Page 1 of 1 ▸ ⊨   Displaying items 0 - 0 of 0.

★ CHECK THE 'AUTO-REGISTER' BOX; REVIEW ACCOUNT & PAYER INFO; PRESS 'CONTINUE' TO FINISH PROCESS

NEW ENROLLMENT   ✓ Get Started   →   ✓ Personal Information   →   ✓ Account Setup   →   ✓ Verify Your Information

Provider Name: Payspan Memorial Medical Center   **Provider Tax Identification Number (TIN)**: 12345679

Payspan allows you to establish one (recommended) or more receiving accounts to designate the users who can review payments & remittance data for your selected registration codes.

PAYSPAN RECEIVING ACCOUNT   **PAYER**: Payspan Health System - Jacksonville

| Account Name | | Account Description | | → | ☐ Auto-register new / additional payers to this receiving account |

Back   Continue ←

NEED SUPPORT?

Payspan executes quality provider support leveraging the mechanism below.

KEY PAYSPAN CONTACTS FOR PROVIDERS:

Need Help? Engage with the Payspan Provider Support Team by:

- ❏ Calling (877) 331 – 7154; **Select option 1**
  Monday – Friday from 8am to 8pm ET

- ❏ Emailing **providersupport@payspanhealth.com**

- ❏ Requesting missing reg codes and/or pins from the self-service link
  https://www.payspanhealth.com/RequestRegCode/

SUMMARY OF PROVIDER MANUAL UPDATES

Provider Manual Updates

A high-level summary of Massachusetts (MA) and Rhode Island (RI) provider manual changes are captured below and become effective April 1, 2023.

SECTION 1: KEY CONTACTS

❏ New Provider Service Phone Number
(866) 420 – 9332

SECTION 6: CLAIMS & BILLING PROCEDURES

❏ CCA's New Payer ID is **A2793**

❏ New electronic claims submission capabilities through **Availity Essentials Provider Portal**

    - Check your claims status
    - View member eligibility & benefits

❏ New paper claims and provider appeal addresses

❏ ***Note**: For more information, review CCA's **Massachusetts** or **Rhode Island** provider manual

LOCATING PROVIDER RESOURCES

Self-Service Provider **Resources**

CCA's **Provider Updates Page** contains FAQs, training and key contacts.

State: Massachusetts ⌄   State: Rhode Island ⌄   Home   Contact Us

Home > For Providers

Welcome CCA Health providers

We're committed to supporting our providers, so that together we deliver the highest-quality, individualized care to your patients. Thank you for the opportunity to partner with you.

Provider Manual | Forms and Referrals | Provider News | Provider Portal

Quick Links

Provider Updates | Our Approach to Care | Training and Programs | Provider Directory | Pharmacy Information | Policies and Guidelines

*REVIEW SECTIONS 1 & 6

cca commonwealth care alliance MASSACHUSETTS

Commonwealth Care Alliance Massachusetts

Senior Care Options and One Care Plans Provider Manual | 2023

cca commonwealth care alliance

Commonwealth Care Alliance Massachusetts CCA Health Rhode Island

Medicare Advantage Plans Provider Manual | 2023

What's Next For Providers?

MEREDITH GLENNON

SVP, Strategic Initiatives Claims
Transformation Sponsor

# PROVIDER READINESS CHECKLIST

Accelerate Your Knowledge & Ability Through Training:

⭐ **Attend a session from March 9 – March 23**

❑ **Register before March 8** to participate in live, instructor-led claims training

❑ **Live trainings will have different links**:
   -Direct Submitter Training: **Mar 09**
   -Invoice Submitter Training: **Mar 14**; **Mar 17** and **Mar 20**
   -General Sessions: **Mar 16**; **Mar 21** and **Mar 23**

❑ **Direct submitters**, go to **Availity EDI Clearinghouse**
   -Click '**learn more**'
   -Setup accounts, test batch files, submit / track claims and more

❑ Review CCA's **Massachusetts** or **Rhode Island** **provider manual**

# PROVIDER READINESS CHECKLIST (cont.)
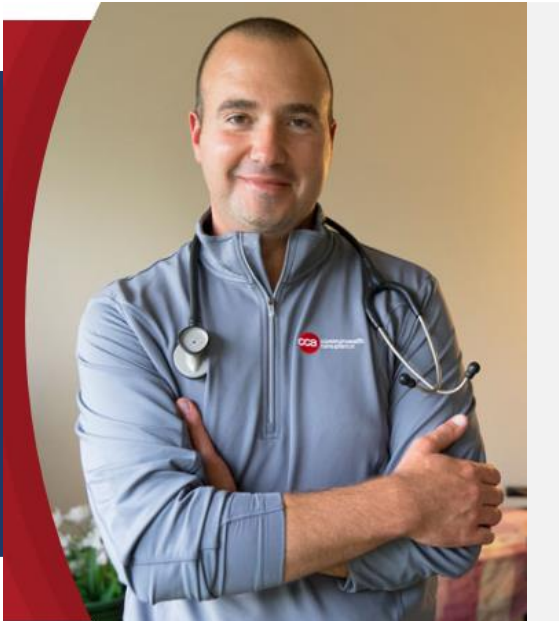
Register for Availity Essentials Provider Portal:

⭐ **Here are the key actions that position you for success**

❑ Review the Availity **Quick Start Guide** and **Getting Started** job aid

❑ Register for **Availity Provider Portal***

❑ If you are already registered and have an existing Availity ID, update your profile. Add your administrators, new users, organizations & payers to your list

❑ Please note that direct submitters can test 837 files in advance:
    -Go to **https://apps.availity.com/web/welcome/#/edi**
    -Click "**learn more**" and follow the 5 simple instructions on the screen

❑ If you are currently using another software and/or vendor to process claims transactions, instruct them to add **CCA's new payer ID A2793**

❑ One April 1, 2023, you will see Commonwealth Care (CCA) in the payer dropdown

***Note**: Providers also have the option to use your preferred clearinghouse of your choice.

PROVIDER READINESS CHECKLIST (cont.)
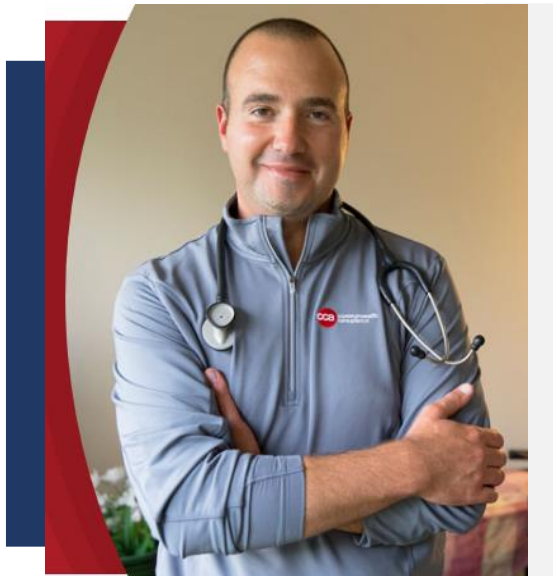
Accelerate Your Knowledge & Ability:

⭐ **Register for Payspan EFTs and auto registration**

☐ Review the **Payspan FAQ**

☐ Enroll in **Payspan** (if you have not done so already)

☐ Go to '**Your Payments**' then "**Your Payment Remits**' in the left navigation pane
-Select the '**reg codes**' button under '**manage**'
-Click '**add reg code**', enter your PIN & TIN and press '**continue**'
-Select preferred payment method for ACH and then press '**continue**'

☐ If you have already auto registered, no action is required; you have already enabled new reg codes on your active receiving account

☐ To auto register for future payment on an active receiving account, be sure to click the **auto registration box as seen slide 19**

☐ Requesting missing reg codes or PINs, request it via the self-service **link**

Q&A Period
Submit Questions Via Chat

WHITNEY MOYER
VP, Long Term Services Supports (LTSS)

THANK YOU FOR ATTENDING

Don't forget to register for 1 of 7 live training sessions coming soon!