Must-See MEETS On-Demand
Training for the future of health care
Must-see meets on-demand
Training for the future of health care
Gain the knowledge and expertise to expand your career and give your organization an edge, with Availity.

A note from our CEO
Building health care leaders of tomorrow
In the past year, education and continuous improvement have taken center stage at Availity.

Resolve claim denials faster, improve cash flow
RealMed denial management allows you to regain control of your revenue cycle
An effective, automated denial management tool allows you to regain control of your balance sheet.

Making Availity work for you
Use broad service date ranges for Claim Status Inquiries

ICD-10 Provider Toolkit
What’s New?
Spotlight On Training
Events Crossword
Overheard in the break room yesterday, “The older I get, the closer I am to ‘the future of health care,’ and frankly, I’m a little nervous.” Well, we can’t stop the aging process, but we have expanded our training curriculum to help you prepare for tomorrow’s health care needs. Gain the knowledge and expertise to expand your career and give your organization an edge, with Availity.

Increasing changes in the health care industry make it tricky to stay current on trends, mandates and industry best practices. You have a day job, and a demanding one at that—you don’t have time to attend school or sift through industry news.

**Speed it up**  
Put your learning on the fast track with a one-hour Availity Learning Center webinar. Our webinars cover topics specific to your industry, your organization’s specialty and even your unique role. We’ve tackled issues as diverse as managing a front office, learning the ropes of health insurance, how to conduct Medicare wellness visits and mastering new orthopedic codes.

**AAPC accredited**  
You can even receive credits from the American Academy of Professional Coders for many sessions. That means you can gain knowledge critical to becoming a leader in your office.

“The daily grind often leaves little time for professional development, and that’s an area in which we [at Availity] think we can provide real value.”

—Kristina Oliver, director of learning and documentation services, Availity

Plus, it builds a résumé demonstrating continuous improvement.

“Our customers who work in medical offices do important and very challenging work every day to keep practices running smoothly,” said Kristina Oliver, director of...
learning and documentation services at Availity. “The daily grind often leaves little time for professional development, and that’s an area in which we think we can provide real value. Our webinars are full of tips and tricks to help advance medical business professionals, and ultimately build healthier businesses.”

**Here’s the deal**

All you do is **sign up for the Availity Learning Center**. There’s no cost to register and no obligation to attend courses that don’t interest you. Many of our webinars are even free to attend, and provide even more bang for the buck by offering AAPC continuing education credits.

The Availity Learning Center requires a separate username and password than your Availity portal access. Registering takes just a few moments, and then you’re on your way.

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**SPECIAL DEAL FOR INFOCUS READERS**

Use discount code infocus15 to save 15% on fee-based webinars or recordings (free webinars and recordings are always free). Just log into the **Availity Learning Center** and register for a webinar—as many as you’d like—before May 31 and use discount code infocus15.

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**We hate to see you miss out**

Attendees of our recent webinar “Front Office Success: It All Starts Here” gave rave reviews to presenter Elizabeth Woodcock, co-author of *The Physician Billing Process: 12 Potholes to Avoid in the Road to Getting Paid*. She tackled the hot topic of managing a medical office. Woodcock covered everything from pre-employment tests that help you hire the right team, to best practices in training staff, to designing workspace for optimal efficiency.

With practical tools like a “Start of the Day Checklist,” a “Ten Commandments of Good Service” and templates for tracking collections efforts, this webinar is loaded with tips and tricks to master office management.

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**Catch a free, on-demand webinar**

Get the same great information as a pre-scheduled live webinar, without the commitment. Catch one of these recorded webinars, at your convenience:

- **Tips for Successful Charge Entry** with Pat Schmitter, senior health care consultant with VEI Consulting
- **ICD-10: Future of Superbills** with Rhonda Buckholtz, vice president of ICD-10 training and education at the American Academy of Professional Coders
- **ICD-10: Overcoming Medical Documentation Hurdles** with Betty Hovey, director of ICD-10 development and training at the American Academy of Professional Coders

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In the past year, education and continuous improvement have taken center stage at Availity. We are changing our organization both inside and outwardly as we build closer relationships with you, our customers.

From the inside out
Education has always been an important part of the Availity culture, from our award-winning training team that makes sure you get the most from our portal, to our tuition reimbursement program that empowers our own employees to invest in their professional growth. In this issue’s cover article, you can read about the Availity Learning Center and how it can help you advance in your career.

Everything we do is designed to help advance health care and help our clients build healthier businesses through improved products and services that leverage the most effective technologies. But we realize that it’s not possible without a skilled workforce. With health care reform comes the opportunity—and challenge—to better utilize technology to reduce cost and improve results. There is too often a knowledge gap in the health care industry when it comes to using information technology, particularly in clinical settings. We think we have an opportunity to help close that gap.

Through the Availity Learning Center, we can help you get the training you need to be more effective in your job—and that is what will help move our industry forward. I’m very pleased to see that so many of you have registered to take webinars from the Availity Learning Center. If you haven’t, I invite you to have a look.

From the outside in
Once we started looking for opportunities to train our future leaders in health care, we started seeing opportunities inside our own organization. We found new opportunities in places we hadn’t looked before, and ended up in what may seem like an unlikely place—Ribault Middle School, in our own backyard here in Jacksonville, Florida. Availity initiated a long-term partnership with Ribault through the United Way “Achievers for Life” dropout prevention program. We’re excited about this opportunity. Already, we’ve been busy getting engaged in the lives of Ribault’s most vulnerable kids.

Collectively, they are discovering new and creative ways of solving problems, communicating effectively and working together. We’re also exploring how to contribute our technical expertise through the school’s technology department, and other programs to help expose students to careers in health care and technology.

Public/private partnerships to improve education are a great way to build sustainable communities, and it’s an honor to lead an organization that exemplifies this important ideal. Likewise, challenging our associates to mentor these children is a great way for them to enhance communication and team-building skills.

So whether we’re providing you with skills to improve your job or lending our expertise to our community, we’re honored to help shape a new generation of professionals—tomorrow’s business and community leaders.

Sincerely,

Russ Thomas
The numbers don’t lie. The national average for claim denials is greater than 10 percent, with more than 60 percent of those denials ultimately being written off due to the difficulty to collect.

A lot of you are suffering with write-offs, lost revenue, high claim denial rates and appeals that can make cash flow a big problem for your practice. That stress can really keep you up at night.

There is a better way. An effective, automated denial management tool allows you to regain control of your balance sheet. It’s a cost-effective solution that allows you to immediately identify and correct errors, reduce write-offs and improve cash flow.

Say your office frequently uses a code that is causing claims to be denied. A good denial management tool will offer reporting functions to show you the trend. That way, you can correct the issue and get paid without the time, expense and headache of a back-end denial.

With a better understanding of the issues driving your denials, you can recover thousands of dollars in additional monthly revenue, and maybe even get a better night’s sleep.

RealMed has the tools you need
In response to demand from our customers, RealMed, Availity’s revenue cycle management system, recently added a denial management tool to its suite of services. It helps practices reduce denial rates to 3 to 4 percent.

Using RealMed’s enhanced real-time reporting and on-demand explanations of benefits, physician practices can determine if denials are payer-specific, biller-specific, coding errors, or part of a pattern—and can take action.

“Strategic insight to denial patterns can create a distinct financial advantage for physician practices,” said Sean Kilpatrick, director of the provider portfolio for RealMed. “Simply put, denial management tools help health care businesses run better—and in this era of emerging new payment models and continuously changing regulatory mandates such as ICD-10 and ANSI 5010, physician practices need every advantage they can get.”

Resolve claim denials faster, improve cash flow
RealMed denial management allows you to regain control of your revenue cycle

Need help solving problems like these? Give RealMed a call at 1.877.REALMED or drop us a line at contact@realmed.com.
Making Availity work for you

Use broad service date ranges for claim status inquiries

1. In the Availity portal, click Claims Management | Claim Status Inquiry.

2. Use data persistence to auto-fill the subscriber and patient information. Verify the patient’s eligibility and benefits first. From the result, go to claim status. Availity carries over the payer and patient information from the results to claim status and automatically populates the appropriate fields.

3. Go to Claim Service Date fields in the Claim Information section. In the Claim Information section, some payers have special requirements for the claim service dates. Instead of trying to memorize those requirements, let Availity’s Help system be your guide.

   • Next to the Claim Service Date From field, click the blue question mark (?).

   • In the window that displays, click a payer’s name to expand the information.

4. For all providers and facilities on an inquiry, use Express Entry to save data entry time and errors. Use Manage Providers to set up providers for quick entry to Claim Status Inquiries.
ICD-10 provider toolkit

With the compliance date for migrating to ICD-10 codes set for Oct. 1, 2014, you may be tempted to delay preparations. It’s such a long way away, right? Not exactly. This change may require significant planning and education for you and your teams.

Start by familiarizing yourself with the changes. Check out these resources from the Centers for Medicare and Medicaid Services:
- An Introduction to ICD-10
- Frequently asked questions
- ICD-10 basics for medical practices
- News updates and tips

Availity’s ICD-10 Readiness and Implementation

<table>
<thead>
<tr>
<th>May 31, 2012</th>
<th>Q1 2013 through mandate</th>
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<tbody>
<tr>
<td>Availity system remediation complete</td>
<td></td>
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<tr>
<td>• Research and analysis</td>
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<td>• Screen updates</td>
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<tr>
<td>• Functional testing</td>
<td></td>
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<tr>
<td>• Begin integration testing</td>
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<tr>
<th>October 1, 2014</th>
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<tr>
<td>Mandate</td>
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<tr>
<td>All claims meeting the following criteria must be ICD-10:</td>
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<tr>
<td>• Service date 10.1.14 for outpatient services</td>
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<td>• Discharge date 10.1.14 for inpatient services</td>
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</table>

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<thead>
<tr>
<th>Q2 2013 through mandate</th>
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<tr>
<td>Vendor and provider functional testing</td>
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</table>

Toolkit for Florida Blue providers

Florida Blue has put together a helpful toolkit on ICD-10, so you have one convenient location to access ICD-10 resources, including tips, guides, education, timelines and more. You can also participate in Florida Blue’s monthly ICD-10 webinars, Open Line Friday, for additional information.

*In the last issue of inFocus, we listed inaccurate service and discharge dates in our ICD-10 timeline. The timeline has been updated. Please note that these changes pertain only to the Availity® Health Information Network, and differ from implementation timelines for users of RealMed.

Thank you!

You must be spreading the word that Availity saves you loads of time on administrative work, because Availity is growing. Not only are we seeing thousands of new providers registering each month, we’re also adding new health plans across the country. That means more of your friends, partners and colleagues in out-of-state offices can take advantage of all that Availity offers.

Coming soon: East and West expansions

You’ll soon be hearing more about the expansion of our services. We’re expanding in western states, including Oregon, Idaho, Washington and Utah, and on the other coast in mid-Atlantic turf, including New York, Maryland and Washington, D.C.

Did you know we have new user training?

Learn the basics of using Availity, how to locate helpful resources and get handy navigation tips in our webinar exclusively for new users. Sign up now.
Get the scoop on e-filing Workers’ Compensation in Minnesota

You may have heard that Minnesota requires all Workers’ Compensation claims to be filed electronically. Availity has you covered.

You can use Availity to submit electronic bills for your Workers’ Compensation business to meet your compliance requirement, while also getting the benefit of automation.

Find out how by taking an Availity webinar on March 19, and learn how to receive faster payment while cutting administrative costs, complete with a step-by-step tutorial that will have you e-billing like a pro in no time.

We’re moving…our maintenance alerts

It’s time to say goodbye to maintenance alerts on our portal. A federal mandate requires that these notices be posted in a public forum, and we like to follow the rules. So we’re making a new home for these notices, www.availity.com/status. You can now find out when we’re doing cleanup and repairs there.

Don’t worry, we won’t make you hunt for this information. For a few months, you’ll see a notice after you log into Availity that tells you where maintenance notices are located. You can also access this same maintenance page from our new Knowledge Base, which you’ll see a link to in the left navigation menu in the Availity portal.

We’re there when you need us

Check availity.com/status for scheduled maintenance and outages.
Hi, Minnesota! Remit Reader has been spiffed up, just for you

We’ve made some updates to Remit ReaderSM for Minnesota providers that will make it easier to access both claim information and appeal request forms.

For claim status inquiries submitted to Blue Cross and Blue Shield of Minnesota, a Remittance link now appears below each finalized claim in inquiry results that takes you to claim information in Remit Reader. To access Remit Reader from the claim status inquiry results:

- Click Claims Management | Claim Status Inquiry in the menu.
- On the Claim Status Inquiry page, enter the inquiry criteria and click Submit.
- On the Claim Status Inquiry Results page, click Remittance below a claim in the Claims Found section.

You can also now access a claim appeal request form from the Minnesota Department of Health at the bottom of the Claim Details page in Remit Reader. To get there:

- Click Claims Management | Remit Reader in the menu.
- In Remit Reader, complete a search request and access the Claim Details page.
- Click Appeal request form on the Claim Details page.
- Read the disclaimer and click I Agree.

Updates: Quick Hits

- Aetna patient view estimates are now available in CareCost EstimatorSM
- A “save this provider” feature has been added to Eligibility and Benefits Inquiries
- Access the Availity Knowledge Base from the navigation bar at the top of the page
- A more simplified layout of the file used for uploading multiple users in Add User
- CareCost EstimatorSM is now available for Humana
- Additional payers available for EDI claim transactions
Before you used Availity, you called insurance companies to find out about coverage for every patient—kind of a pain. Now you use Availity to get that information instantly, and avoid the time and hassle of phone calls.

If you want to streamline that process even more and automate eligibility checks, RealMed might be the right tool for you. RealMed is Availity’s premium revenue cycle management solution, and its automated eligibility checking identifies errors prior to claim submission. You can immediately correct issues rather than waiting weeks for a denial to come back—nobody likes all that rework.

RealMed is configured to automatically verify a patient’s insurance coverage prior to a patient appointment, at check-in and again before you submit the claim. Think of all the time savings! Even better, those automated checks dramatically reduce denials and free you up to focus on other work.

**Check it out**

Click here to find out all the ways RealMed can help you. You’ll find information about revenue cycle management, including case studies on real clients who have saved loads of time and money using RealMed.

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**Upcoming portal training webinars**

We have more webinars available live and on-demand, so log in to Availity and click Free Training for a complete listing.

<table>
<thead>
<tr>
<th>Training Topic</th>
<th>Date</th>
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<tr>
<td>Primary Access Administrator training</td>
<td>March 19</td>
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<tr>
<td>Web data entry claim submission</td>
<td>March 19</td>
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<tr>
<td>Remittance solutions and claims follow-up</td>
<td>March 20</td>
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<tr>
<td>An introduction to Availity for new users</td>
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<td>Electronic data interchange for EDI submitters</td>
<td>March 27</td>
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<td>Authorizations and referrals</td>
<td>March 28</td>
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</table>
Stop by our booth and say "hello" at one of these upcoming events.

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<thead>
<tr>
<th>Event Date</th>
<th>Event Name</th>
<th>Location</th>
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<tbody>
<tr>
<td>March 11</td>
<td>Kentucky Medical Group Management Association 2013 Annual Spring Conference</td>
<td>Louisville, Ken.</td>
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<tr>
<td>March 14</td>
<td>American Medical Group Association 2013 Annual Conference</td>
<td>Orlando, Fla.</td>
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<tr>
<td>March 18</td>
<td>Ohio Health Information Management Association Annual Meeting and Tradeshow</td>
<td>Columbus, Ohio</td>
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<tr>
<td>April 5</td>
<td>Ohio State Medical Association Practice Management Symposium</td>
<td>Columbus, Ohio</td>
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<tr>
<td>April 11</td>
<td>RealMed User Group Meeting</td>
<td>Myrtle Beach, S.C.</td>
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<tr>
<td>April 12</td>
<td>Karen Zupko &amp; Associates Orthopaedic Coding Course</td>
<td>Chicago, Ill.</td>
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<tr>
<td>April 14</td>
<td>American Academy of Professional Coders National Conference</td>
<td>Orlando, Fla.</td>
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<tr>
<td>April 14</td>
<td>Washington and Oregon Medical Group Management Association Annual Meeting</td>
<td>Tacoma, Wash.</td>
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<td>April 17</td>
<td>New Jersey Medical Group Management Association Practice Management Conference</td>
<td>Atlantic City, N.J.</td>
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<td>April 17</td>
<td>MicroDerm Henry Schein User Group Meeting</td>
<td>Boardman, Ohio</td>
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<td>April 19</td>
<td>KMC University Hands-On Lab</td>
<td>Denver, Colo.</td>
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<td>April 20</td>
<td>Harris County Medical Society Spring Business Expo</td>
<td>Houston, Texas</td>
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<td>Meditab Software (SuiteMed)</td>
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<td>April 21</td>
<td>Georgia Medical Group Management Association Spring Conference</td>
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<td>April 24</td>
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<td>April 24</td>
<td>Minnesota Health Information Management Association Annual Meeting</td>
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<tr>
<td>April 24</td>
<td>Texas Medical Group Management Association Annual Meeting</td>
<td>Dallas, Texas</td>
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Across
2. The acquisition of knowledge, skills and competencies
3. A person who develops
6. Set of tools
10. A rule for converting a piece of information into another form
12. An occupation usually involving special training or education
15. An institution coordinating transactions
17. A web-based presentation or conference
18. A favorable or advantageous circumstance
19. Paid occupation

Down
1. The study of information processing
4. Time to come
5. Synonym for learning
7. To cause to move forward
8. Organizer of business
9. You may have one, and January 10 is a holiday to appreciate it
11. An educational institution
13. Furtherance
14. Someone with a particular set of skills or field of study
16. Boss