



ProviderView — July 8, 2022

## **Avera Health Plans Payment and 835 Delays – Post-HealthRules Payor® Conversion**

Avera Health Plans thanks all of our providers for your continued patience and understanding while we work through the challenges associated with our transition to HealthRules Payor. This transition has presented unanticipated delays in provider payments. These delays are due to programming issues with paper remittance advices through the Health Plans printing vendor and programming challenges on 835s regarding adjusted and recouped claims.

Avera Health Plans has teams working around the clock to resolve issues with payments. Providers who have elected EFT-only have started to receive payments. For providers receiving paper remittance, we anticipate progress next week but will be giving weekly updates via ProviderView on our progress with all payment issues.

In the meantime, Avera Health Plans is committed to work with individual providers on a case-by-case basis. Providers who need urgent help with payments and claims are encouraged to email the Provider Relations team at [providers@averahealthplans.com](mailto:providers@averahealthplans.com) or call the Avera Health Plans Call Center at 1-888-322-2115.

Providers who want to verify that Avera Health Plans has received a claim can log into the provider portal at <https://www.averahealthplans.com/insurance/providers/>. Claims that have been received and entered will be reflected in the Provider Portal.

While we know we will see additional benefit and improvement in claims processing and management from the new system, we know this is a significant inconvenience for all of us right now. Ultimately, this change to HealthRules Payor provides insurance infrastructure to reduce costs, increase service levels and improve outcomes for insurance product functionality.

More information is available in a prepared [TIP SHEET](#), which can 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 and grace.

## **Questions and More Information**

If you have questions about any part of the transition, contact the Provider Relations team at [providers@averahealthplans.com](mailto:providers@averahealthplans.com) or call:

**Mike Dooley**

Director of Provider Contracting  
Call: 605-322-4634

**Steven Grogan**

Provider Relations Specialist  
Call: 605-322-4640

Fax: 605-322-4540  
[mike.dooley@Avera.org](mailto:mike.dooley@Avera.org)

Fax: 605-322-4540  
[steven.grogan@Avera.org](mailto:steven.grogan@Avera.org)