

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com>.

New online processes for electronic remittance advices and electronic funds transfers

Summary of change: Effective September 16, 2016, Amerigroup Community Care provider disbursement processes are changing. Those changes include:

- New electronic funds transfers (EFTs)/electronic remittance advices (ERAs) are to be enrolled through EnrollHub™, a Coalition for Affordable Quality Healthcare (CAQH) Solutions™ enrollment tool.
- New online ERA-only enrollment form is on the electronic data interchange (EDI) area of the website.
- Emdeon and PaySpan will no longer be used for EFT/ERA enrollment.
- You now have access to explanations of payment through the Amerigroup provider self-service website.
- *Form 1099* is to be used for reporting and backup withholding information.

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

The following chart summarizes information about the new processes to enroll in EFT or ERA or to update EFT and ERA transaction information after September 16, 2016.

Process to enroll or update electronic transactions after September 16, 2016		
Type of transaction	How to enroll, update, change or cancel	Contact to resolve issues
EFT only	Use the CAQH EFT EnrollHub tool available at http://www.caqh.org/solutions/enrollhub .	CAQH Provider Help Desk 1-844-815-9763
ERA only	Go to the Amerigroup provider website and select Claims Submission and Reimbursement Policy under <i>Provider Resources & Documents</i> . Select Electronic Data Interchange (EDI) .	E-Solutions 1-800-470-9630
EFT and ERA (both)	Use the CAQH EnrollHub tool available at http://www.caqh.org/solutions/enrollhub .	CAQH Provider Help Desk 1-844-815-9763

What happens if I don't register?

Providers are not obligated to register for either EFT or ERA. Providers will continue to receive a paper check and remittance advice.

Is there a cost to providers for the changes to the EFT and ERA?

There is no cost to providers from Amerigroup. Providers should inquire with trading partners and other vendors they work with to understand additional steps or any changes to services.

Changes to remittance advices

Medicaid claims are identified in the Claim Filing Indicator Code (CLP06 segment) on the ERA/835 as "MC."

If you have a final or denied claim that you want to dispute, additional information regarding claim appeals can be found in your provider manual.

Effective September 16, 2016, to cut down on the number of electronic communications you receive, we will discontinue the email notification you currently receive when an EFT and ERA is issued.

The PDF versions of paper remittances are available on the provider self-service website. Both provider and clearinghouse 835s continue to be received through the EDI process. Besides the change of how to access your remits, this process remains the same.

The tutorial, *Accessing and Viewing Explanations of Payment*, is available with more information on how to access a copy of your remittance advice on the Amerigroup provider website under *Provider Documents & Resources*. Select the **Tutorials** drop-down menu.

How do I access historical ERAs from Emdeon and PaySpan?

We are in the process of migrating all historical remittance advices to the Amerigroup provider self-service website. We will notify you when the migration is complete. Please continue to use Emdeon and PaySpan until that time.

Form 1099 reporting and backup withholding

Effective September 16, 2016, provider payments may be subject to backup withholding.

Backup withholding is a federal- and state-mandated process whereby any reportable payment to a recipient with a tax identification number and legal name mismatch could be subject to a 28-percent federal withholding or other designated percent depending on your state. The new payment processing system, disbursement management system (DMS), is in compliance with this IRS regulation. If the tax ID or legal name recorded in your Amerigroup provider data is not correct and is reflected on your *Form 1099*, you may be subject to backup withholding. Call 1-888-246-4893 if you have questions regarding backup withholding.

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.