

## II AAHAM Spring 2022 Payer Panel Transcript

**All payer panel participants- please introduce yourself and provide any payer happenings or highlights within the past 12 months.**

**BCBS-** Josh Warren- none to share. Teresa Trumbley- none to share

**Health Alliance-** Abby Klitzing- Health Alliance will be moving to a new core system EPIC Tapestry. Provider reminder to please inform of practice changes i.e. addresses and phone #'s.  
Chrissy Uden- none to share

**Could each payer provide a timeline for when they will accept electronic claim attachments?**

**BCBS-** Currently no date available for claim attachments, will be posted on website and in newsletter when available. In Availity requested medical records can be attached and sent for review. Please reference the Availity user guide on the BCBS website for Availity registration.

**Health Alliance-** Claim attachment is not currently supported by the new system EPIC Tapestry but expected in 2023. If medical records are requested for review they can be sent through the Health Alliance website.

Can you check status of document sent? Yes, a reference # is provided and status changes as it moves through the processing.

**UHC-** UnitedHealthcare is planning the implementation of electronic claim attachments in 2022. This will enable claim submitters to send additional information to support a health care claim or encounter, also known as an EDI 275 transaction. At this time, we will be supporting version 6020, unsolicited, non-HL7 and unstructured only. More information will be shared at a later date regarding the deployment timeline.

**How compliant are you in meeting your payer requirements related to NSA? i.e.- applying the benefit to claims where the patient came through the ED, then proceeded to surgery or a bedded service prior to discharge.**

**BCBS-** The following links were shared: <https://www.bcbsil.com/provider/education/education-reference/news/01-18-2022-no-surprises-act-update>

Additional follow-up post meeting:

1. How do we determine criteria on a claim if it is a NSA claim? Do we use Milliman? NSA is applicable to specific services rendered by out of network providers and that the out of network providers may not balance bill the member. If a claim is billed by an out of network provider and if the service provided is listed under the NSA, then the claim meets the criteria as a NSA claim. Milliman is used for clinical reviews and medical policy.
2. Cost Sharing? - The member is responsible for deductibles, coinsurance, copays and services not covered. The out of network provider cannot balance bill the member for any emergency services or stabilization for an emergency, services provided by a non-participating provider at an in network facility or any out of network air ambulance services if the patient's benefit plan covers in-network air ambulance services. This information is on our website and the link to this was shared by Josh Warren in the chat box during the payer panel.
3. Reimbursement rate/NSA? – The claims are processed out of network. There is a process the out of network provider can follow to initiate a negotiation if they are not satisfied with their payment. This process is listed on the link Josh shared.
4. How will providers be able to determine if we applied in network benefits? I believe I stated on the call that we would process NSA claims in network and that is incorrect. We will process the claims out of network if the provider is out of network. Refer to question 3 above for information if the provider chooses to initiate a negotiation regarding the payment. The provider will receive the PCS/ERA with the breakdown of how the claim adjudicated. This will include the patient responsibility. For our UPP providers, they receive vouchers (PCS- Provider Claim Summary) that shows how the claims processed and what the patient's responsibility will be.

**Health Alliance-** encouraging providers to provide rosters and attest information is current.

Follow-up question:

1. How do you determine criteria on a claim if it is a NSA claim? Currently no criteria

**UHC-** Here is the link for the NSA. It gives the details, many questions and answers.

[No Surprises Act | UnitedHealthcare \(uhc.com\)](#)

## **A simple explanation of how Blue Cross UPP payments work in IL.**

**BCBS-** Designed to equalize payments to providers. Advance payment, patients account credited or discounted, charges to payment reconciled on the backend monthly.

Follow-up question:

1. How will the UPP NSA patient portion be calculated? For our UPP providers, they receive vouchers (PCS- Provider Claim Summary) that shows how the claims processed and what the patient's responsibility will be.

## **BCBS: What is the intent behind the new lab policies that go into effect on May 1, and how can hospitals prepare for the impacts?**

**BCBS-** New policies and payment methods can be found on the Health Alliance website. Internal code edits for correct coding and medical necessity will be put in place (this only applies to Outpatient lab claims, in Outpatient settings)

There is a tool available in Availity titled Avalon Trial Claim Advice Tool and training is available using the following link:

<https://www.bcbsil.com/provider/education/education-reference/workshops-webinars>

Follow-up questions:

1. Is there another tool available? No

**BCBS- Denial letters are faxed but our hospital hasn't been received these denial letters and when we call we are told over the phone BCBS will not share the reason for the denial and they will fax it again so we have to wait. Can there be a way we can see this information in the system verses wait for a fax?**

**BCBS-** Teresa Trumbley collected additional information from L. Thompson to assist in resolving the issue.

### **Contact Information:**

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