

University of Utah Health Plans EDI Document

Introduction

Testing Procedures

Pre-Testing Phase

Testing Phase

Production Phase

Claims Reports

COB Claims

Tips for Submitting Electronic Claims

Attachments

Corrected Claims

Notes

Paper Claims

Contact Information

Introduction

Electronic data interchange (EDI) offers significant benefits for both providers and payers. Electronic claims can help improve efficiency, productivity and cash flow for providers, while payers can see benefits in the reduction of data entry errors and faster turn around times.

Of the claims that University of Utah Health Plans (UUHP) receives electronically, 80% pass through our claims processing system without processor intervention. The average turn around time for EDI claims (received date to check being received in the provider's office) is 8 days.

UUHP is currently accepting the following HIPAA-compliant transactions:

837 004010X098A1 (professional claims)

837 004010X096A1 (institutional claims)

As UUHP begins to test and implement the other transactions we will notify the EDI contact at your organization.

UUHP currently administers the following plans:

Medicaid Products

- Healthy U Traditional Medicaid

- Healthy U Non Traditional Medicaid
- Habilitative Options & Medical Excellence (HOME)
- Flex Care

University of Utah Employee Health Plan

EAP Carve Outs (mental health claims only)

- Questar
- Mark Steel
- Tesco
- CHIP A
- CHIP B
- CHIP C
- Utah Sheet Metals
- Equitable
- Morgan School District
- Vista Staffing Inc
- University of Utah Hospitals & Clinics Employees

Disabled Miner's Health Trust

UUHP is a member of the Utah Health Information Network (UHIN), a non-profit coalition of payers and providers in Utah. UHIN members have come together to reduce the administrative costs of health care through standardization of electronic transactions. For more information about UHIN see www.uhin.com. UUHP's trading partner number with UHIN is HT000179-002.

There are several different options for submitting claims through UHIN. They include:

1. Direct Link – provider is creating a HIPAA compliant file from their billing system and is sending the file to the UHIN HIPAA server (UHINet).
2. ProClaim – a Regence dial-up product. ProClaim is free to UHIN members.
3. UHINT – an internet-based product. UHINT is free to UHIN members.
4. Other Clearinghouses – several billing systems have created a connection to UHIN payers through a clearinghouse. These clearinghouses, in turn, connect to UHINet. A partial list of UHIN contracted clearinghouses appears below:

Cortex EDI

CPSI

Global HealthNet

HBOC

HBOC Institutional

PER-SE Transaction Services Inc

Proxymed

Utah Local Governments Trust

WEBMD Corp

Zirmed.com Inc

Please contact us if the clearinghouse you are using is not in the above list.

Testing Procedures

Step 1 – Pre-Testing Phase

Providers currently sending paper claims who wish to submit claims electronically to UUHP must complete some initial set-up before sending their first test file. We will need the following information about your facility or providers. Please download the [EDI Trading Partner Set-Up](#) form and fax it to 801-581-6425 - attention Tracy Reynolds.

Please review our [Companion Document](#) which will explain more about how the 837 file should be submitted to UUHP.

After receiving your EDI Trading Partner Set-Up form we will fax back to you your UUHP assigned provider numbers for each provider and the group (when applicable). We are expecting to find the UUHP assigned provider number in the following locations in the 4010 file.

Rendering Provider (professional claims only)
Loop 2310B, REF segment with a qualifier G2 – Provider Commercial Number

```
HL*1*20*1
NM1*82*2*PROVIDER NAME****24*876000525
N3*35 WEST BROADWAY
N4*SALT LAKE CITY*UT*84105
REF*G2*76566
```

Billing Provider
Loop 2010AA, REF segment with a qualifier G2 – Provider Commercial Number

```
HL*1*20*1
NM1*87*2*PROVIDER NAME****24*876000525
N3*35 WEST BROADWAY
N4*SALT LAKE CITY*UT*84105
REF*G2*76566
```

Pay-To-Provider
Loop 2010AB, REF segment with a qualifier G2 – Provider Commercial Number

```
HL*1*20*1
NM1*85*2*PROVIDER NAME****24*876000525
N3*35 WEST BROADWAY
N4*SALT LAKE CITY*UT*84105
REF*G2*76566
```

Step 2 – Testing Phase

Prior to submitting your first test file to UUHP please notify us by email at uuhpEDI@hsc.utah.edu. All files received by UUHP prior to our sign-off to LIVE migration are assumed to be test files. No payment will be generated for claims in these files. Please submit files with actual data to ensure that the files and the claims within the files are fully tested. Please send claims that are representative of the types of claims you will be submitting when you are in production with UUHP. We encourage each trading partner to submit as many test claims as possible. We will respond back to you within 5 business days of receiving your test file to discuss any issues we may have encountered. If the file is 'clean' we may request either a larger test file or a production file.

Any claims submitted in test files that need to be processed in our LIVE system will need to be re-submitted after you are in a production status or you may continue to submit your claims on paper until you have switched to production.

Step 3 – Production Phase

Once UUHP has received and reviewed your test files we will notify you by email when we are ready to accept production files. After you have been moved to a production status you may wish to send UUHP a file of all outstanding claims that you previously submitted on paper for 'clean up', rather than wait for the paper claims to be processed. Please let us know if you wish to submit a clean up file.

As you add providers, please notify us in writing or by email at uuhpproviderchanges@hsc.utah.edu so we can give you the UUHP assigned provider ID number. Electronic claims submitted for providers without the UUHP assigned provider ID number or an incorrect provider number will not be processed. Please notify us in writing or by email of any tax identification number (TIN) or address changes. TIN changes require an updated W-9 form. The address to submit address and TIN changes to is:

PO Box 45180
Salt Lake City, Utah 84145

Claims Reports

UUHP does not currently support the 997 or 277FE transactions. When UUHP receives a production 837 file, a claims status report will be generated and faxed to the fax number (or emailed to the email address) you have given us in the EDI Trading Partner Set-Up form. This will serve as confirmation that UUHP has received the file. It will include details on those claims that were filed into our claims processing system and any claims that were unable to be filed and why. As the 277FE and 997 transactions are implemented you will no longer receive a faxed claims report. UUHP will keep you informed as we transition to these standard transactions.

COB Claims

UUHP can not currently support COB claims submitted electronically in the 837. Instead, we ask that providers submit COB claims on paper until we have fully tested electronic COB claims. UUHP will keep you informed of our progress. We appreciate your patience in this area.

Tips for Submitting Electronic Claims

Attachments

The 4010 837 transaction allows for providers to submit a claim electronically while submitting attachments on paper. Elements in the file will indicate if you are sending an attachment, the type of attachment you are sending, an identification number for the attachment and the mode for sending the attachment (fax, email, etc).

UUHP feels this is a valuable tool and would ask that providers who submit an electronic claim and also submit a paper attachment for that claim to use these fields. When sending UUHP an attachment, please verify that the identification number that was provided in the electronic file is also on the attachment so we can identify the claim the attachment belongs to. We will pend all claims that you have indicated have an attachment until we have received the attachment. You can find more information about attachments on page 214 of the Professional Implementation Guide and page 173 of the Institutional Implementation Guide.

Corrected Claims

Corrected claims do not need to be dropped to paper, they can be submitted electronically. There are a few fields that need to be submitted in the 4010 837 to indicate that the claim is a correction.

Claim frequency type code on page 173 of the Professional Implementation Guide and page 159 of the Institutional Implementation Guide.

Claim original reference number on page 229 of the Professional Implementation Guide and page 191 of the Institutional Implementation Guide.

If corrected claims are submitted without a claim frequency type code indicating it is a correction and the claim original reference number, our claims processing system will automatically deny the claim as a duplicate.

Notes

Claim notes, claim line notes (professional claims only) and claim billing notes (institutional claims only) can be submitted in the electronic file. UUHP will not know if the claim note(s) affect the claim payment, therefore UUHP will pend any claims with claim notes for review. If the notes you are submitting **do not** affect claim payment the claims will take longer to process as they will require manual review, so we ask that you limit claim notes to only information such as:

Accident details
Auto or subrogation detail
Any special circumstances

You can find more information about claim and claim line notes on page 246 and page 488 of the Professional Implementation Guide. You can find more information about claim notes and claim billing notes on page 205 and page 208 of the Institutional Implementation Guide.

Paper Claims

There may be instances when you need to submit your claims on paper. UUHP has no plans at this time to require providers to submit claims electronically. However, UUHP would prefer that providers submit claims electronically, so if you need assistance on how to send EDI claims, please let us know.

Contact Information

EDI Support
Tracy Reynolds
Phone: 801-587-6124
Fax: 801-585-6125
Email Address: uuhpEDI@hsc.utah.edu

Member Services/Utilization Review
Phone: 801-587-6480
Toll Free 1-888-274-5870
Fax: 801-587-6433

Provider Changes
Email Address: uuhpproviderchanges@hsc.utah.edu