



ProviderView — September 2, 2022

ProviderView is now sent on an as-needed basis.

HealthRules Payor® Update

Avera Health Plans (AHP) migrated to a new claims system, HealthRules Payor®, on May 1, but the transition hasn't been without some issues. We have been working to resolve the issues such as delayed payments to provider entities, and provide the following system updates:

- **Claims Backlog Status**

The transition to our new claims system resulted in a backlog of claims inventory that we continue to work to reduce. We are happy to report that we are in a regular cadence for loading daily claims files and we are seeing good auto-adjudication rates, where claims are automatically paid, denied or rejected.

The remaining claims that cannot be auto-adjudicated fall into workbaskets for "Review," "Repair" or "Repricing" – these are claims that need to be manually adjudicated or adjusted and this is where we are experiencing a backlog of claims that must be manually "touched" by claims examiners, provider relations staff or configurations staff. When these claims sit in the workbasket, they are not paid out to the providers until adjudicated.

To remediate, claims staff continue to be on mandatory overtime, and we have added additional staffing. Claim adjudication targets have also been set for the claims team to achieve each week. We are targeting to reach baseline inventory by Oct. 1, 2022.

- **Providers Who Have Elected Paper Checks and Paper Explanation of Payments (EOPs)**

We have identified a pattern of some paper EOPs not matching paper checks. In other words, the data showing in our claims system is correct, the check amount is correct, but what is printed on the EOP is not correct because it is missing certain recoupment amounts along with some other scenarios that cause the paper EOP not to balance with the check.

Because of this, we are experiencing a backlog of "bad" EOPs that did not match the initial paper check runs. Once we recognized the issue, we put a process in place to ensure we only released the EOPs that matched/balanced to the paper check. For the paper EOPs that don't balance, they are being held in a pending status until they are fixed and can be reprocessed and released. We

apologize for the frustration this is causing if you have received a check and are waiting to post the cash while waiting for the matching EOP. We are working as quickly as possible to resolve these issues and release the remaining EOPs.

- **Providers Who Have Elected Payment via Electronic Fund Transfer (EFT)/835s**

Many of the same issues causing paper checks and paper EOPs not to balance, are the same issues plaguing our electronic remittance advices (835s). Again, the data showing in our claims system is correct, the EFT amount is correct, but what is reflected in the 835 is not correct because it is missing certain recoupment amounts along with some other scenarios that cause the 835 not to balance with the EFT amount.

We continue to try to catch up on providers who have received payment, but are waiting for their 835 so they can post payment. Please know that we are aware of, and know exactly which 835s didn't match the EFT payments that we had released. These "bad" 835 files are sitting in a pending status while we work to get them fixed, reprocessed and sent back out to you. Every day, files are fixed and released. This iterative process to find, fix, validate and release 835s (in larger batches each time), continues nightly. To remediate, we have added additional staffing resources and staff are tirelessly working nights and weekends until this issue is fully resolved.

- **Medicare Supplement/Select Payments**

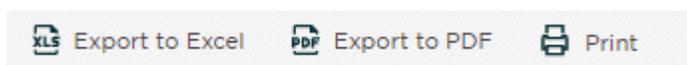
We are experiencing delays in getting Medicare Supplement/Select payments out, for both paper checks and 835s. We have an issue with how claims with coordination of benefits are being displayed, causing the remittance not to balance with the check/EFT amount. This is a priority issue, and the team is meeting daily to resolve it as quickly as possible.

- **Provider Portal Quick Tips**

With our new provider portal, we are able to return more accurate benefit and eligibility look-ups. One important change is that users must select a rendering provider when completing a search. We understand that this may require more time to perform a look-up. However, with an ever growing suite of plans for employers and members to choose from, with different networks and provider copay tier variations, it's important to select the rendering provider in order to produce the correct estimate of benefits and the in- or out-of-network level of member cost share amounts.

If you have received an EFT deposit but have not received the corresponding 835 file, it is being withheld for the reconciliation described above and will be sent out once it has been reconciled. These EOPs, as a print image file, will not show up in the portal until they have been fully reconciled and the 835 file has been sent. Once the file is sent, then the print image version is also created so it is viewable on the portal. We are running repair actions on these EOP files nightly to get them out to you as quickly as possible.

Did you know that you can run a full report of your claims with us from within the portal and export it to an Excel file? From the main home page after logging in, scroll down and under the Manage Claims section select "Advanced Search". On the page that follows you can enter the parameters for the claims report you would like to extract. After selecting search, you will then be presented with the results on screen. At the top of the results page that follows, you will be provided with links to:



- **Providers Switching from Paper Checks to ERA/EFT Set-up**

We're pleased with how many providers have submitted paperwork to switch from paper checks/EOPs to electronic remittance advices (835s). If you have submitted paperwork to switch to ERA/EFT we will begin working those after the ERA/EOP reconciliation work has been completed. Right now our resources remain focused on resolving the reconciliation issues. If you have not enrolled but would like to do so, the forms can be obtained at the link provided below.

<https://www.averahealthplans.com/insurance/for-providers/provider-resources/provider-and-clinical-review-forms/>

We wish everyone a safe and happy Labor Day weekend!