A Centricity EDI Double Feature

Check out our enhanced Enrollment & Eligibility Tools

Claire Wright

Sr. EDI Solution Consultant

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Agenda

Double Feature: New Enhancements!

- Accessing the new Enrollment UI/UX
- Navigating the new intuitive workflow
- Enhanced features and functionality

Eligibility Headlines: the why, the what, the how

Requesting Eligibility Headlines

YOU asked…WE delivered!

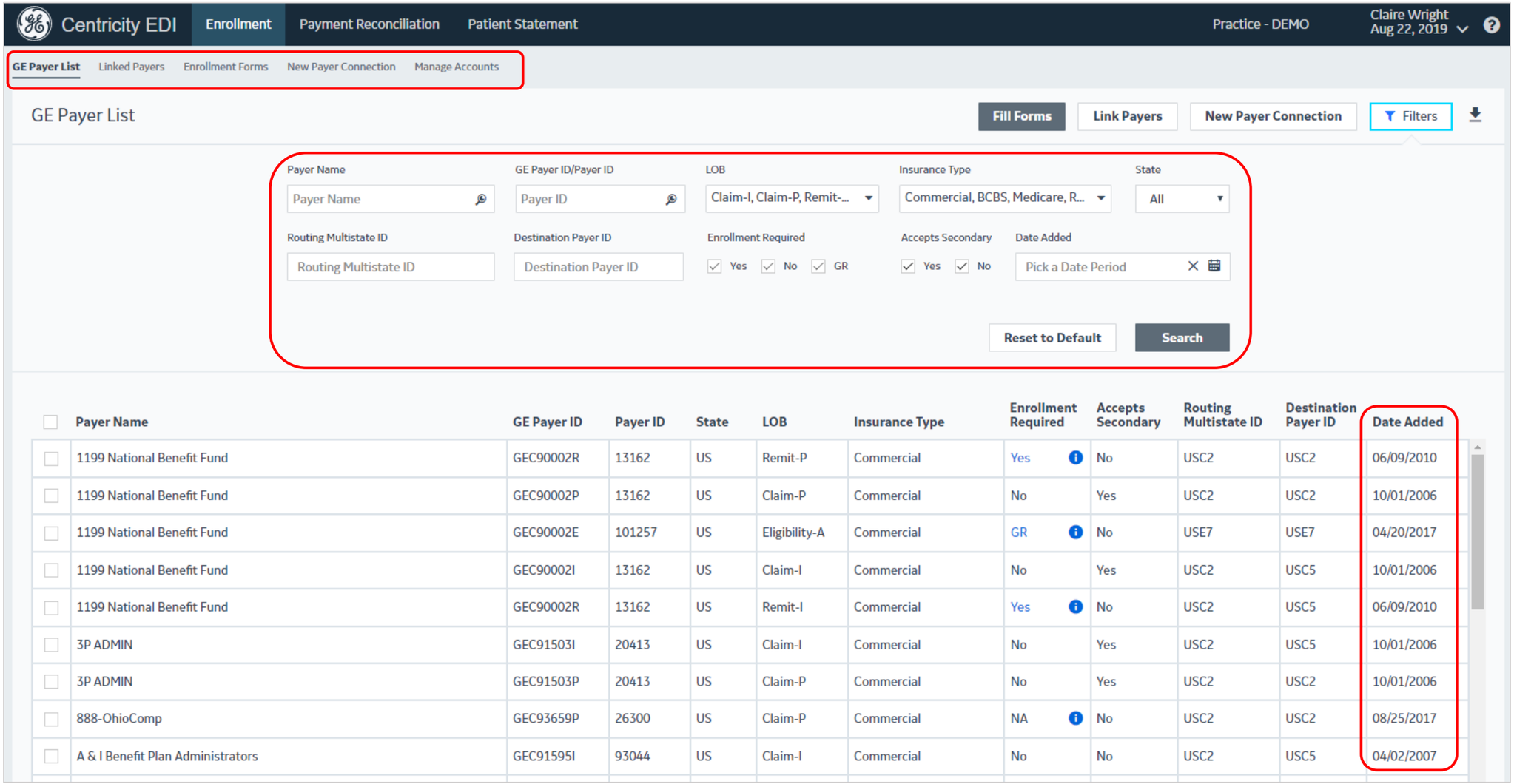
We have great solutions that are now even better

We are investing in

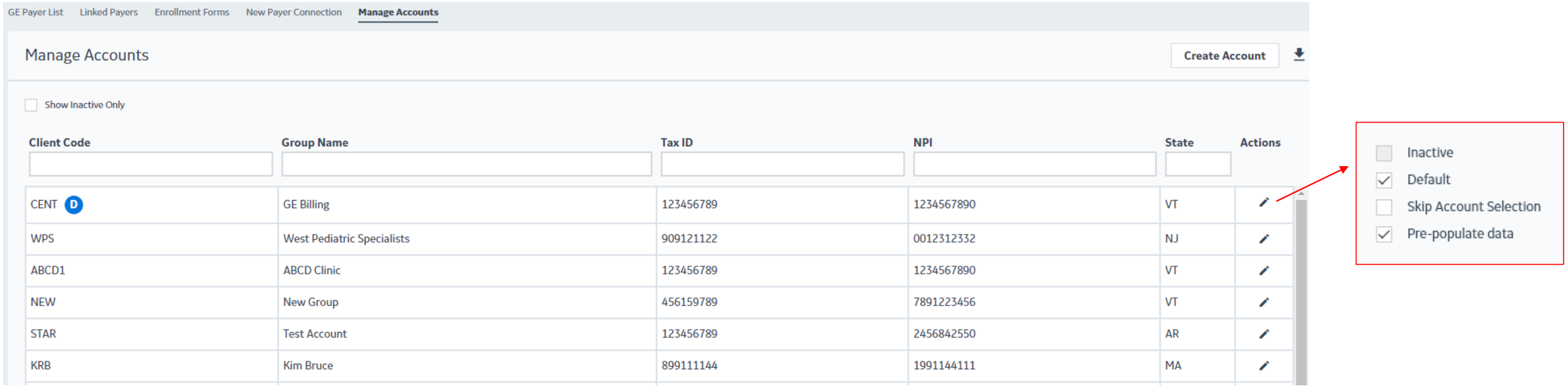
YOU!

New Enrollment UI/UX

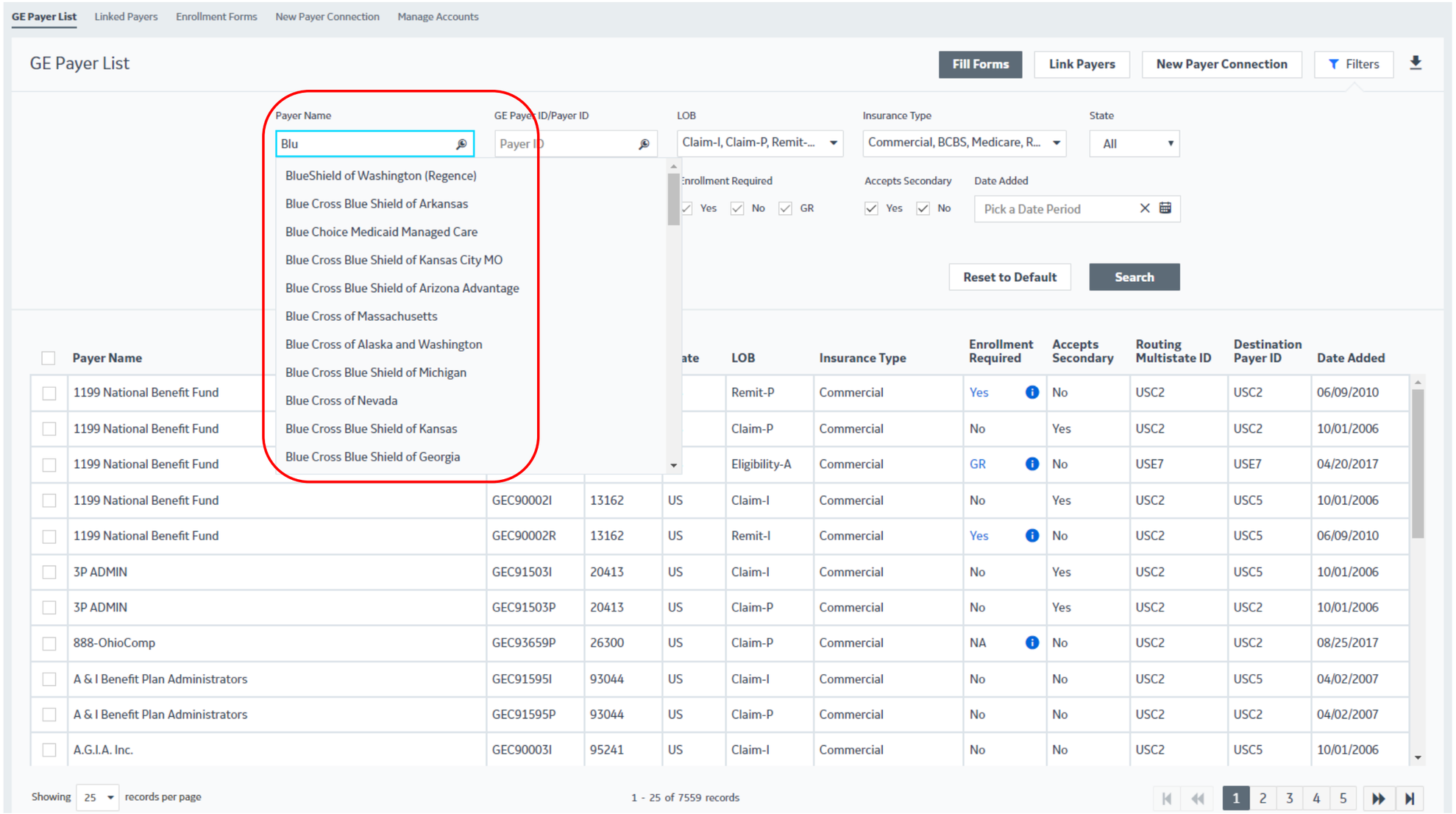
New Enrollment UI/UX: Landing page



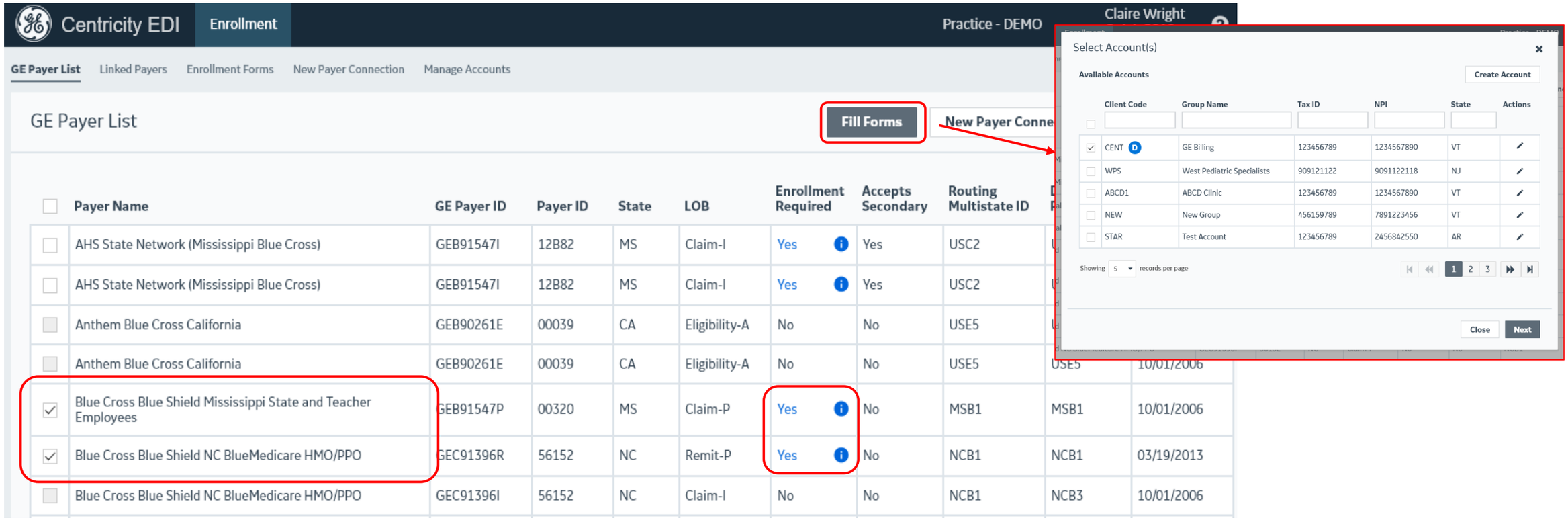
New Enrollment UI/UX: Manage accounts



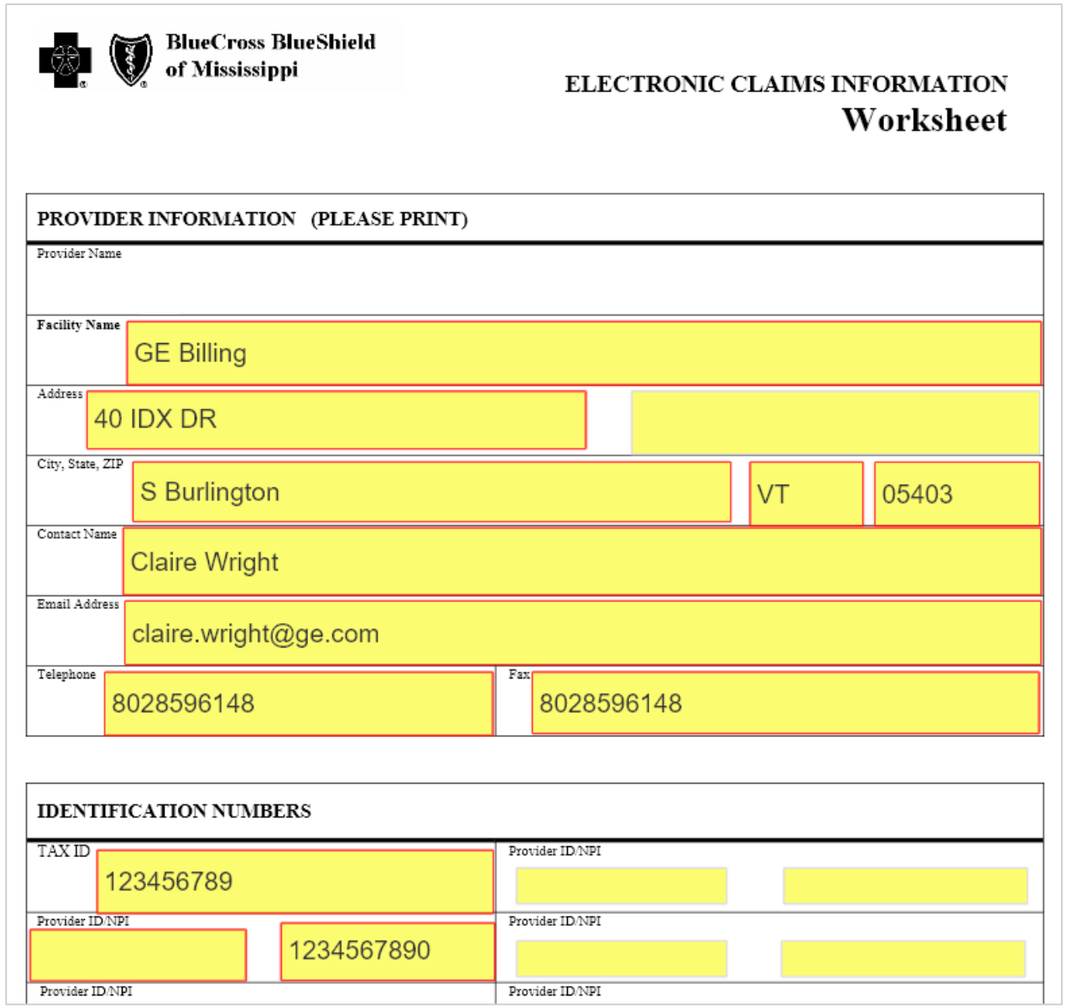
New Enrollment UI/UX: Smart lookup



New Enrollment UI/UX: Fill forms



New Enrollment UI/UX: Fill forms



BlueCross BlueShield of Mississippi

ELECTRONIC CLAIMS INFORMATION
Worksheet

PROVIDER INFORMATION (PLEASE PRINT)

Provider Name

Facility Name: GE Billing

Address: 40 IDX DR

City, State, ZIP: S Burlington | VT | 05403

Contact Name: Claire Wright

Email Address: claire.wright@ge.com

Telephone: 8028596148

Fax: 8028596148

IDENTIFICATION NUMBERS

TAX ID: 123456789

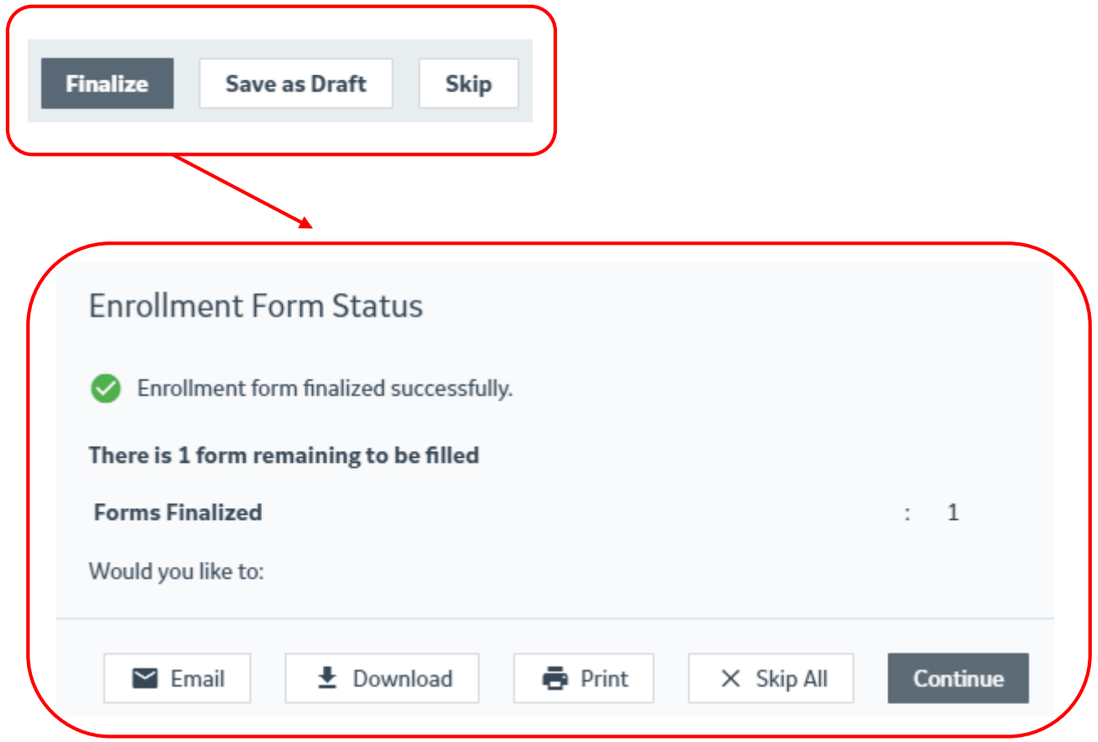
Provider ID/NPI

Provider ID/NPI

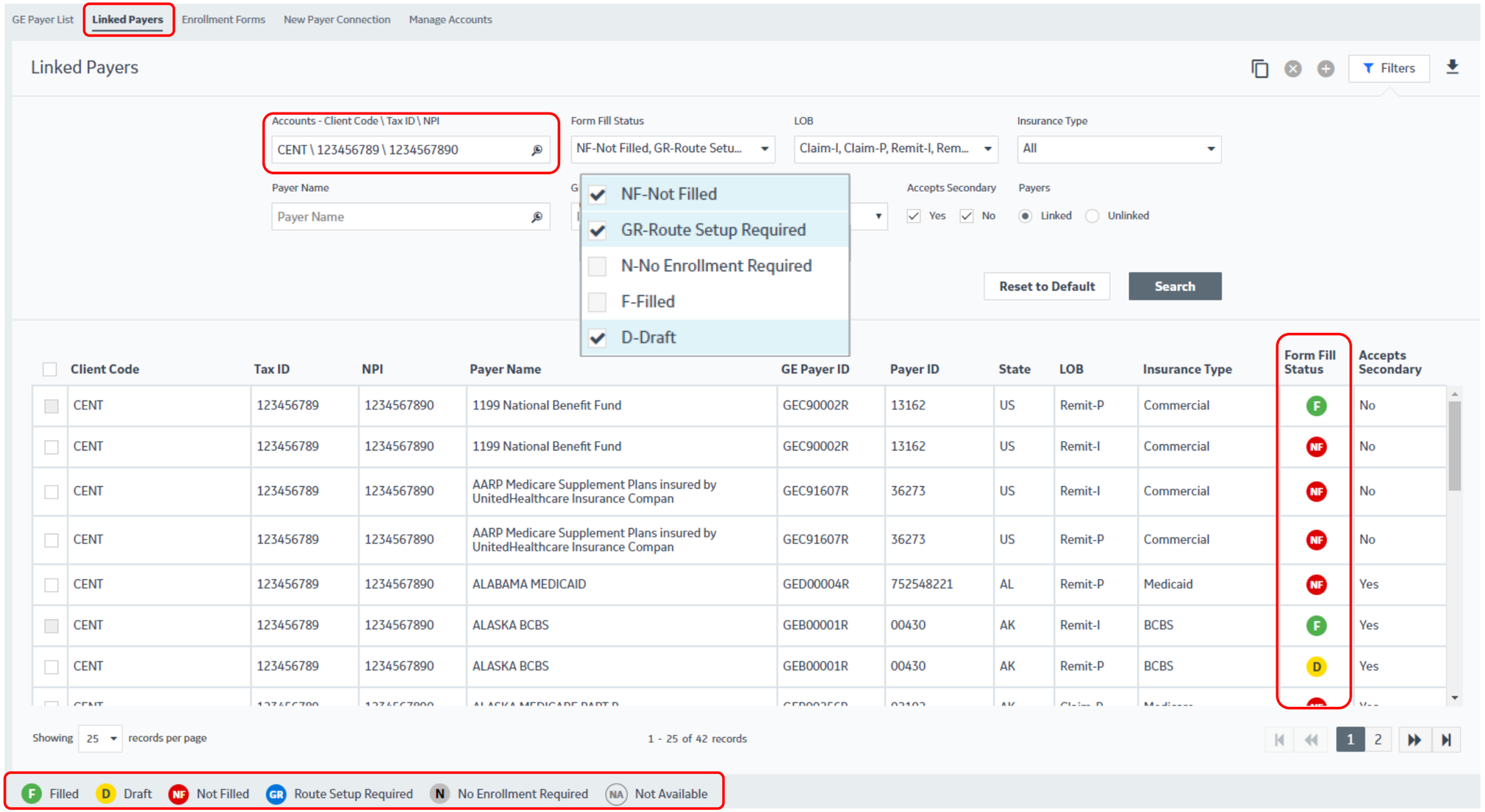
Provider ID/NPI: 1234567890

Provider ID/NPI

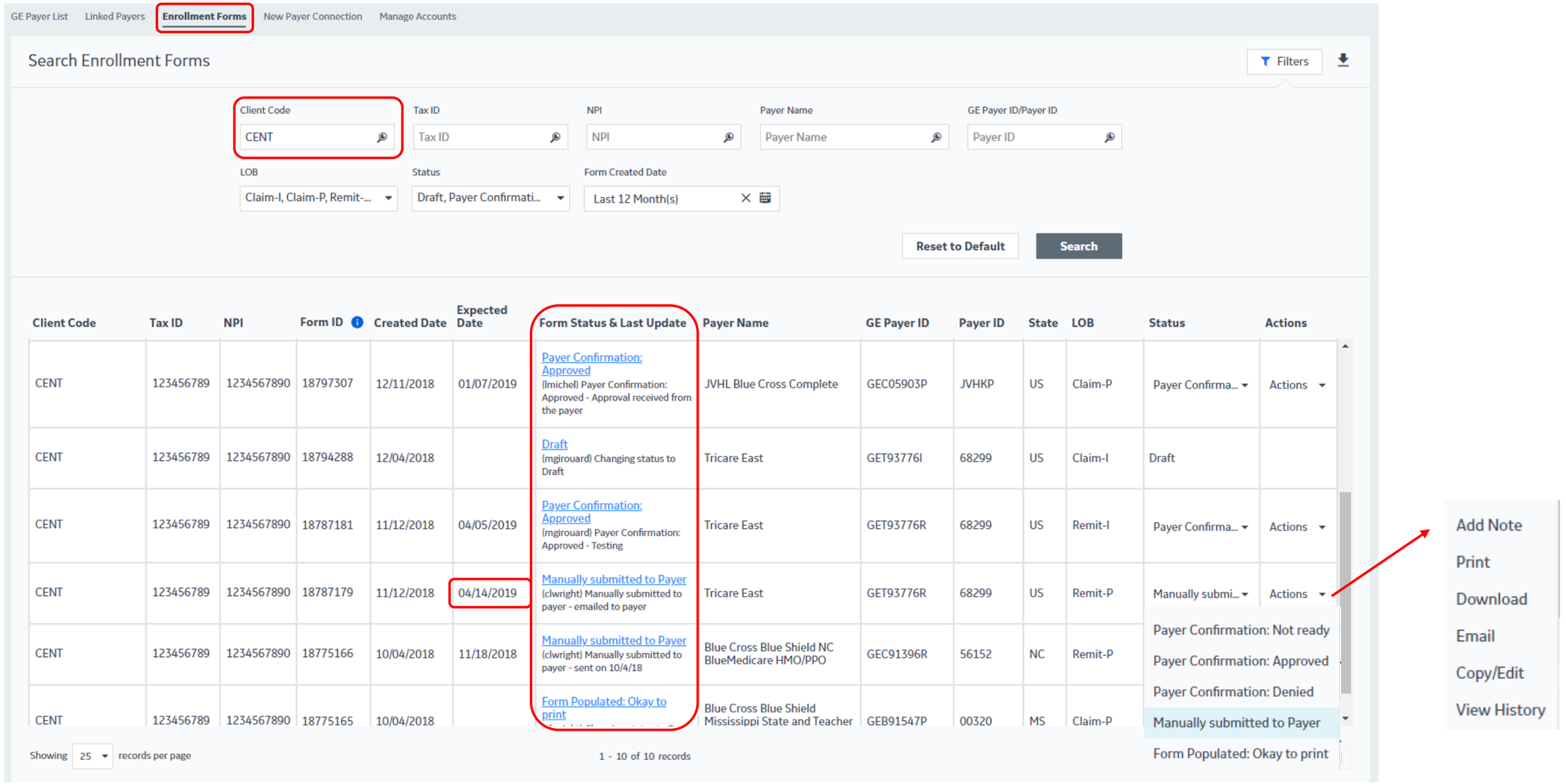
Provider ID/NPI



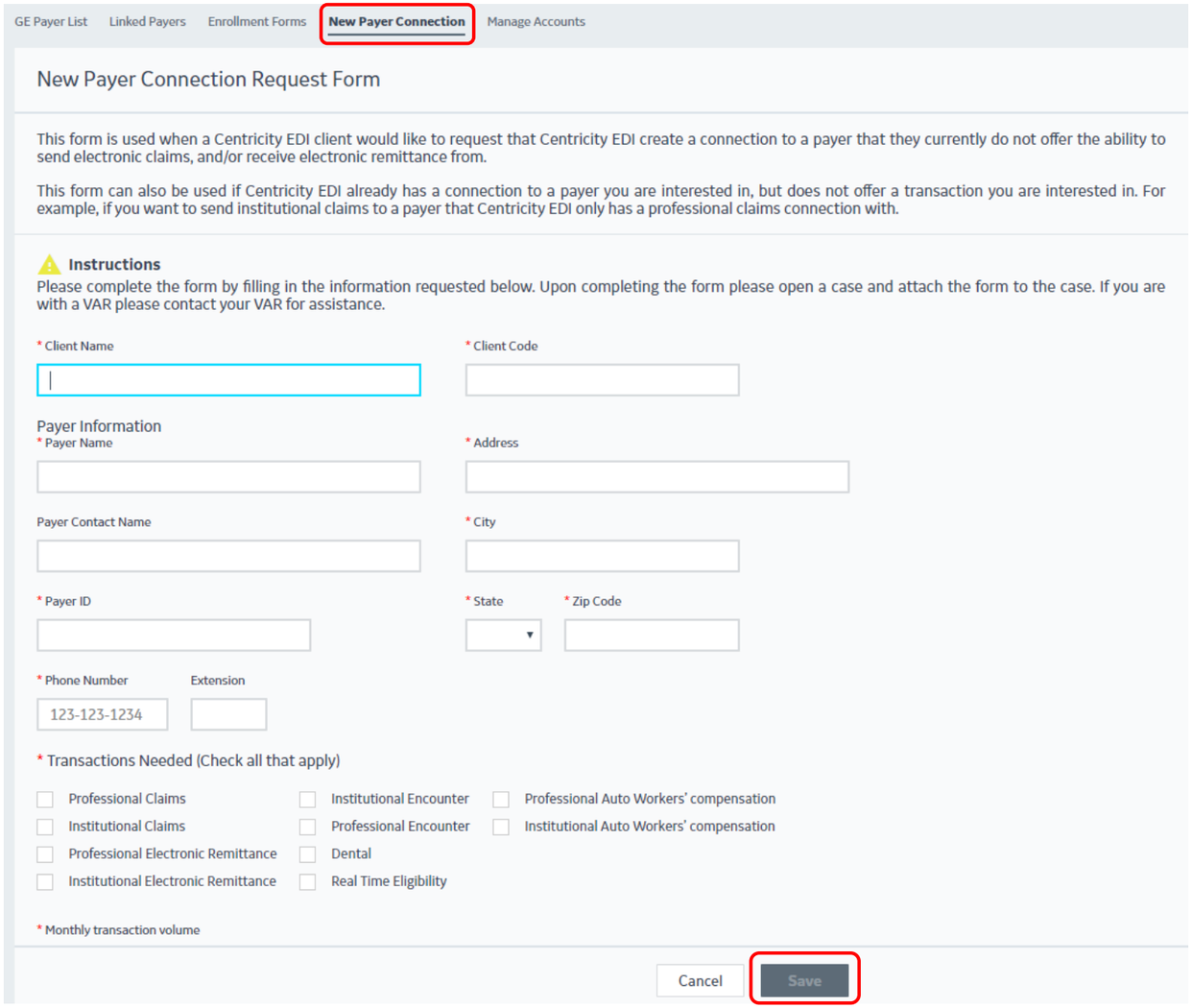
New Enrollment UI/UX: Linked payers



New Enrollment UI/UX: Enrollment forms



New Enrollment UI/UX: New payer connection



Eligibility Headlines

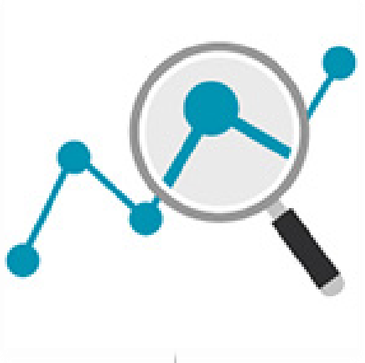
Eligibility Headlines: The why

Make eligibility functionality in CPS easier and more user friendly.

We listened and heard your feedback!

Solution: Manipulate payor's 271 eligibility response in Centricity EDI Services

Eligibility Headlines: The what

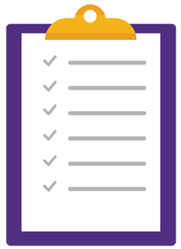


Headline & move loops

Sort by service types

Sort specific benefit info

Eligibility Headlines



What it is

- Part of the Centricity EDI Services clearinghouse
- Manipulates the payor's 271 Response
- Adds customized messages if needed
- Can change the payor response from Active to Inactive if appropriate for workflow
- Custom setup for majority of scenarios

What it is NOT

- Not part of Centricity Practice Solution functionality
- Payor must provide the data in the 271 response if we are to headline or sort it
- Automatically address issues: Users must act on the response
- Only some scenarios can apply to all customers, so most of the setup must be custom and upon request

Eligibility Headlines: Benefits

- Create a customized message to identify a scenario
- Sort payor responses according to your practice preference
- Increase standardization of response layout
- Improved user experience could lead to increased adoption

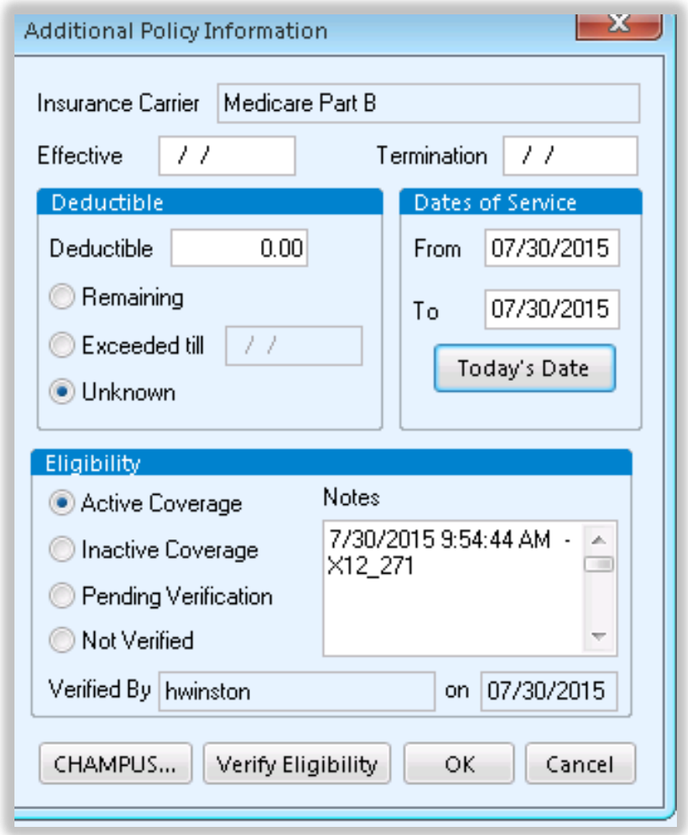
Making better decisions can benefit your practice and your patients

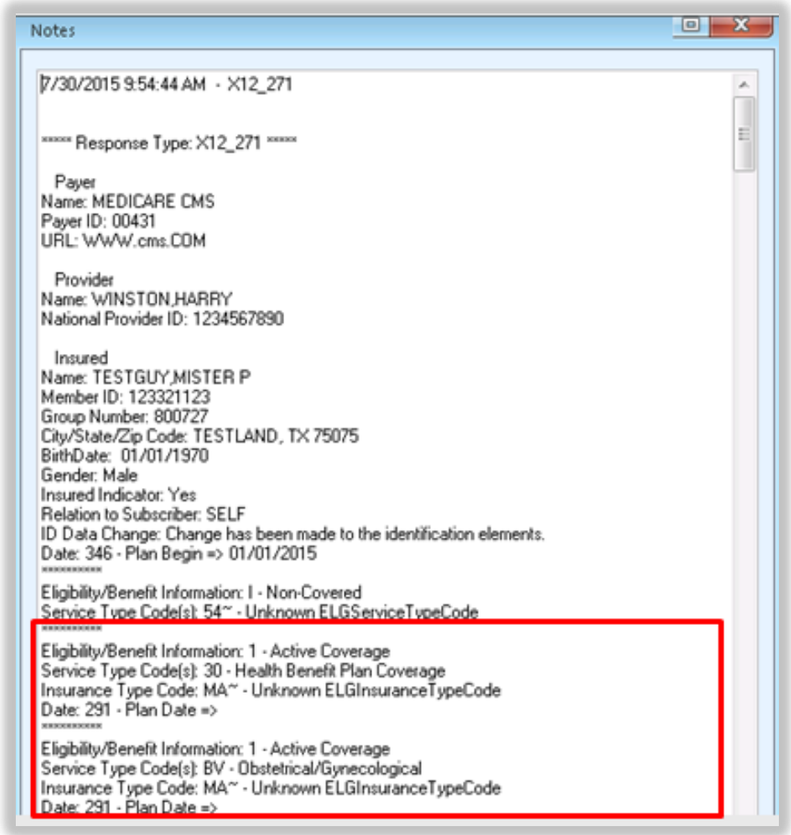
Headlines and move loops

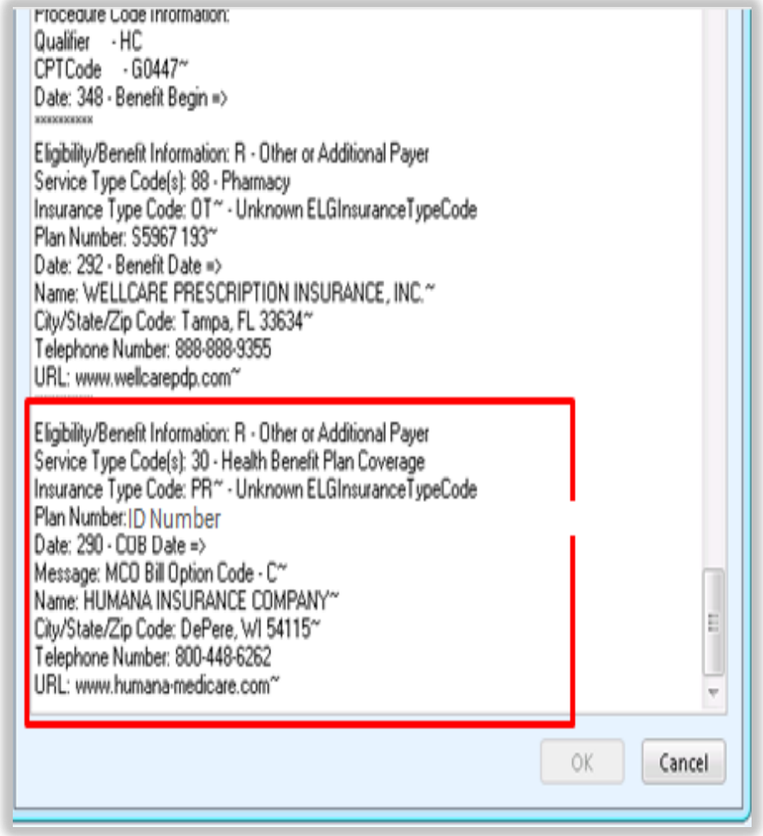
Eligibility Headlines: Headlines and move loops

Eligibility Headlines: Headlines and move loops

Medicare MCO existing on all customers!







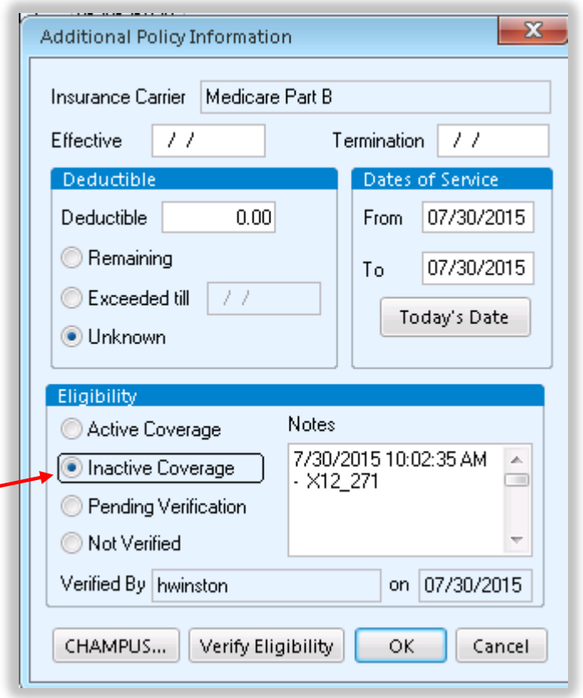
Eligibility Headlines: Headlines and move loops

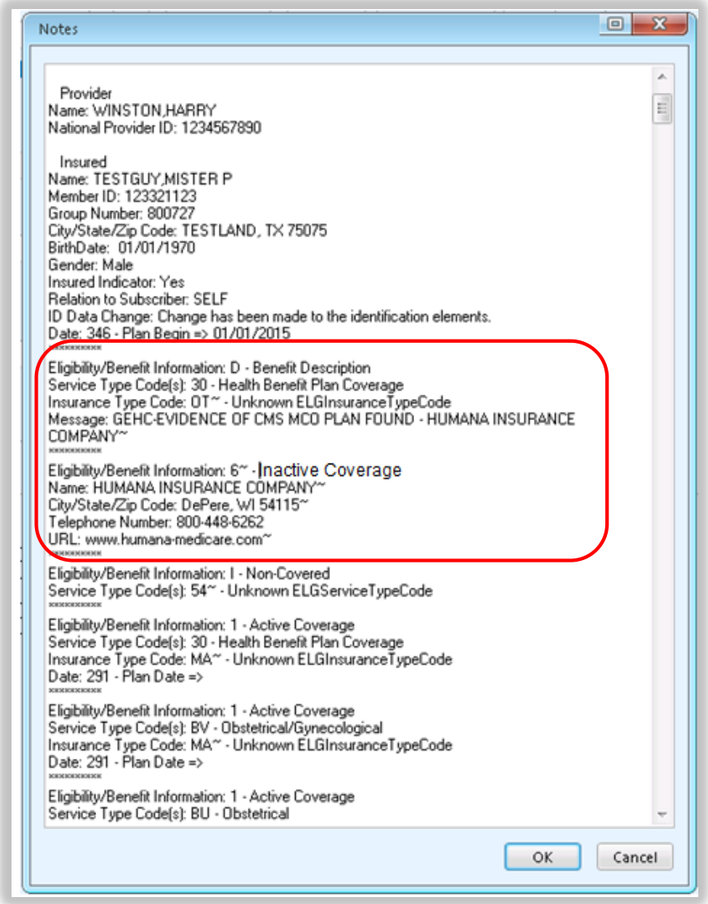
Centricity EDI Services will do the following:

- Add a segment at the top of the 271 for a message or Headline: EB*D**30*OT~
- Create a unique message

MSG*CPS-EVIDENCE OF CMS MCO PLAN FOUND – HUMANA INSURANCE COMPANY~

- Create a segment to set the status to inactive EB*6~





Sorting by Service Types

Eligibility Headlines: Sorting specific benefit information

Problem:

- CPS displays 271 response in the **same order it is received**
- Some specific benefit segments are **more important** than other segments
- Practices may need **multiple segments from different Service Types** in order at the top of the response

Solution:

- **Specific EB segments** can be identified and **reordered** at the top of the response
- **Multiple criteria** can be used to prioritize a specific EB segment
- **Multiple sets** of multiple criteria can be setup
- Can set this up for **specific insurance** carriers **or** for **all insurance** carriers

Eligibility Headlines: Sorting specific benefit information

Sample where customer wanted certain EB segments prioritized

Original payor 271

EB*1*FAM*30*PR~
EB*P~
MSG*UNLESS OTHERWISE REQUIRED …..~
EB*1**1*********W~
EB*1**33*********W~
EB*1**47*********W~
EB*1**48*********W~
EB*1**50*********W~
EB*1**51*********W~
EB*1**52*********W~
EB*1**86*********W~
EB*1**98*********W~
EB*1**MH*********W~
EB*1**UC*********W~
EB*C*IND*30***23*955*****W~
DTP*291*RD8*20150101-20151231~
EB*C*IND*30***29*627.97*****W~
DTP*291*RD8*20150101-20151231~

Customer would like to see

- Co-Insurance for Specialist
- Co-Payment for Specialist
- Deductible Individual for Health Benefit Plan Coverage
- Deductible Family for Health Benefit Plan Coverage
- Sort the rest by Service Type 30, 98 then 1

Eligibility H…cif…ion

Sample whe…ain…zed

Translated pay…s

EB*A*IND*98*****.2****Y~
MSG*SPECIALIST~
EB*A*IND*98*****.4****N~
MSG*SPECIALIST~
EB*B*IND*98***7*40*****Y
DTP*292*RD8*20150701-
MSG*SPECIALIST~
EB*C*IND*30***23*955****
DTP*291*RD8*20150101-
EB*C*IND*30***29*627.97
DTP*291*RD8*20150101-
EB*C*FAM*30***23*1910*
DTP*291*RD8*20150101-
EB*C*FAM*30***29*0*****
DTP*291*RD8*20150101-
EB*G*IND*30***23*3824**
EB*G*IND*30***29*3403.3
EB*G*IND*30***23*6693**

ORIGINAL PAYOR 271

Eligibility/Benefit Information: 1 - Active Coverage
Coverage Level: FAM - Family
Service Type Code(s): 30 - Health Benefit Plan Coverage
Insurance Type Code: PR - Preferred Provider Organization(PPO)
****
Eligibility/Benefit Information: P - Benefit Disclaimer
Message: UNLESS OTHERWISE REQUIRED BY STATE LAW, THIS
AMOUNTS SUCH AS DEDUCTIBLE MAY CHANGE AS ADDITIONAL
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 1 - Medical Care
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 33 - Chiropractic
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 47 - Hospital
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 48 - Hospital - Inpatient
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 50 - Hospital - Outpatient
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 51 - Hospital - Emergency Accident
In Plan Network:
****
Eligibility/Benefit Information: 1 - Active Coverage
Service Type Code(s): 52 - Hospital - Emergency Medical
In Plan Network:
****

CEDI TRANSLATED 271

Eligibility/Benefit Information: A - Co-Insurance
Coverage Level: IND - Individual
Service Type Code(s): 98 - Professional (Physician) Visit - Office
Benefit Percent: 20%
In Plan Network: Yes
Message: SPECIALIST
****
Eligibility/Benefit Information: A - Co-Insurance
Coverage Level: IND - Individual
Service Type Code(s): 98 - Professional (Physician) Visit - Office
Benefit Percent: 40%
In Plan Network: No
Message: SPECIALIST
****
Eligibility/Benefit Information: B - Co-Payment
Coverage Level: IND - Individual
Service Type Code(s): 98 - Professional (Physician) Visit - Office
Time Period: 7 - Day
Benefit Amount: $40
In Plan Network: Yes
Date: 292 - Benefit Date => 07/01/2015-12/31/9999
Message: SPECIALIST
****
Eligibility/Benefit Information: C - Deductible
Coverage Level: IND - Individual
Service Type Code(s): 30 - Health Benefit Plan Coverage
Time Period: 23 - Calendar Year
Benefit Amount: $955
In Plan Network:
Date: 291 - Plan Date => 01/01/2015-12/31/2015
****
Eligibility/Benefit Information: C - Deductible
Coverage Level: IND - Individual
Service Type Code(s): 30 - Health Benefit Plan Coverage
Time Period: 29 - Remaining
Benefit Amount: $627.97
In Plan Network:
Date: 291 - Plan Date => 01/01/2015-12/31/2015
****
Eligibility/Benefit Information: C - Deductible
Coverage Level: FAM - Family
Service Type Code(s): 30 - Health Benefit Plan Coverage
Time Period: 23 - Calendar Year

…cialist

…verage

…Loss)

…be prioritized at the top of
…f the Service Type Codes.

How do I get these?

Eligibility Headlines: Sending an eligibility enhancement service request

Sending in an SR for Headlines with or without Move Loops

- **Payor ID** required
- **Centricity EDI Services Customer code** (often Customer Short Name: example ABC, ABC01)
- **Scenario** being requested; examples:

  MCO logic for Medicaid, Headline PCP information, Headline LOB like IA Medicaid had Medipass and Iowa Wellness plans.
- Include **examples** of 271 or screen print of Eligibility Notes field including date stamp at the top of the request:

  Attach to SR activity.

  Please keep in mind the method or communication and if your data has PHI.
- **New scenarios will need to be tested** and customer should expect participate in testing.
- **Dispatch** SR

Eligibility Headlines: Sending an eligibility enhancement service request

Sending in an SR for Type of Service Sort

- **Payor ID**
- **CEDI Customer code** (often your Customer Short Name)
- Get **list of Service Type** Codes they want sorted
- Put the list of codes in **order of priority**
- **Dispatch** SR

Eligibility Headlines: Sending an eligibility enhancement service request

Sending in an SR for Specific Eligibility Sort

- **Payor ID**
- **CEDI Customer code** (often your Customer Short Name)
- Get **list of Criteria** for **specific benefit section** and can include:
    1. Service Type
    2. Ind or Family
    3. Deductible, co-pay, co-insurance
    4. Parts of Messages like includes specialist
- Do you want **Service Type Sorting as well**, then list the codes in priority
- **Dispatch** SR

Eligibility Headlines: Sending an eligibility enhancement service request

Sending in an SR for EB Sort

- Add a screen print to the case of the eligibility benefits you want and in what order
- This can be set for a **particular payor ID, or** it can be set for **all payors**.

Put the items you want listed and in order of preference. This can help identify the exact benefit segment you are looking for, and in the order you need it.

Eligibility/Benefit Information: A - Co-Insurance
Coverage Level: IND - Individual
Service Type Code(s): 98 - Professional (Physician) Visit - Office
Benefit Percent: 20%
In Plan Network: Yes
Message: SPECIALIST

Eligibility/Benefit Information: B - Co-Payment
Coverage Level: IND - Individual
Service Type Code(s): 98 - Professional (Physician) Visit - Office
Time Period: 7 - Day
Benefit Amount: $40
In Plan Network: Yes
Date: 292 - Benefit Date => 07/01/2015-12/31/9999
Message: SPECIALIST

Testimonial

Case Study: University Physicians, Inc.

210 physician multi-specialty practice | Located in Maryland

Improves eligibility checking and decreases denials

Goal	Results*
Increase eligibility verification	Increased eligibility verification rate from 77% to **93%**
Reduce manual effort	Increased eligibility automation from <5% to **92.8%**
Decrease eligibility denials	Decreased eligibility denials from 2.5% to **1.42%**

"Collaboration between GE Healthcare and UPI, and the commitment of everyone involved were key to the project's success. We're very pleased with the outcome of the project."

-K. Laura Linantud, Director of Training and Registration Quality, UPI

Survey comments

We chose Centricity EDI Clearinghouse for their excellent service, the reporting, and because of the financial impact the system will have for us. The system is very user friendly.

When I request changes, EDI is always very good about advising me on what will happen if they make those changes and what my other options are. They are always very proactive about giving me options, and that is what I really like about them. They are very knowledgeable.

I highly respect and admire our implementation consultant. We still receive follow-up even though we are already live on the system. EDI doesn't forget about us. I am very pleased.

We are successful because EDI listens to what we need and works with us to meet those needs.

With exemplary customer service

EDI Service customers are backed by a team of people dedicated to your success:

EDI Project Managers

EDI Engineers, EDI Analysts

Proactive Service

EDI Solution Consultant Managers

Dedicated EDI support

Experience the new UI today

https://edi.idxasp.com/ec???web → IE for legacy

https://ux.idxasp.com/ec???web → Chrome for new UI

Thank you

Claire Wright

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