



ProviderView — September 30, 2021

Delay in Go-Live Date for Transition to New Claims Platform

Avera Insurance Division leadership recently made the difficult decision to delay the launch of the new claims management system, HealthRules Payor®, due to unforeseen technical challenges. We thank you for your commitment to our members and ask for your continued patience and grace as work with our vendor to determine a go-live date that will ensure a successful transition.

This new system will provide a better experience for all parties, and it is important that this changeover is as smooth as possible for all parties: staff, providers, and members. Please be aware that it may take longer to resolve calls, and members and providers calling in may experience longer than expected wait times. It is suggested that customers access the portal for self-service before calling in.

Further updates and changes will continue to be communicated through ProviderView, and we ask that you please share with others in your office as needed. If you have questions about the contents of this ProviderView and our upcoming migration to HealthRules Payor®, please contact the Provider Relations team:

Mike Dooley

Director of Provider Contracting

Call: 605-322-4634

Fax: 605-322-4540

mike.dooley@Avera.org

Maggie Pauley

Provider Relations Specialist

Call: 605-322-3643

Fax: 605-322-4540

maggie.pauley@Avera.org

Steven Grogan

Provider Relations Specialist

Call: 605-322-4640

Fax: 605-322-4540

steven.grogan@Avera.org

Address Change for Filing Paper Claims

Although our transition to HealthRules Payor has been delayed, if you will be continuing to file paper claims we ask that you use the New Paper Claims Filing Address going forward.

Providers filing paper claims are asked to consider making the switch to electronic claims with HealthRules Payor® due to the enhanced opportunities. Please contact the Provider Relations Team to explore transitioning from paper to EDI claims.

If filing paper claims is necessary, the claims filing address will change with the new system. Claims were originally sent to Birmingham, AL for scanning services. As of Aug. 11, paper claims should be sent to the Avera Health Plans offices in Sioux Falls, SD. As the issuance of new ID cards will be staggered at renewal dates from September through the end of this year, it is recommended to take note of this change now and prepare to update systems as needed.

**NEW Paper Claims Filing
Address August 11 and Later:**
Avera Health Plans, Inc.
5300 S Broadband Lane
Sioux Falls, SD 57108

**OLD Paper Claims
Filing Address:**
Avera Health Plans
PO Box 381506
Birmingham, AL 35238

Pharmacy Pearls for Prescribers: Considerations for Initiating Pharmacotherapy in Patients Diagnosed with Type 2 Diabetes

One of the most common, and challenging, conditions faced by patients and their care teams across the Avera footprint is type 2 diabetes.

The latest Pharmacy Pearls for Prescribers* addresses [Considerations for Initiating Pharmacotherapy in Patients Diagnosed with Type 2 Diabetes](#). This tool provides guidance on selecting initial pharmacotherapy based on the patient's baseline A1c, and the importance of Metformin in diabetic management.

- [Considerations for Initiating Pharmacotherapy in Patients Diagnosed with Type 2 Diabetes](#)

Pharmacy Pearls for Prescribers: Cardiovascular Risk Reduction in Type 2 Diabetes

Medication management for diabetes can be challenging, especially when the patient is at high risk for, or is currently has, cardiovascular disease.

The latest Pharmacy Pearls for Prescribers addresses [Cardiovascular Risk Reduction in Type 2 Diabetes](#). This article provides information on agents with proven cardiovascular benefits, as well as guidance on coverage under Avera Health Plans and DAKOTACARE.

- [Cardiovascular Risk Reduction in Type 2 Diabetes](#)

**[Pharmacy Pearls for Prescribers](#) provides up-to-date information on medications, developed by a multidisciplinary group of AMG primary care physicians and pharmacists from Avera Health and Avera Health Insurance Division.*