



ProviderView — June 27, 2022

Avera Health Plans New Claims System Update

On May 1, Avera Health Plans migrated to a new claims system, known as HealthRules Payor®, to create a better experience for members and providers. This transition has presented some unanticipated delays in provider payments and claims adjudication.

Due to the transition to HealthRules Payor:

- A backlog of claims has been created. Those claims are estimated to be migrated into HealthRules Payor by the end of the month.
- The payment of claims is the number one priority of Avera Health Plans, who are resolving errors found through quality assurance testing to pay claims quickly and correctly.

Members will also receive new ID numbers and cards.

- New ID numbers have already been assigned.
- The new ID cards will be issued through a phased approach over a period of time.
- If a member does not have their new ID card or if they do not know their new ID number, claims can still be submitted using their old ID number.

As a result of these delays, Avera Health Plans' call center has received a surge in call volume. Please expect delays in the call. If you have questions, the best way to get answers is through self-service:

- Avera Health Plans Provider Portal here <https://www.averahhealthplans.com/insurance/providers/> for: 276/277 Claim Status Inquiry and Responses and 270/271 Eligibility and Benefit Inquiries. Payment and remittance advices, premium payment information.

We know that our challenges present difficulties for our providers and members. This is why their resolution is our round the clock priority. Ultimately, this change to HealthRules Payor provides insurance infrastructure to reduce costs, increase service levels and improve outcomes for insurance product functionality. It will also support Avera Health Plans in being prepared for market changes and bettering the user experience for all involved.

For more information, a [TIP SHEET](#) has been prepared to help answer some of the common questions related to this transition. While Avera Health Plans continues working through these challenges, we thank you for your continued patience.

Questions and More Information

If you have questions about any part of the transition, contact the Provider Relations team.

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