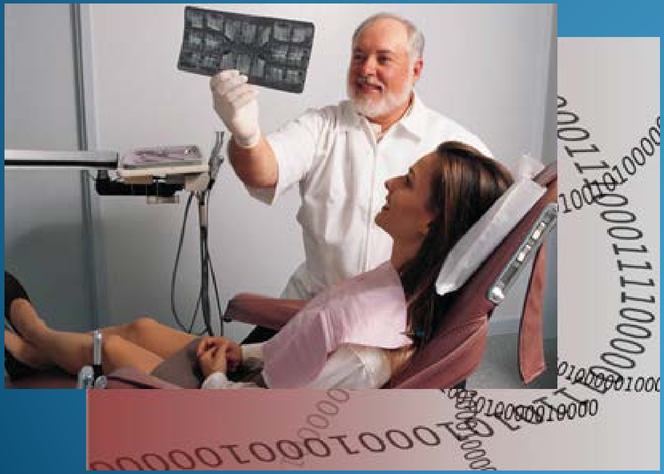
# UHIN Dental Workshop Panel

## Faster Payments, Lower Accounts Receivable, Great Efficiency!

March 1, 2013



# UHIN Dental Work Group

- A collaborative effort of dentists, dental payers, state government and clearinghouses
- Goal: To make billing easier for Utah dentists and staff by encouraging EDI use
- Through outreach and education, helped increase EDI use in Utah dental offices from 27% in 2009 to 60+% in 2012

# Who We Are

UHIN CONNECTING THE COMMUNITY

Utah Dental Association

EMI HEALTH™ Smart Benefits

selecthealth. DENTAL

DENTALSELECT™

Apex EDI

DESERET MUTUAL
BENEFIT ADMINISTRATORS

PEHP Serving the Employees Who Serve Utah

Regence

Regence BlueCross BlueShield of Utah is an Independent Licensee of the Blue Cross and Blue Shield Association

UTAH DEPARTMENT OF HEALTH

# What We Do

In 2012 we:

- Completed 5010 conversion!
- Updated dental claim attachment guidelines
- Began work on NDEDIC eligibility implementation guide
  - Make the 270 (eligibility request) better meet dentists' needs

# The Electronic Claims Process


### Before Patient Visit

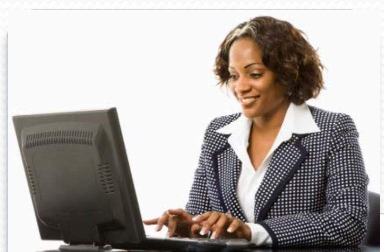
- Submit electronic eligibility request (270)
- Get a response from payer showing patient's coverage (271)

### Patient Visit

### After Visit

- Enter data from visit in Practice Management (PM) system
- PM system creates electronic claim (837)


### Submit Claim



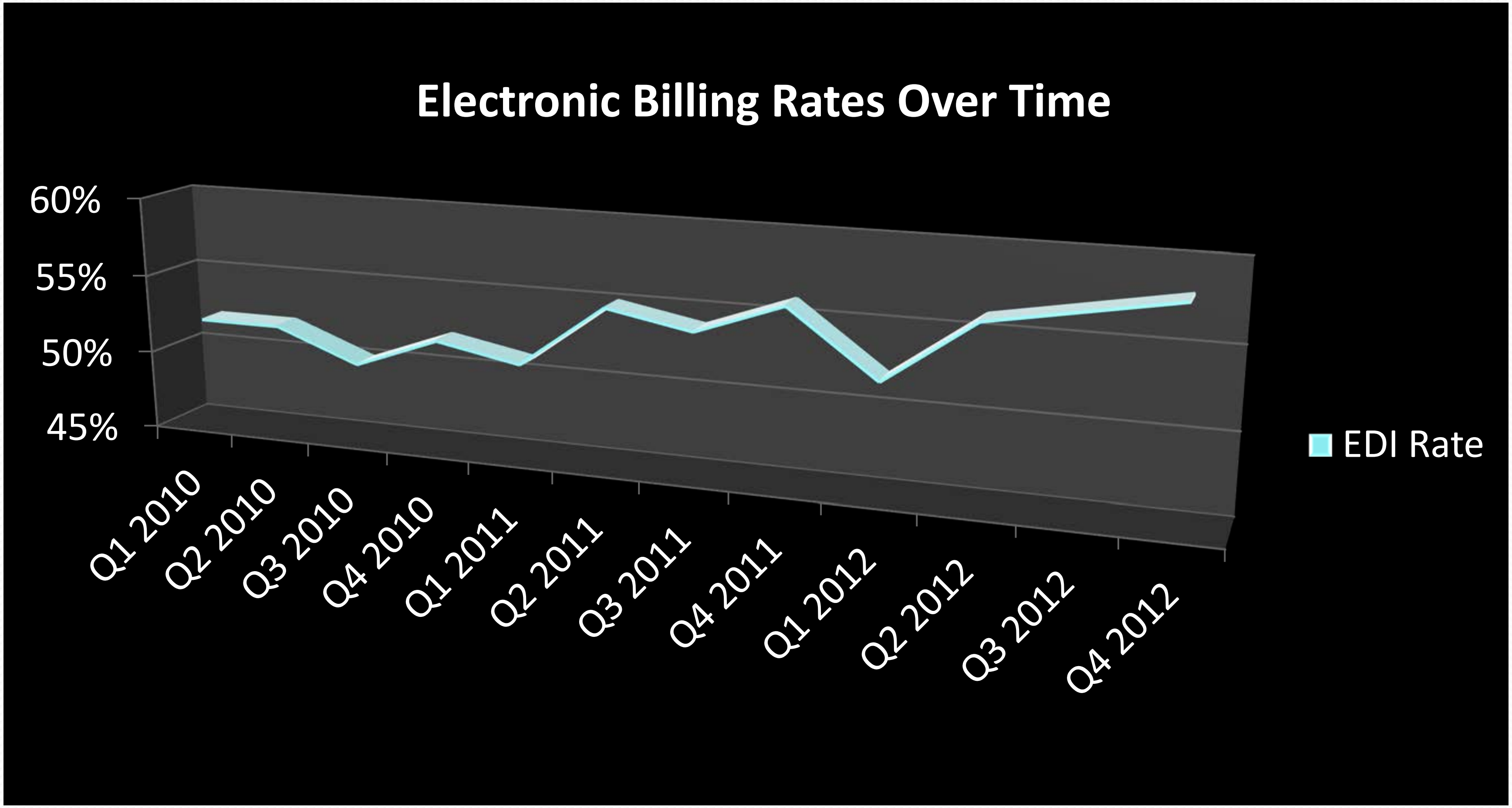
### Payer Gets Claim

Payer will send you electronic reports to tell you that your claim was received(999) and that it was accepted for processing (277CA)

Payer returns remittance advice (835) to explain payment on claim

# EDI Transaction Rates

Every office counts to make secure, easy electronic billing the standard!



# Goals

In 2013 we plan to:

- Increase EDI volume by 5%
- Create a roadmap for long-term eligibility implementation
- Stay connected with dentists through the UDA Newsletter and CQI meetings
- Work with X12, WEDI, NDEDIC and other national organizations to make EDI transactions friendlier to dentists

# Spotlight on Standards

UHIN=Standards Development Organization

- We facilitate committees that create the rules for sending electronic transactions in Utah, based on national requirements
- Standards make exchanging electronic transactions easier and help you save money
  - Claims
  - Remittance Advice
  - Eligibility
  - And many more…

We want to know what **you** need from electronic transactions—come tell us!

# Spotlight on Operating Rules

- Federal requirement
- Meant to encourage better use of implementation guides and administrative simplification
- First rules cover eligibility and claims status transactions
  - Compliance deadline: January 1, 2013
- Operating Rules Requirements
  - ***Payers*** must:
    - Respond to eligibility queries with specific information about co-pay, deductibles, and benefits
    - Maintain a minimum 86% system availability per calendar week
    - Send real-time eligibility and claim status responses in 20 seconds or less from the time you send the query and batch responses by the day after you send the query

Source: "Be Ready for January 2013 HHS Deadline: Implementing and Testing Mandated Healthcare Operating Rules," webinar presented 9/26/2012 by Alison Schambach of Edifecs and Robert Bowman of CAQH CORE

# Spotlight on Operating Rules

- Federal requirement
- Next rules will cover the electronic remittance and electronic funds transfer transactions
  - Uniform code use, enrollment, associate ERA with EFT
  - Compliance deadline: January 1, 2014
- Operating Rules Requirements
  - Allows for more uniform use of codes
  - Standard enrollment for both ERA and EFT
  - Reassociation of the ERA to the EFT

Operating rules can have a major impact on your office. Get involved and have a say in their development!

# Join the Electronic Revolution!

We want **you** to join our conversation!

- YOU can join national standards groups like X12 and WEDI, **or** we will represent you at meetings of these groups
- Work Group meetings: 2:30 pm 2nd Monday of every month
  - UHIN office, 6056 Fashion Square Drive Suite 220 in Murray, or via webinar
- Questions? Contact UHIN at 877-693-3071