

# Provider Update

## Date delay: New platform for electronic remittance advices and electronic funds transfers

**Background:** Recently, Amerigroup Community Care announced that we're implementing new online processes for electronic remittance advices (ERAs) and electronic funds transfers (EFTs) through the Council for Affordable Quality Healthcare (CAQH). This new platform was scheduled to go live on November 1, 2014. We want to ensure all systems and processes are fully operational before proceeding; therefore, **the transition to the new ERA/EFT platform through CAQH is delayed.**

✦ **What this means to you:** No immediate action is necessary. Please share this information with your office staff and other providers in your practice.

### **When is the new go-live date?**

A new go-live date will be announced within the next few weeks. Amerigroup will give at least 30 days' notice prior to the new date. Look for future communication concerning the transition to the new ERA/EFT platform.

### **Can I still use Emdeon and PaySpan?**

Yes. Emdeon and PaySpan will remain fully operational. You will continue to receive ERA/EFT information from Emdeon or PaySpan.

### **I'm a new provider; where should I go to sign up for EFT and ERA?**

New providers should sign up for EFT and ERA through Emdeon or PaySpan using the tools currently available on our provider self-service website at [providers.amerigroup.com](http://providers.amerigroup.com).

### **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 the phone numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589



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## 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.*

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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

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