Availity® Real-time Claims Solutions for a Changing Market

Problem
Shifting Provider Reimbursement Models

As more and more patients opt for high deductible health plans, health care providers across the country are becoming increasingly aware of the impacts these plans will have on their practice revenue cycles. High deductible plans require patients to cover more upfront treatment costs, shifting the provider reimbursement from the payer to the patient.

Providers who do not collect payment at the time of service, frequently must enter into a long and labor-intensive collection cycle to obtain payment for their services. And, with total provider bad debt at approximately $60 million annually, the outlook can be daunting.

Real-time Solutions

At Availity, we understand the need to deliver payment information to practices at the point of care. That is why we developed Real-time Claims that support health plans capable of real-time adjudication. The solution enables the accurate collection of patient responsibility at the time of service – before the patient leaves the office.

Availity also understands the value of integrating its services with practice management systems (PMS), giving provider offices access to Availity solutions from their core office applications. Availity supports real-time claims integration with PMS systems, enabling practices to send claims through their existing systems and receive adjudication responses back in real-time.

How Do Real-time Claims Work?

Claims are generated by providers using their existing practice management systems. Providers also have the option to submit real-time claims using the Availity Portal at www.availity.com.

Claims are routed to payers in real-time through the Availity Health Information Network.

Payers adjudicate the claims in real-time and route the adjudication information back through Availity, who delivers them seamlessly to the provider’s PMS system.

The information – including what the health plan will pay and what the patient owes – is presented within the provider’s PMS system in seconds.

Learn more about what Availity is doing for health care. Visit www.availity.com
Value to Health Care Providers

- Finalized claim at the time of service, allowing the practice to collect payment from the patient at the point of care
- Reduction in provider accounts receivable and bad debt
- Real-time identification of denials
- Identification of patient financial responsibility at the time of service
- Reduced administrative expense and elimination of patient statements
- Improved patient experience

Frequently Asked Questions

Q Which health plans are available through Availity for real-time claim adjudication integration?
A Blue Cross and Blue Shield of Florida, Humana and United HealthCare currently support real-time claims adjudication.

Q Which types of claims can be adjudicated in real-time?
A Professional claims are currently supported.

Q What is the average response time from the payer once a claim has been submitted?
A Response times average less than 15 seconds.

Q How do I find out if my billing system supports real-time claim adjudication through Availity?
A A list of billing systems that have integrated with Availity for real-time claims is available at: www.availity.com/documents/technology_companies_list.pdf

Q What should I do if my billing system vendor does not currently offer real-time claim adjudication through Availity?
A Contact your vendor and let them know you would like to use your billing system to send real-time claims. You or your vendor may contact an Availity representative for more information by going to: www.availity.com/about-availity/contact-us/ or phoning 1.800.AVAILITY.

Q Will I also receive my payment from the payer in real-time?
A You will continue to receive payments on your normal payment cycle times.