cHIE – CLINICAL HEALTH INFORMATION EXCHANGE

BE ON THE SAME PAGE, IT COULD BE A MATTER OF LIFE OR DEATH.

cHIE, pronounced chee, is Utah’s electronic health information exchange. The cHIE benefits all of us by improving quality of care and lowering costs. The cHIE also provides a safe, secure place for patients to share medical information with healthcare professionals. With patient consent, healthcare professionals have access to their patients’ health information including medications, allergies, immunizations, lab test results, imaging reports, and other aspects of their medical history - so everyone is on the same page.

Through the cHIE providers can:
- E-prescribe
- E-referrals to any other participating cHIE clinician
- Electronically order and deliver reports
- Gain access to medical information on patients you share with other cHIE clinicians through the Virtual Health Record (VHR). Data will include, but is not limited to:
  - Hospital reports
  - Lab results
  - Medication histories
  - Allergies
- Run your office more efficiently and reduce administrative costs
- Work towards qualifying for Medicare or Medicaid incentive payments for "Meaningful Use"
- And more...

For more cHIE information, please contact cHIE Member Relations Team at 801-466-7705 or at cHIE@uhin.org to ask questions or to schedule a demonstration.
MYCHART

MyChart is a free, secure, online tool that connects University of Utah Health Care patients to portions of their personal medical record. It is part of our electronic medical record system, which is currently being activated in all of our University of Utah Health Care outpatient clinics. MyChart also allows University of Utah Health Plan members to access the following insurance information.
- View benefit information.
- Check claim status.
- Print EOBs (Explanation of Benefits).
- Check eligibility.
- Check out-of-pocket benefits.
- Print temporary ID wallet cards.
- And more....

For more information regarding the exciting details of MyChart’s capabilities, please visit the MyChart website at https://mychart.med.utah.edu/mychart/

CLAIM EDITING SYSTEM

The University of Utah Health Plans will be implementing an updated payment, cost saving, claims editing system beginning November 01, 2012. Please be aware that claims submitted prior to this date will not be affected.

The addition of this editing system, along with our claims payment system, will enable us to manage cost effective health care, delivery and reimbursement by identifying potentially incorrect coding relationships on submitted claims. Please be aware that this new system will not affect the quick and effective turnaround time that you are accustomed to.

The benefits to you, as the health care provider, are as follows:
- Equitable reimbursement.
- Efficient reimbursement.
- Accurate and consistent claims processing and reimbursement.

If you have any questions regarding our updated system, please contact our Customer Service Department at 801-587-6480.

HELP US HELP YOU!

Our Customer Service Representatives respond daily to requests from our members seeking providers to meet their health care needs. The information that we have about you, comes from you! But our information is only as current as the latest information you have provided us. So here are some helpful tips to help us help you:
- To make sure we have your correct information, please check our online Provider Directories on our web site at http://uhealthplan.utah.edu.
- When there are changes in your practice, we need to know.
  - When you add or change office locations.
  - When you update phone or fax numbers.
  - When you change billing address information.
  - When providers join your practice.
  - When providers leave your practice.
  - When you change your business name.
  - When you change your Tax ID or NPI.

By communicating changes in your practice to us you enable us to direct our resources and provide services to you as efficiently as possible.

Please report any updates about your practice to:

Tod R. Randall
Contracting & Provider Relations
127 South 500 East, Suite 360
Salt Lake City, UT 84102
Phone 801-587-6602
Fax 801-587-6433
Email todd.randall@hsc.utah.edu

HEALTHY U INPATIENT FACILITY CLAIMS NOTIFICATION

Effective January 1, 2013, all Healthy U inpatient facility claims will be coming back to the Healthy U offices for processing. This means that the facility, for all admissions on or after January 1, 2013, will submit inpatient facility claims, directly to, and receive payments directly from Healthy U. In addition, Healthy U will also require notification of admission to any facility.

Please visit http://uhealthplan.utah.edu/healthyu/providers.html or contact the University of Utah Health Plans Care Management Department (801)587-6480 option 2 for additional information.

ELECTRONIC DATA INTERCHANGE (EDI)

We all know that $$$ is the bottom line in any business. In the medical claims processing world EDI improves claim efficiency and productivity. It reduces data entry errors. It improves claim turnaround time which increases cash flow into your bank account via Electronic Funds Transfer EFT.

So, if you are interested in increasing your cash flow to your bottom line, contact our EDI Specialist today. They will be happy to assist you and answer your EDI & EFT questions.

S. Hopkin From the office of Blaine D. Austin, DDS
Donna S From the office of South Valley Women’s Health Care
Danna U From the office of Patricia Bearnson, MD

We are committed to providing exceptional customer service. We are always exploring ways to improve our service to you. If you have comments or suggestions that will help us help you, please let us know. Please contact our customer service representatives at 801-587-6480.

P.S. you can submit primary, secondary and corrected claims Electronically!

HOW DO WE RATE?
YOU TOLD US. WE LISTENED!

During the past year, we conducted random surveys. The survey asked the question, “On a scale of 0-10 with 10 being the best, how would you rate the University of Utah Health Care plans?”

Some of you told us that we were outstanding. Some of you gave us specific information on how we could do better. As a result of your suggestions, concerns and comments, we were able to improve our quality of service.

As promised, the names of those who participated in our survey were entered into our prize drawing.

Congratulations to the winners of “How do we Rate?” survey.

Patricia Bearnson, MD
South Valley Women’s Health Care

Donna S. Hopkin
From the office of South Valley Women’s Health Care

Tod R. Randall
Contracting & Provider Relations
127 South 500 East, Suite 360
Salt Lake City, UT 84102
Phone 801-587-6602
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