**5010: Availity helps you process claims without interruption**

With all the demands on your busy office, learning more about the industry-wide migration to the new ANSI 5010 standard can be anything from a mild distraction to a major challenge. Now you have one less thing to worry about: you can be confident that Availity is upgrading its entire network to 5010 compliance. We are committed to make the 4010A1-to-5010 transition as painless as possible for you, your practice management system vendor, and your billing service so you can continue to process claims without interruption.

**Behind the scenes: accommodating the readiness of plans, partners**

For most care providers, the conversion of transactions formats from 4010A1 to 5010 is a “technical” change, with health plans, vendors and clearinghouses doing most of the heavy lifting in their back-end IT systems. Since January 1, 2011 Availity has been using a special tool to seamlessly up-convert and down-convert continued on page 2

**Will you be ready?**

59.8% of providers say they have not started their 5010 implementation

56.6% are confident their practice management system software vendor will be ready

Source: Survey by the Medical Group Management Association, March 2011

**HINT:** Contact your practice management system vendor soon to ask about their readiness, if you’re dependent on their technology.
5010, continued from page 1

your incoming transactions to match the preferred format of the receiving health plan—and then to convert the information back again before returning the file to you. We do this because not all health plans or practice management systems are 5010-capable yet, and it’s an interim step until all information exchange partners are ready by the HIPAA-mandated deadline of January 1, 2012.

The ability to do both “up-conversion” and “down-conversion” in real-time is an advantage to all our customers, and underscores Availity’s extensive flexibility in accommodating the needs of all information exchange partners. It’s also a value-added service that is free to our health care provider customers, as is our entire 5010 network upgrade.

Change coming soon
Between now and the January 1, 2012 deadline, as each health plan implements 5010 on their own systems, you’ll start noticing permanent changes in your interface with both the Availity Web portal and EDI (batch) transactions. For example, in the updated 5010 version of a transaction, there may be changes which require you to collect or input additional information, or report data in a different format, from your familiar 4010A1 transactions.

We’ll update a listing of 5010-capable plans on our Web site at www.availity.com, and we’ll notify you of changes via portal announcements, email, and our monthly release notes. Your health plans may also offer training aids for changes that are unique to their business, and will be conducting communications efforts of their own to help you learn about customized changes.

But I’m not ready!

Don’t worry, you can still use Availity. Because you are an Availity customer, we are working to assure that any effect on your workflow will be minimal. We’re making changes on our network that will help you comply. We’re helping your practice management vendors test transactions. And we’re offering a wide variety of training options to help get you and your team up to par before the deadlines go into effect.

If you have questions about your 5010 readiness with Availity, you can reach us through a special e-mail account that can be used to reach our 5010 project team members: 5010@availity.com.

3 THINGS YOU CAN DO NOW to avoid disruption later

1. Ease into 5010 compliance by taking action today, so you are prepared for change. Talk to your practice management system vendor. Ask whether and when their system can accommodate 5010 transactions, or if any action is required by your practice.

2. Investigate resources from industry leaders. One outstanding resource: www.getready5010.org

3. Plan to get training. Availity is offering free training, but action depends on you! Watch the Web portal, your email and this newsletter for webinar announcements, Customer Connections events and other ways to tap into the knowledge.
New clinical messaging provides you with treatment support

Clinical messages—short messages from health plans that suggest specific patient-management hints—can play an important role in improving efficiency and quality in health care. These messages provide a layer of support in disease management that can help better-engage patients in their treatment, provide decision support to treating physicians and promote best practices in treatment protocols.

By arming physicians and patients with valuable information on chronic, complex or long-term conditions at the point of care, Availity is helping you create smooth and simple workflows that increase your practice’s efficiency and savings.

Receive clinical messages for Kentucky Anthem members
Anthem Blue Cross and Blue Shield of Kentucky now delivers clinical messages to providers through CareProfile®—Availity’s claims-based electronic health record of information assimilated by the health plan from physicians, pharmacies, labs, and other health care providers. Clinical messages are a new feature that provides information on disease symptoms, health risks and best practices in treatment protocols for certain chronic diseases.

You can find clinical messages in the Clinical Messaging section of CareProfile. Anthem delivers up to three clinical messages per patient in order of clinical importance. These messages may include sensitive data (for example, messages related to psychiatric treatment, substance abuse, sexually-transmitted diseases, abortion, or HIV/AIDS-related treatment).

Clinical Messaging is also available for Anthem members through Eligibility and Benefits Inquiry on the Eligibility and Benefits Summary page. For Eligibility and Benefits Inquiry, Anthem suppresses any clinical messages that contain sensitive data.

CAREPROFILE now available in Kentucky for Anthem members
CareProfile, Availity’s claims-based electronic health record collected by health plans from physicians, pharmacies, labs, and other health care providers, is now available in Kentucky for Anthem members.

You can access CareProfile on the Availity portal two ways. You can perform an Eligibility and Benefits Inquiry and click CareProfile at the top of the results page, or click CareProfile | CareProfile Inquiry in the Availity menu.

If your organization currently uses CareProfile for Humana patients, you can now access CareProfile for Anthem patients with no additional set-up or registration required. If your organization does not currently use CareProfile, the Primary Access Administrator (PAA) for your organization must grant access to users by assigning the CareProfile role.

continued on page 4
Clinical messaging, continued from page 3

**Care Alerts from BCBSF now available in CareProfile**

Blue Cross and Blue Shield of Florida (BCBSF) now delivers Care Alerts through CareProfile. These alerts include valuable point-of-care reminders about your patient’s conditions. For example, you may see up to five Healthcare Effectiveness Data Information Set (HEDIS) alerts with important clinical information about the course of treatment for patients with diabetes and congestive heart failure.

You can find Care Alerts from BCBSF in the Clinical Messaging section of CareProfile. Throughout the year, BCBSF will continue to add nationally-accepted, evidence-based medicine alerts designed to promote patient cooperation with treatment plans for certain diseases.

**EDI Enhancements: Payer-specific edits improve claim quality**

To ensure your claims are processed accurately and to avoid claims processing delays, several edits are now activated and returned on the Immediate Batch Response (IBR/IBT) or Electronic Batch Report (EBR/EBT) using standard Availity rejection messages. These edits allow you to immediately correct and resubmit rejected claims.

For a complete listing of these enhancements, access the Availity Payer Specific Transaction Edits document. For more information, access Availity’s EDI Guidelines.

**CareCalc upgrade simplifies code entry to save you time**

Blue Cross and Blue Shield of Florida (BCBSF) providers using CareCalc® can now complete the transaction without having to stop and delete expired diagnosis or procedure codes. Removing this maintenance function means that when you enter valid codes and correctly complete the remaining CareCalc fields, you can complete the transaction faster.

To access this feature, perform an Eligibility and Benefits Inquiry and then click either the CareCalc Professional or CareCalc Institutional button at the top of the results page.
More plans, **expanded services** for you

**New health plans join the Availity Web portal**
We continue to grow and add more payers in areas around the country. You can now access these additional payers for certain transactions on the Availity Web portal:

| Aetna—all states  
Detailed authorization requests | HealthShare—Minnesota  
Professional claims and facility claims |
|-------------------------------|------------------------|
| CorrectCare/Integrated Health—California  
Professional claims and facility claims | National Medicare/CMS—Georgia and Kansas  
Eligibility and Benefits Inquiry |

**New health plans on board for EDI transactions**
The following health plans are now available for transmitting EDI 837 files on the Availity Health Information Network:

<table>
<thead>
<tr>
<th>America’s PPO</th>
<th>Payer ID 16120</th>
<th>South Country Health Alliance</th>
<th>Payer ID 41154</th>
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<tbody>
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<td>Itasca Medical</td>
<td>Payer ID 41600</td>
<td>Sanford Health</td>
<td>Payer ID MNSHP</td>
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<td>Quality Health Plans, Inc. New York</td>
<td>Payer ID QHPNY</td>
<td>Genworth – Continental Life Insurance</td>
<td>Payer ID GEN01</td>
</tr>
<tr>
<td>Genworth – Financial</td>
<td>Payer ID GEN02</td>
<td>Genworth – Life and Annuity</td>
<td>Payer ID GEN03</td>
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<tr>
<td>Genworth – Life Insurance</td>
<td>Payer ID GEN04</td>
<td>Medico Insurance Company</td>
<td>Payer ID HDM04</td>
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<tr>
<td>Thrivent Financial</td>
<td>Payer ID THRIV</td>
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</tr>
</tbody>
</table>

**New plans deliver electronic remittance advice (ERA) files**
The following health plans are now available for ERA files:

| BMS Benefit Management Services | Metropolitan Health Plan | Health Services Management |
Florida Regional Extension Centers help you achieve meaningful use

Did you know Florida’s Regional Extension Centers can help you become a meaningful user of EHR technology?

Regional Extension Centers provide education, outreach, and technical assistance to help providers in their designated geographic areas select, successfully implement, and meaningfully use certified electronic health record (EHR) technology to improve the quality and value of health care.

To learn more about how Florida’s Regional Extension Centers can assist your organization, please contact or visit the applicable website:

| *The Center for the Advancement of Health IT* | **Service Area 1:** Escambia, Okaloosa, Santa Rosa, and Walton Counties  
(727) 573-2422 ext 300  
info@advanceHealthIT.org  
www.advancehealthIT.org |
|---|---|
| *PaperFree Florida* | **Service Area:** Citrus, De Soto, Hardee, Hernando, Highlands, Hillsborough, Levy, Marion, Pasco, Pinellas, and Sumter Counties  
(813) 974-7742  
tlang@health.usf.edu  
www.PaperFreeFlorida.org  
**NOTE:** Watson Clinic in Polk County will be served by PaperFree Florida |
| *University of Central Florida College of Medicine* | **Service Area:** Brevard, Lake, Orange, Osceola, Polk, Seminole, and Volusia Counties  
(407) 882-0727  
info@ucf-rec.org  
www.ucf-rec.org |
| *South Florida Regional Extension Center* | **Service Area:** Broward, Dade, Indian River, Martin, Monroe, Okeechobee, Palm Beach, and St. Lucie Counties  
1-866-628-9193  
southfloridainfo@southflorida.org  
www.southfloridarec.org |
Customer Connection **Events**

Availity users connect, learn and have fun

Availity hosts Customer Connections events all over the country that offer informative tutorials, discussions and exhibits to help you understand how you can spend more time focusing on patients, not paperwork. Whether you’re an Availity user or just curious, come to one of our complimentary Customer Connection conferences to learn about Availity’s products and services.

Registration for Customer Connection conferences begins at 8 a.m., with informational sessions from 8:30 a.m. to 4:30 p.m. Breakfast and lunch are complimentary.

For complete details and to register, please visit [www.availity.com/connection/](http://www.availity.com/connection/).

<table>
<thead>
<tr>
<th>DATE</th>
<th>LOCATION</th>
<th>VENUE</th>
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<tbody>
<tr>
<td>APRIL 19</td>
<td>Toledo, Ohio</td>
<td>Hilton Toledo, 3100 Glendale Ave.</td>
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<tr>
<td>APRIL 21</td>
<td>Mason, Ohio</td>
<td>Cincinnati Marriott Northeast, 9664 Mason-Montgomery Rd.</td>
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<tr>
<td>MAY 10</td>
<td>Indianapolis, Indiana</td>
<td>JW Marriott Indianapolis, 10 S. West St.</td>
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<tr>
<td>MAY 12</td>
<td>Evansville, Indiana</td>
<td>Evansville Marriott, 7101 Highway 41 N.</td>
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<tr>
<td>MAY 26</td>
<td>Louisville, Kentucky</td>
<td>Hyatt Regency, 320 W. Jefferson St.</td>
</tr>
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<td>JUNE 28</td>
<td>Green Bay, Wisconsin</td>
<td>Comfort Suites, 1951 Bond St.</td>
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<td>JUNE 30</td>
<td>Brookfield, Wisconsin</td>
<td>Sheraton Milwaukee Brookfield, 375 S. Moorland Rd.</td>
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<tr>
<td>JULY 19</td>
<td>Richmond, Virginia</td>
<td>Richmond Marriott Downtown, 500 E. Broad St.</td>
</tr>
<tr>
<td>JULY 21</td>
<td>Roanoke, Virginia Hotel</td>
<td>Roanoke DoubleTree, 110 Shenandoah Ave.</td>
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<td>SEPT 13</td>
<td>Overland Park, Kansas</td>
<td>Overland Park Marriott, 10800 Metcalf Ave.</td>
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<td>SEPT 15</td>
<td>St. Louis, Missouri</td>
<td>Sheraton St. Louis City Center, 400 S. 14th St.</td>
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<td>SEPT 20</td>
<td>Springfield, Missouri</td>
<td>Ramada Oasis Hotel, 2546 N. Glenstone</td>
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<tr>
<td>OCT 18</td>
<td>Atlanta, Georgia</td>
<td>Cobb Galleria Centre, Galleria Centre, 2 Galleria Pkwy.</td>
</tr>
<tr>
<td>OCT 20</td>
<td>Augusta, Georgia</td>
<td>Augusta Marriott Hotel, 2 Tenth St.</td>
</tr>
</tbody>
</table>
Availity offers a wide variety of free training

Availity offers a wide variety of training resources to help you become even more efficient and knowledgeable. Availity offers free training webinars, on-demand recorded webinars, and animated Show Me demonstrations. We also provide a comprehensive, context-sensitive Help system.

Registered users may log in to the Availity portal and visit the Availity Training and Resources section on the home page. To view the current training webinar schedule and register, click Free Training at the top of any page in the Availity portal. Most webinars last 60 minutes, and all sessions are free.

About Availity Webinars

What is a webinar?
A webinar is a seminar or training session that you watch on the Internet, while you listen to the presenter over a phone. Webinars can be pre-recorded so a viewer can access them on demand, or they can be conducted live. During a live webinar, you can watch and listen as the trainer demonstrates and explains how to submit transactions using Availity, followed by a question-and-answer period.

What topics are offered?
Free webinars are offered on all Availity products and services. Click the Free Training tab on the home page of the Availity portal. Next, click Live Webinar Schedule to view topics and register.

What do you need?
You will need a computer with Internet access and a phone.

SOME OF OUR MOST POPULAR WEBINARS INCLUDE:
• Availity 101 — An Introduction to Availity for New Users
• Authorizations & Referrals
• CareCalc® — Estimate Your Patients’ Financial Responsibility
• CareCollect® — Payment Processing to Meet Your Needs
• Claims Management Submission and Inquiry
• Claim Research Tool
• EDI Training for Availity EDI Submitters
• Electronic Remittance Advice (ERA) for Minnesota Submitters
• Eligibility & Benefits Inquiry Training
• Web Claim Submission & Inquiry
• Primary Access Administrator (PAA) Training

CONTACT
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For customer support: support@availity.com
P.O. Box 550857
Jacksonville, FL 32255-0857
1.800.AVAILITY (282.4548)
Across
1. An electronic record on Availity that contains patient-specific, claim-based information
4. The national trade group for doctors is the American ____ Association
5. A place where prescription drugs are dispensed
9. Subjective evidence of a disease or physical disturbance
10. These parties are required by HIPAA to begin using 5010 transaction standards
14. To get around, move
15. ANSI 5010 sets new standards for these
16. ICD-10 expands the number of these
17. Availity’s revenue cycle management company
18. A term used to describe a person insured by a health plan
20. Identifying a disease from its signs and symptoms
21. Care Alerts can be reviewed at the time of ____ for charting purposes
22. Synonymous with registration

Down
1. In health care, this describes a patient’s adherence to their treatment plan
2. A criminal act of filing dishonest health care claims in order to profit
3. One way timely treatment suggestions are communicated to physicians on Availity
6. This describes a physician who provided medical services
7. The medical term for high blood pressure
8. An Availity product that can be used to query and view 835 files
11. A state where clinical messaging for Anthem members is now available
12. 835s are Electronic ____ Advice
13. An entity that standardizes and exchanges health information in transit to other parties
19. Acronym for Electronic Batch Report

Solution February 2010