

Returning the Electronic Remittance Advice - New Methods to Overcome Real Difficulties

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The Money Transaction

- Why is the 835 hard to return?
- What are the issues in returning the transaction?
- A new process offering
 - Direct 835 return – a focus on routing
 - Information that the payer needs for return
 - Lower costs thru enhanced processes
 - Additional benefits

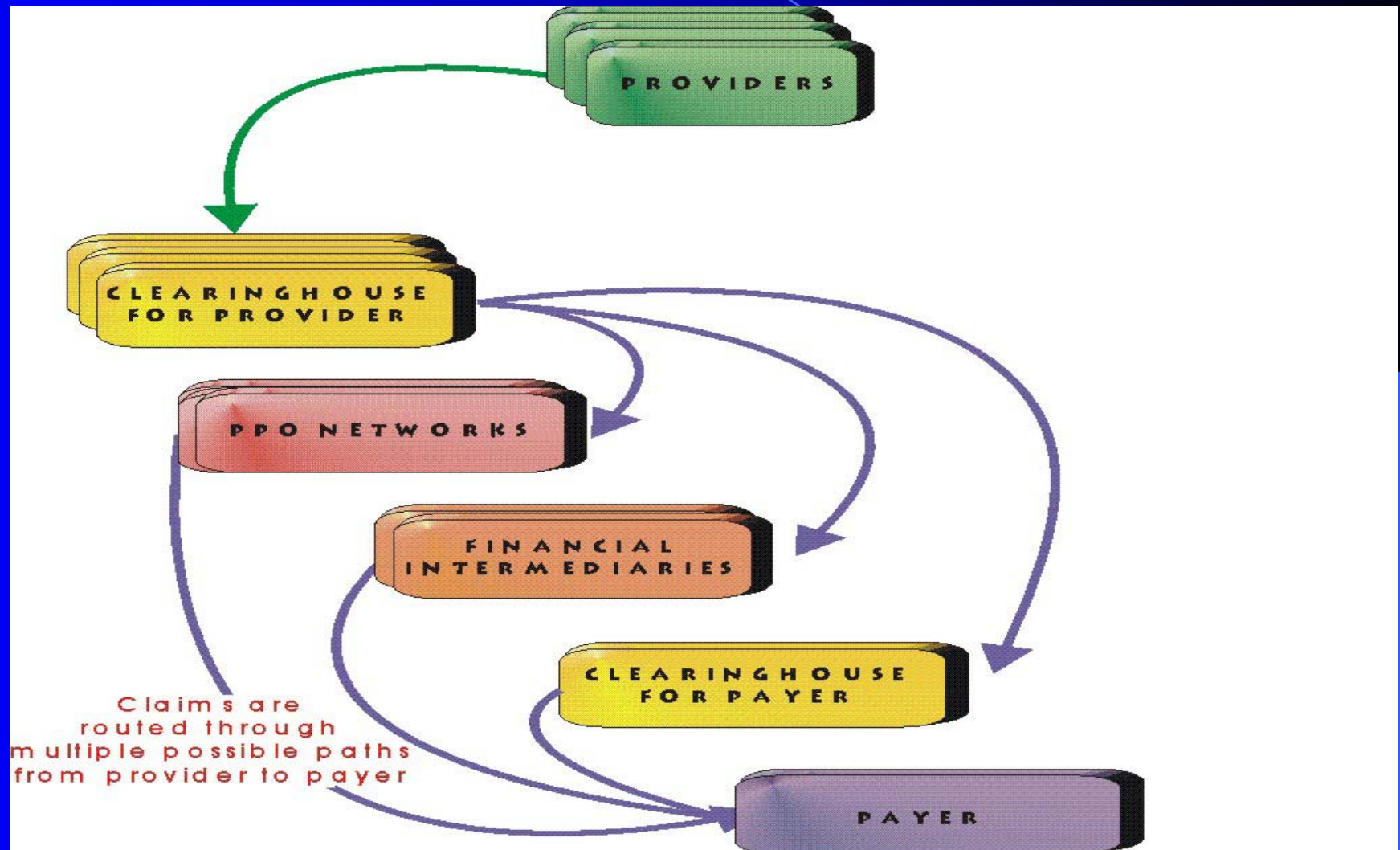


Getting the 835 back – the Issues

- No provider ‘return’ EDI address available
 - Adjudication provider files don’t maintain
 - Removed by intermediaries
- Does the provider even want the ‘835’?
 - Can they receive it
 - Can the clearinghouse return it?
- No ‘universal’ registry of EDI addresses
- Does the payer even want to maintain all those provider EDI addresses?

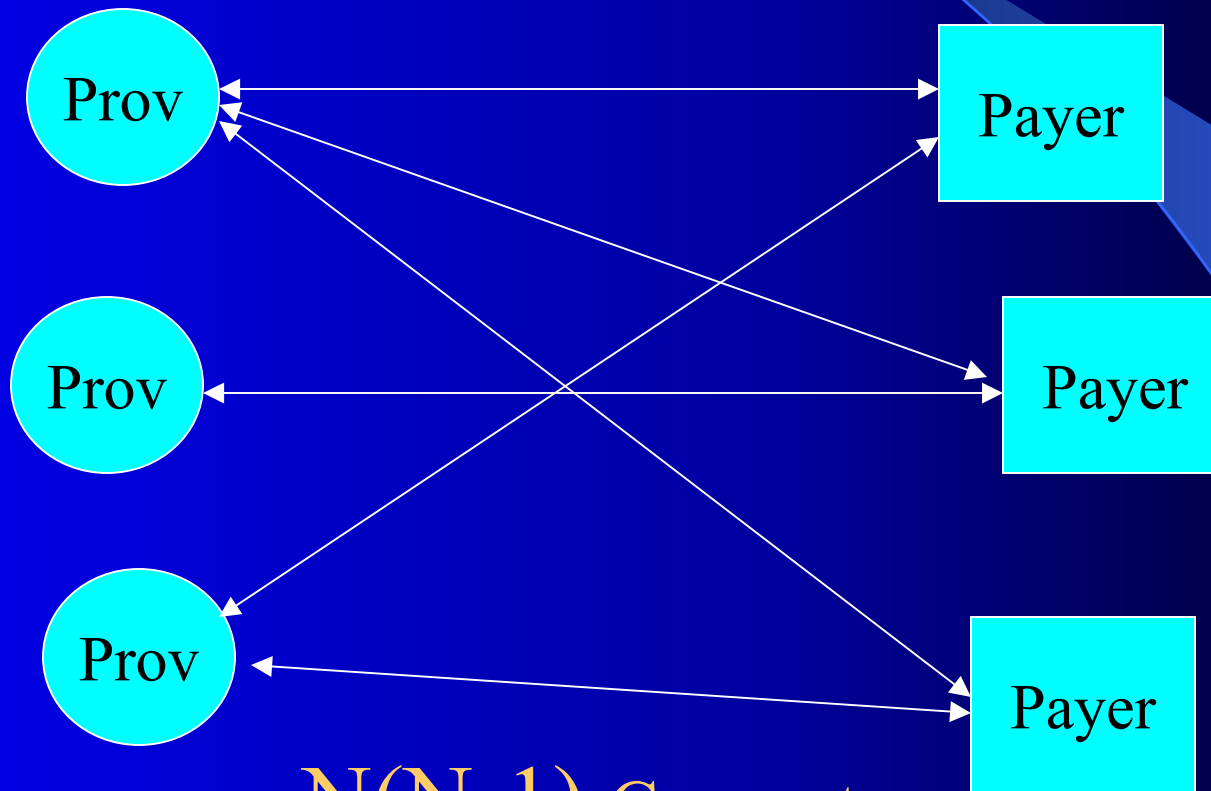


The 'Real Deal' - Claims Today





What would be the HIPAA communications ideal?

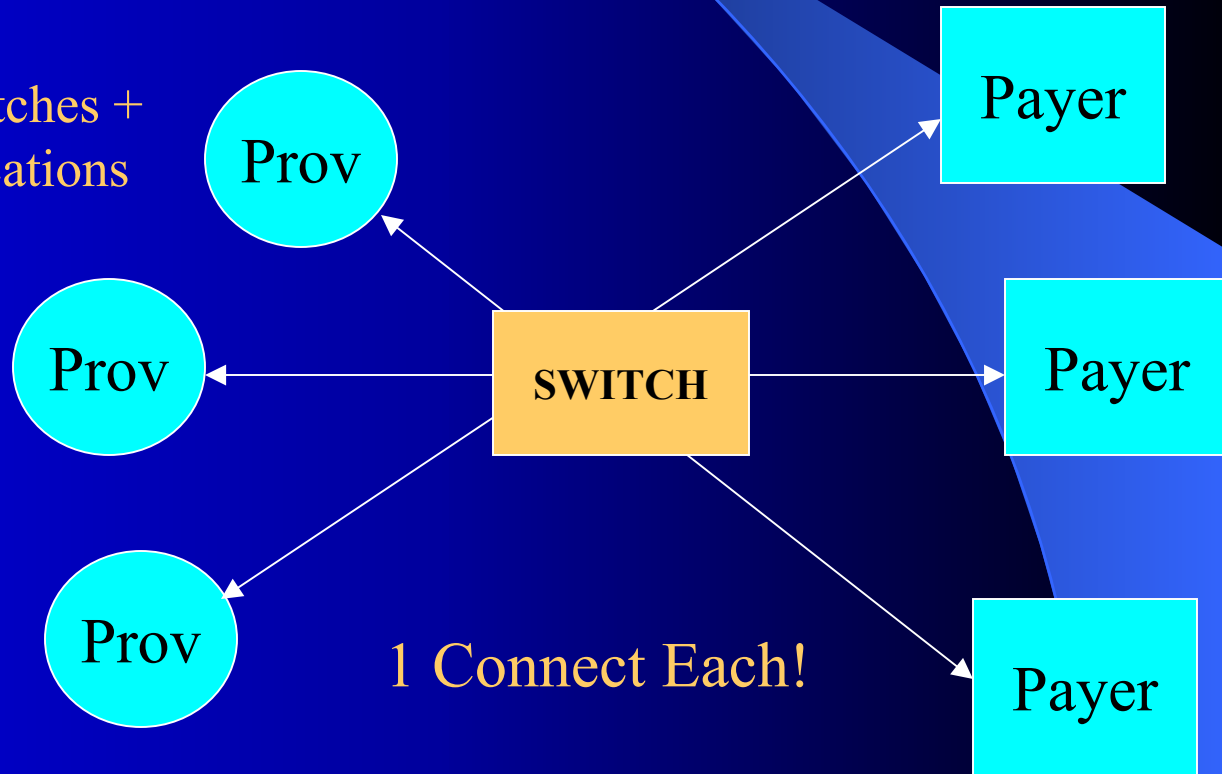


$N(N-1)$ Connects



Direct connects lead to too many connects !

- **A Switch is Needed!**
- VANs are EDI switches + communications
- Clearinghouses are switches + translation + communications



Fixing the 835 Return

- Can't do much about the Claims Input
 - Complex handling seems to be necessary due to business requirements
 - Required steps such as re-pricing
 - Has evolved this way for 'years'
- The '835' is **NEW**
- The '835' is a **real opportunity** for improvement
 - Fast and direct return
 - More accurate return to meet provider preferences
 - A better payer process for reducing costs and lowering error



The New '835' Return brought to you by:

Internet Commerce Corporation

- A Value Added Network
- A 'Switch' built on use of the Internet for EDI communications
- Bi-directional, real-time or batch, secure and HIPAA tailored

Ascent Management, Inc.

- A payer with multiple lines of insurance
- Located in Ft. Worth, Texas
- Using HIPAA for process improvement



Ascent's HIPAA Initiative

- 837s in production for one year
- 835s – basic transaction approved; new process to address communications
- 270/271 – basic transactions approved; request from state authority
- 276/277 – basic transactions approved; no requests at this time



Ascent's Partners

- Genelco – Adjudication Software
- ICC – Value Added Network
- Clearinghouse
- PPO repricing networks
- Financial intermediaries
- Members of listservs
- WEDI membership



Leverage your Clearinghouse or VAN

 **Get some momentum building**

- Piggyback on already established relationships between clearinghouses and providers.
- Ask partners to help spread the word.
- Does your clearinghouse participate in EDI coop? Ask them to join.



Give Notice to Providers

- Add your electronic EDI payer number to ID cards
- Add a message to EOBs
- Invite providers to participate during customer service calls
- Add message to web-site
- Include message on all correspondence
- Contact major provider submitters



BUT, we still needed to deal with those pesky 835s

- Addressing
- Automation
- Lowering costs

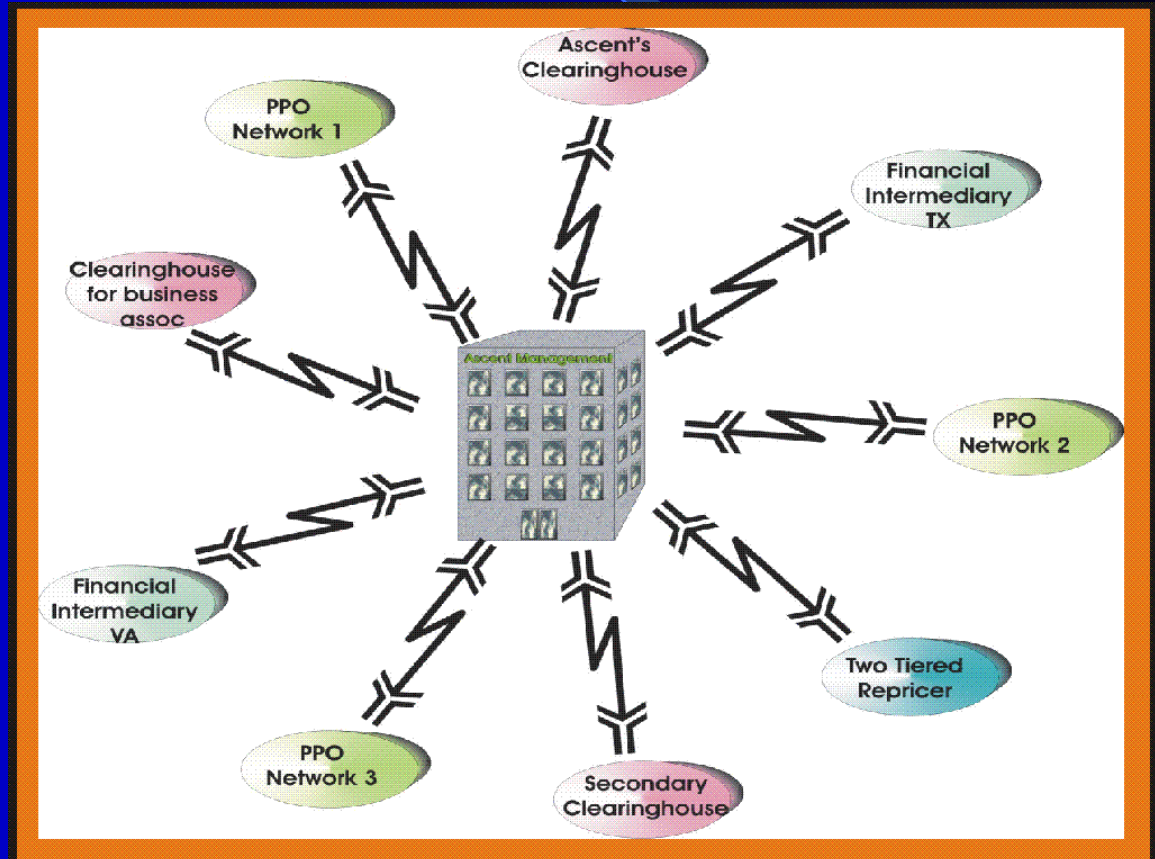


Ascent and ICC collaborated on developing an 835 return process with minimum maintenance and maximum cost avoidance.



Factors driving the 835 communications solution

- Ascent's inbound claims come from a variety of sources including:
- PPO Networks
- Financial Intermediaries
- Clearinghouses
- Repricers





Factors driving the 835 communications solution (continued)

- Return electronic address missing
- No national repository of EDI Addresses
- Universal Provider Number not yet available
 - This solution is ready for the UPN!
- Manual provider maintenance on the IBM iSeries
- Time-intensive trading partner maintenance on translator



What we all really want to do . . .

Get these 835s outta here!



Goals of the new process

- Web self-enrollment for providers
- Providers indicate their preferences for receiving 835, or EOB or both for a test period
- Providers indicate preference for direct return of the 835 or return via a clearinghouse
- Generate follow-up letter inviting provider to receive EFT payments
- Single trading-partner set-up with translator
- Support multiple billing offices for a single provider tax ID



Basics of the Solution

1. Providers self-register and give preferences and electronic address
2. Make this info available to the payer
3. Create automatic means of updating payer information regarding provider preferences
4. Payer creates 835 as needed and sends to provider via ICC
5. Provider has means to receive/display/integrate the 835.



Step 1: Registration via HIPAAFLASH

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <https://hipaa.icc.net/welcome.screen>. The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with navigation buttons (Back, Forward, Stop, Refresh, Home, Search, Favorites, Media, History, Mail, Print, Edit, Discuss). The main content area of the page is titled "Welcome to HIPAAFLASH!" and contains the following text:

The easy way to send and receive the HIPAA Standard Transactions. [Get Started](#)

The HIPAAFLASH service is FREE to any provider. Costs are paid by the participating payers.

Providers - Register to use HIPAAFLASH: Click [here](#) to go to a registration page where you can set up a user ID and password.

Payers and Plans: Please click [here](#) and let us know that we should contact you.

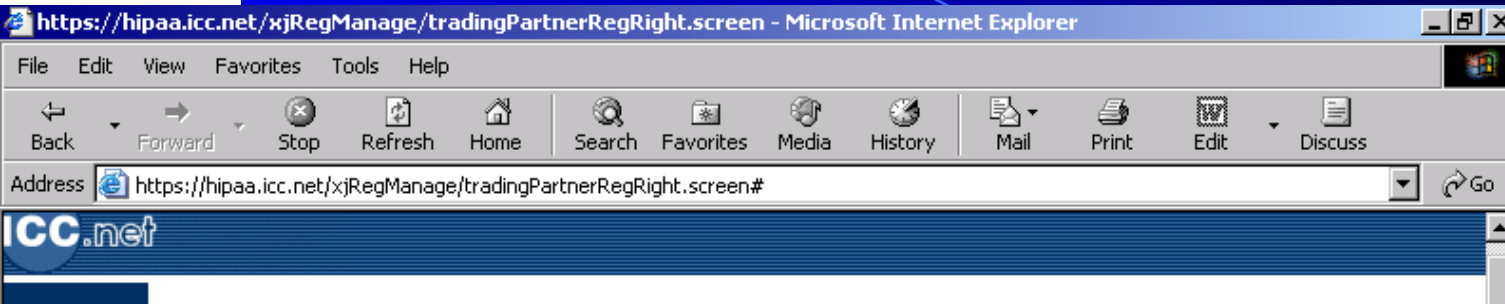
Participating Payers

HIPAAFLASH supports the payer / insurance plans listed below. Click a Payer's link below for the Payer's EDI routing number and to view Companion Guides containing special HIPAA transaction rules specific to each payer.

| | |
|---|---|
| <ul style="list-style-type: none">• Affiliated Teamsters Health & Welfare Fund• American Founders Life• American Insurance Company of Texas• Atlas Life Insurance Company• Bakery Sales Drivers' Industry Welfare Fund• Commercial Travelers | <ul style="list-style-type: none">• Life & Health of America• Maryland Electrical Industry Health Fund• Midland National Life Ins. Co.• National Financial Insurance Company• National Foundation Life Insurance Company• Printing Industries of St. Louis (PISTL) |
|---|---|



Step 1: Registration via HIPAAFLASH



New Trading Partner Registration

Organization Information

Provider Organization Name :

Billing Office Information

Address 1 :

City :

X12 Identifier

Qualifier :

Billing Office Administrator Contact Information

First Name :

EDI Transaction Preferences (optional)

Please choose means for returning payment information

Do you want 997's returned when available from the payer?

Do you want all providers with this Tax ID to receive 835s?

Clearinghouse (Third Party) Routing (optional)

[Only fill this section in if the EDI you receive from a Payer pass through another party, in addition to ICC.](#)

Do you wish to receive the payment information from your existing clearinghouse??

[If yes provide the routing information for the clearinghouse below so ICC can route your data to the clearinghouse.](#)

Your Clearinghouse X12 Identifier

Qualifier : ID Value:

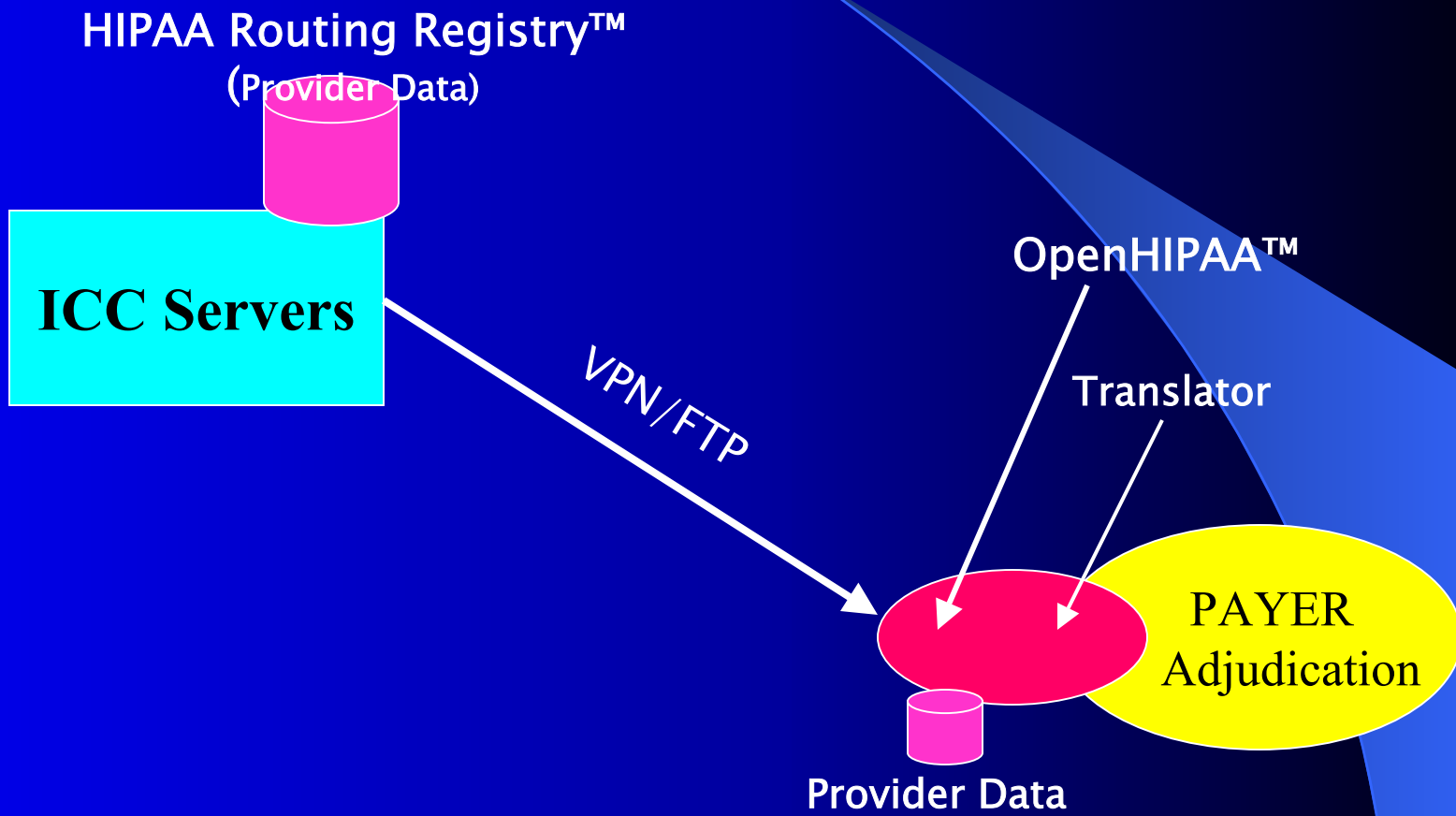
Enter an Administrator Logon Name for this HIPAAFlash site *

Logon Name :

* Logon Name is case sensitive. If capitals are used here you must remember to use them every time you sign in.

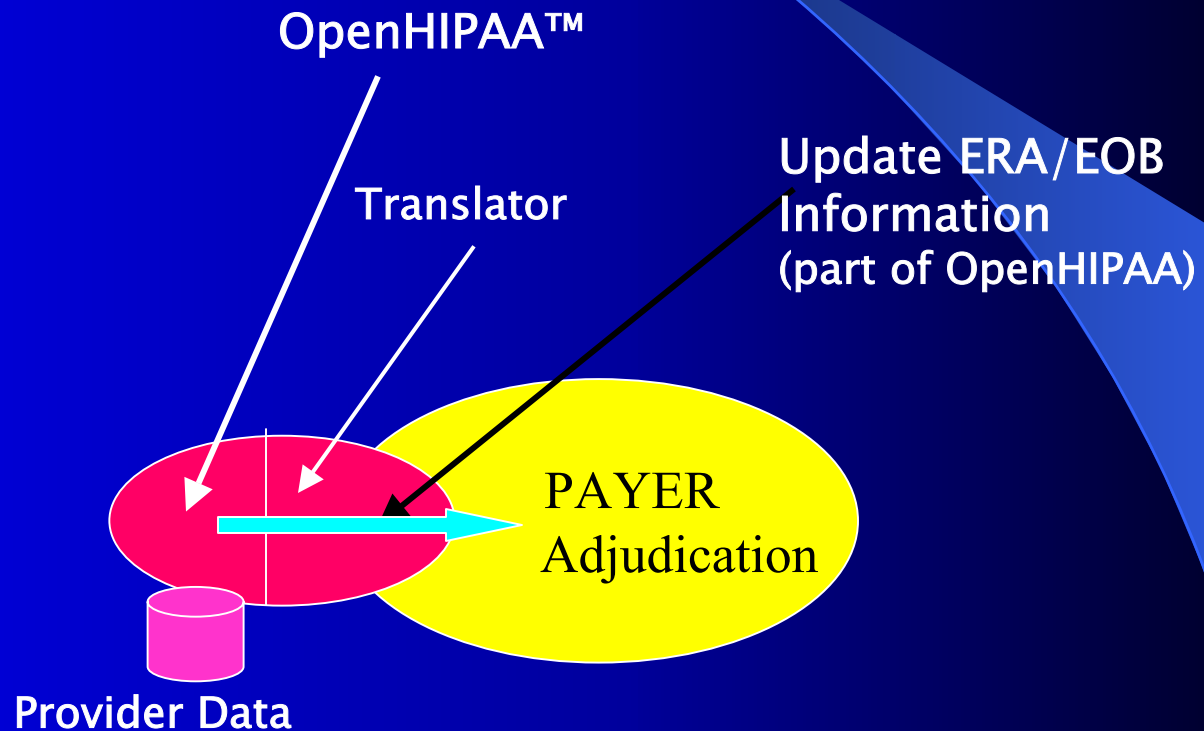


Step 2: Provider data sent to payer





Step 3: Update Payer Systems

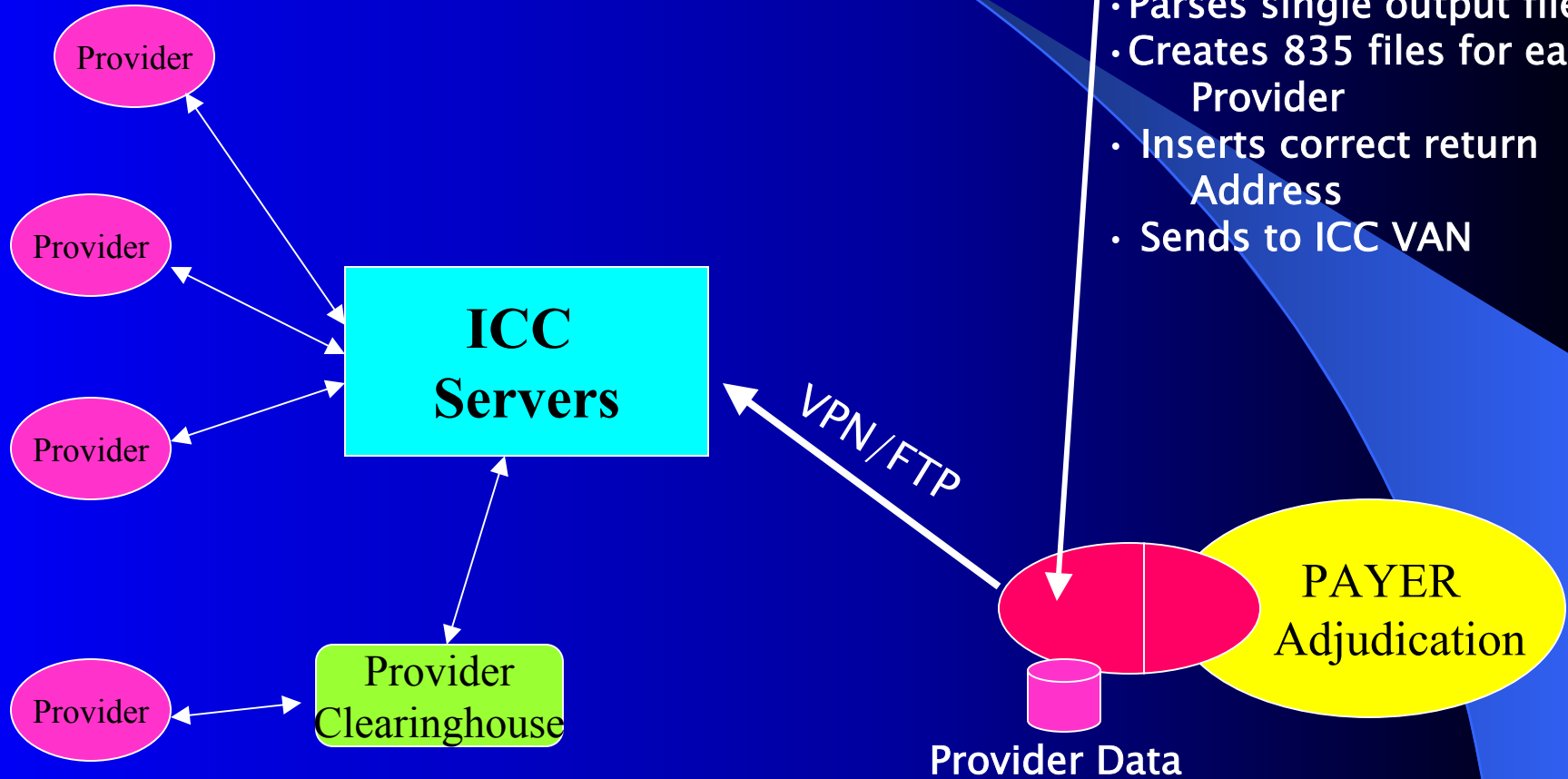




Step 4: Payer creates 835 & sends to provider

OpenHIPAA™

- Parses single output file
- Creates 835 files for each Provider
- Inserts correct return Address
- Sends to ICC VAN





Step 5: Provider receives/displays/ integrates the 835

- Receive options
 - Via HIPAAFLASH (https) or FTP
 - Via a designated clearinghouse
- Display options
 - PMS Vendor 835 built-in capability
 - View/save via a PDF provided by Payer systems
 - View via software from www.ecomxe.com
- Integrate via XML or other integration means



View of Provider's HIPAA ePAY

(Slide courtesy of Ecomxe, Inc. (www.ecomxe.com))

The screenshot shows the HIPAA ePay application interface. At the top, there is a menu bar with 'File', 'View', 'Processing', 'Administration', 'Windows', and 'Help'. Below the menu bar, there are several windows and panels:

- Audit Log**: A window with a search criteria section and a table of audit log entries. The search criteria includes a 'Sort By' dropdown and a 'Descending' checkbox. The table has columns for 'ImportDate' and 'ImportTime'.
- Payments**: A window with search criteria for 'Provider', 'Payer', 'Payment ID', and 'Method'. It also has a 'Sort By' dropdown, a 'Descending' checkbox, and a 'Search' button. Below the search criteria are input fields for 'Amount', 'Payment Date', 'Payee ID', and 'Import Date'.
- Table**: A table displaying payment records with columns: Payer, PaymentID, PayeeID, Amount, ImportDate, Status, Provider, Method, and PaymentDate.

The table contains the following data:

| Payer | PaymentID | PayeeID | Amount | ImportDate | Status | Provider | Method | PaymentDate |
|---------------------|-------------------|-----------|-------------|-------------------|----------|------------------|--------|-------------|
| NATIONAL FOUNDATIO | 035000039 -200304 | 222222222 | \$0.00 | 1/27/2004 1:02:05 | Success | DOC DOC | NON | 4/2/2003 |
| NATIONAL FOUNDATIO | 035000012 -200303 | 222222222 | \$32.39 | 1/27/2004 1:02:05 | Success | DOC DOC | ACH | 3/20/2003 |
| NATIONAL FOUNDATIO | 300122077 | 222222222 | \$53.27 | 1/27/2004 1:02:05 | Warnings | OXYGENS INC | CHK | 4/10/2003 |
| NATIONAL FOUNDATIO | 025000006 | 222222222 | \$130.50 | 1/27/2004 1:02:05 | Warnings | SAINT ANDER HOSP | ACH | 6/11/2003 |
| NATIONAL FOUNDATIO | 300122277 | 222222222 | \$132.95 | 1/27/2004 1:02:05 | Warnings | OXYGENS INC | CHK | 4/10/2003 |
| NATIONAL FOUNDATIO | 025000005 | 222222222 | \$292.50 | 1/27/2004 1:02:05 | Warnings | DOC DOC | ACH | 6/11/2003 |
| STANDARD BLUE CRO | EG00152008 | 222222222 | \$3,644.19 | 1/27/2004 1:02:06 | Success | POUNDERS HEALTH | NON | 1/29/2002 |
| FREEDOM LIFE INSURA | 525000005 | 222222222 | \$15,050.00 | 1/27/2004 1:02:05 | Success | WAYOUT RON | ACH | 6/11/2003 |

At the bottom of the interface, there are buttons for 'View/Print', 'Export to XML', 'Delete', and 'Select All'. A status bar at the bottom right shows '1 of 8' and navigation arrows.



New IBM iSeries processes

- Identify provider by tax ID and zip code
- Update providers with multiple billing office procedures
- Update remit type and build provider alternate ID file
- Build table to change remit type
- Generate follow-up letters



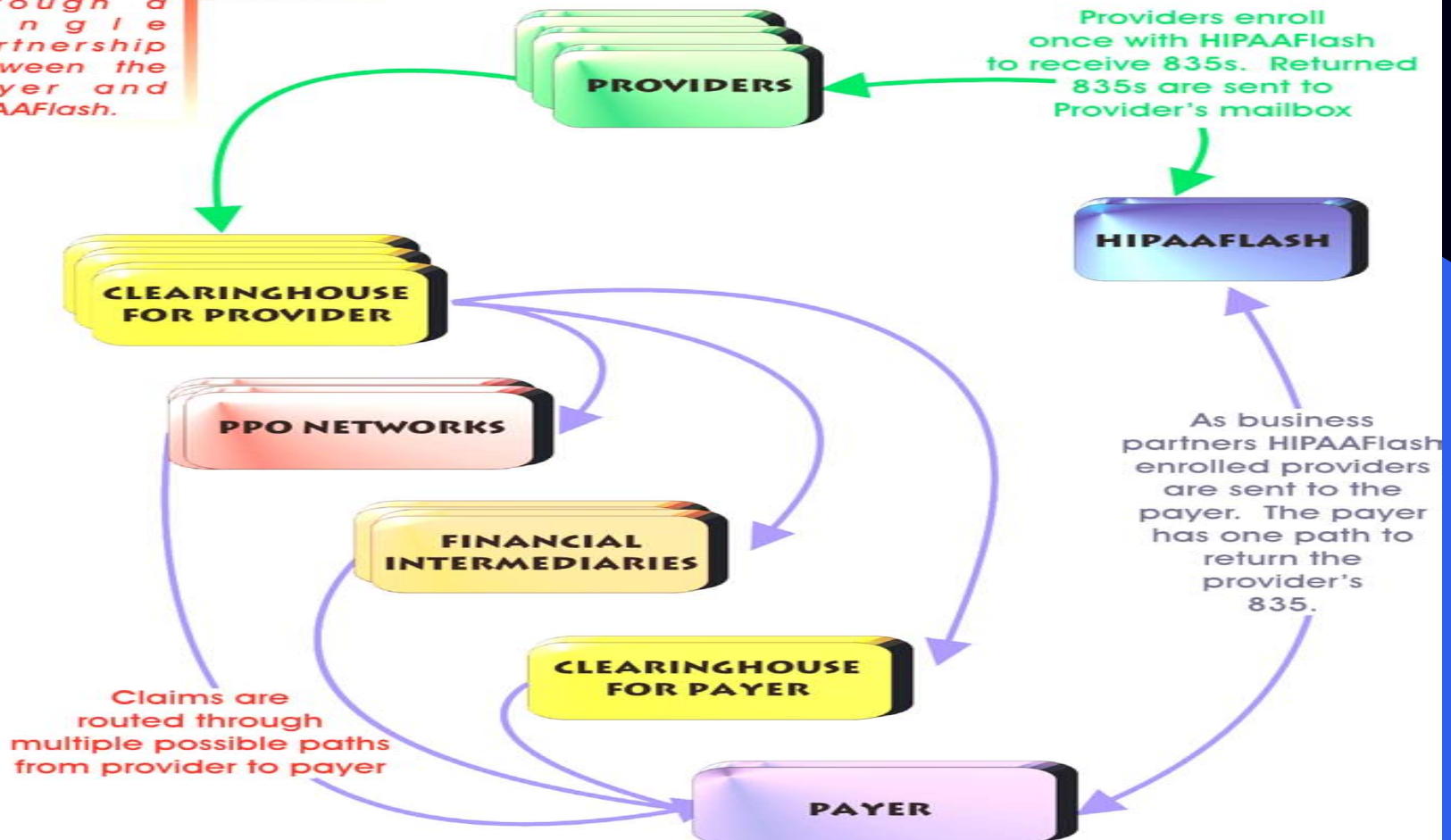
New iSeries processes (continued)

- Build table to store requests not yet on our system
- Added display of remit type indicator on Provider list screen (CARS040C)
- Added screen message to notify claim entry operator when any provider within a tax ID is registered



Conclusion – a Round Trip Process

Though claims may come to the payer from multiple sources the maintenance of providers and generation of 835s is managed through a single partnership between the payer and HIPAAFlash.





Benefits of this process

- Lower costs
 - Automated collection of needed provider address information and preferences
 - Automated update of payer systems as to preferences
- Simplified operation
 - Avoids manual trading partner set-up on translator for any transaction
 - System will handle return of any HIPAA outbound transaction (271, 277, 278) direct to provider
- Direct return avoids delay and error



A team put it together ...

- Ascent
 - Carole Wright, Project Manager
 - Ray Lleverino, Project Lead
 - Dianna Beckham, Assistant VP, IT
- ICC
 - Phil King, VP, ECommerce Solutions
 - Stan Haavik, HIPAA Director
- A ‘White Paper’ with more information is available from shaavik@icc.net.



A Look at EDI Document Construction

