

# Provider Update

## Upcoming Disbursement Process Changes

**Summary of change:** On November 1, 2014, existing Amerigroup \* provider disbursement processes will change. Changes include:

- Discontinuation of access to Emdeon Payment Manager and Payspan Health
- Viewing Explanation of Payments (EOP) through new provider self-service website
- EFT/ERA enrollment process
- Option for providers to receive email notification of payments

The recent rollout of Availity to perform claim status inquiries will not be impacted by this change. See below for additional details on what processes are impacted.

✦ **What this means to you:** Please read the information below and share with office staff and other providers in your practice.

### **Why is this change necessary?**

These exciting enhancements offer Amerigroup providers streamlined reimbursement tracking tools. Additionally, providers who work with both Amerigroup and other WellPoint subsidiary health plans will only need one set of tools for tracking reimbursements.

### **What is the impact of this change?**

#### **Using Availity**

Earlier this year, you were notified that you must register with Availity for access to various functions previously available on the Amerigroup provider self-service (PSS) website, including claims status inquiries. If your office is not registered to use the Availity Web Portal, please register at Availity.com today so you and your staff can have immediate access to the online tools. Click on the Get Started button under Register Now for the Availity Web Portal, then complete the online registration wizard.

If you are already using the Availity Web Portal, no additional registration is needed. Amerigroup will appear as one of the options in your dropdown. If you experience any difficulties, contact Availity Client Services at 1-800-Availity (1-800-282-4548).

*\* In Louisiana, Amerigroup Louisiana, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.*

PEC-ALL-1228-14  
Issued July 2014  
by Amerigroup Finance



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## **Viewing payments**

You will now view payments and Explanations of Payment (EOPs) through the PSS website instead of logging in separately to Emdeon or Payspan. Use your Availity credentials to login to the PSS website. Training and more information about the location of payment viewing links is coming soon.

## **Email notifications**

While email notification of payment source will change, the information contained in the notification will remain the same. To receive email notifications, providers must enroll through CAQH.org.

## **New Electronic Remittance Advice (ERA)/Electronic Funds Transfer (EFT) enrollment process**

Previously, providers enrolled in ERA/EFT through the Emdeon Payment Manager or Payspan Health. At cutover, this information will be migrated to the new system. No further action will be required unless the providers would like to receive email notifications. To receive email notifications, providers must enroll through CAQH.org.

## **Electronic remittance advice (835)**

The electronic remittance advice (835) source is changing; however, the information on the ERA will remain the same. We are working with the clearinghouse trading partners to ensure a seamless transition for providers.

## **What processes are remaining the same?**

The following processes and information will remain the same:

- Provider customer service contact information
- Claims adjudication system
- Capitation calculation
- Payment frequency and check cycle
- There will be no interruption in delivery of ERA or EFT payments to providers during this change; you should continue to see EFT deposits into your account from Amerigroup as the payer

## **What if I need assistance?**

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

