



Focused on making your job easier, faster, and more productive ...

July 2007

Eligibility and Benefits Improvements are Coming!

Starting on July 23, you will see some exciting changes to Availity's Eligibility and Benefits (E&B) Inquiry feature, accessible by clicking **Eligibility and Benefits | Eligibility and Benefits Inquiry** in the Availity menu. Availity is making these changes in response to user requests and in an effort to improve the overall Availity user experience. These changes will result in workflow improvements, less paper wasted on printing unneeded results, and greater user satisfaction.

Easier Searching

Users will be able to search for patients more easily for certain payers. If the payer supports alternative search options, a new **Search Option** field will display and may contain any of these search options (as the payer supports them):

- **Patient ID & DOB** – Search by patient ID and date of birth.
- **Patient ID & Name** – Search by patient ID and first and last name.
- **Patient Name & DOB** – Search by patient first and last name and date of birth.
- **None** – Search by patient ID, first and last name, and date of birth.

Example: If the payer supports the Patient ID & DOB search option and you select it, the patient name

fields will not display and will not be required.

Improved Inquiry Layout

Availity rearranged some fields and grouped related fields under sections labeled **Provider Information** and **Patient Information**. This will help users enter information in an easier, more logical flow.

Data Persistence

The layout improvements support the new data persistence feature. Once a user submits an E&B inquiry and elects to submit another inquiry on a new patient, the information previously entered in the **Payer** field, the **Provider Information** section, and the **As of Date** and **Type of Benefits Requested** fields will carry over to the new E&B inquiry. This feature will eliminate rekeying. You can also change the fields, if necessary.

Manageable Results

The E&B result pages will present patient eligibility and benefit information to Availity users in an easier-to-read format. On the summary page, you will be able to view information for specific benefit types and by network participation. You can also change views to see other benefit type(s). The details page will display details only for the benefit type you are viewing on the summary page.

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Upcoming Webinars

Live webinars last one hour. To register, click **Free Training** on any Availity page and follow the instructions.

- **Eligibility and Benefits Inquiry** (all regions) - 7/5 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **Authorizations and Referrals** (all regions) - 7/10 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **Claims Management** (all regions) - 7/11 at 10:30 am MT, 11:30 am CT, 12:30 pm ET
- **Maintain Provider and Express Entry** (all regions) - 7/12 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **July Enhancements (FL only)** - 7/18 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **July Enhancements (outside FL)** - 7/19 at 10:30 am MT, 11:30 am CT, 12:30 pm ET
- **Care Profile (FL only)** - 7/24 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **EDI Submitters** (all regions) - 7/25 at 10:30 am MT, 11:30 am CT, 12:30 pm ET
- **PAA Training** (all regions) - 7/31 at 10:00 am MT, 11:00 am CT, 12:00 pm ET
- **Message Center** (all regions) - 8/1 at 10:00 am MT, 11:00 am CT, 12:00 pm ET

Customer Service Corner

Chopped Lines when Printing EBR Text Files

Availity has recently improved the error messages sent in Electronic Batch Reports (EBRs) for claim rejections. These messages better describe the error encountered and often indicate the loop, segment, and actual invalid data.

In the text EBR file, the error message displays on a single line with no word wrapping, so when you print the text file, this line is often chopped off, preventing you from seeing the complete error message containing the complete error description. Since any information about invalid data or the loop and segment is often displayed toward the end of the message, they might be chopped off during printing.

To fix: Print the complete error messages (in Microsoft Windows XP), you can copy the text into the Notepad, apply word-wrap formatting to the text, and print it.

Follow these steps.

1. Select and copy the text you want to print, including the error message.

Tip: Select (“highlight”) the text by clicking and dragging

from the beginning to the end. Position the cursor over the highlighted text and right-click (press the right mouse button). Then select **Copy** from the menu that displays. The text is stored temporarily in your system’s Clipboard.

2. Open Notepad. All Windows computers come with this simple text application.

Tip: Click **Start | All Programs | Accessories | Notepad** in the lower left corner of your screen.

3. In Notepad, click **Format | Word Wrap** so that a check mark displays next to it. You need to do this step only the first time you open Notepad.
4. Select **Edit | Paste**. The text you copied in step 2 pastes into Notepad. Note that the text now wraps neatly. When you print it, all of the text, including the error message, will be visible on the printed page.
5. Save and/or print the file.

Where’s Availity?

Availity will attend these events:

- **Florida College of Emergency Physicians - 8/2 - 8/5**, Naples (<http://www.fcep.org/>)
- **Florida Medical Assoc. Annual Conference - 8/23 - 8/26**, Hollywood, FL (<http://www.fmaonline.org/annualexpo/default.asp>)
- **Texas MGMA 2007 Legislative Update - 9/20 - 9/21**, Austin, TX (<http://www.tmgma.org/cde.cfm?event=158535>)
- **National Plan Automation Group (NPAG) Annual Conference - 9/23 - 9/26**, Chicago (<http://www.npag.org/>)
- **GE Centricity Healthcare Users Group (GE CHUG) Fall Conference - 9/28 - 9/29**, Chicago (<http://www.beatty-group.com/chug.htm>)
- **Harris County Medical Society Business Expo - 10/20**, Houston, TX (<http://www.hcms.org/template.aspx?id=248>)
- **MGMA Annual Conference - 10/28 - 10/31**, Philadelphia (<http://www.mgma.com/>)

Availity e-Focus

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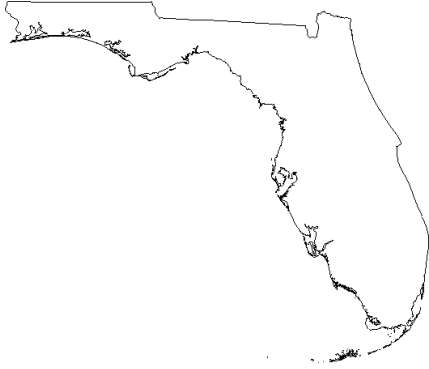
For customer support: support@availity.com

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Solution to June’s puzzle:

This month’s puzzle is on the last page.

Florida News



Free Training on Availity Care Profile

Availity now offers free training to Florida providers for Care Profile including live webinars and on-demand webinars. On-demand webinars are recorded training sessions that you can access anytime. They do not require registration.

Availity conducts live webinars using web and phone conferencing tools, which allows you to attend using the internet and your phone. Live webinars require registration and are offered on a scheduled basis. To view the schedule and register for live webinars, click the **Free Training** link at the top of any Availity page.

About Care Profile

The Availity[®] Care ProfileSM is currently offered in Florida only. It provides clinically-relevant information to consider at the point of patient care. It provides real-time access to claim history from multiple health plans, including lab and radiology events, immunizations, and prescriptions filled, diagnoses, and procedures. This consolidated view of patients' health care services across providers and participating health plans helps improve patient safety and eliminate duplicate medical procedures, aids in reducing unnecessary services, and can prevent fraud.

United HealthCare Now Supported

Florida providers can now use these Availity features and services for United HealthCare (UHC):

- **Eligibility and Benefit Inquiries** - You can now submit eligibility and benefits inquiries to United HealthCare. Click **Eligibility and Benefits | Eligibility and Benefits Inquiry** in the Availity menu, and then select **United Healthcare** in the **Payer** field.
- **CareRead** - The Availity[®] CareReadSM service allows health care providers to swipe a patient's UHC member ID card containing a magnetic stripe through a compatible card reader to automatically populate patient information from the card into Availity's Eligibility and Benefits Inquiry form. This service eliminates the need to manually type information, streamlines provider workflow, and helps reduce data entry errors. Users submitting Eligibility and Benefits Inquiries to UHC using CareRead have experienced a **31% improvement** in user correctable errors compared to manual data entry.
- **Real-Time Claim Adjudication** - UHC can process most web claims immediately after you submit them, providing a fully adjudicated claim response in seconds. Click **Claims Management | Professional Claim** or **Facility Claim** in the Availity menu, and then select **United Healthcare** in the **Payer** field.

For more information on any of these services or for information on how to order a card reader, click **Help** at the top of any Availity page and browse Availity Help, or call Availity Client Services at 1.800.AVAILITY (282.4548).

E&B, continued from p. 1

This new layout narrows down what was previously pages and pages of results to information relevant to you. It eliminates the need to scroll through overwhelming amounts of data to find the information you need.

Improved Printing

Finally, the print preview is now interactive for the summary results. It allows you to change benefit type views within the print preview window, so you can print information for multiple service types without exiting and reopening the print preview.

For more information about Availity's Eligibility and Benefits Inquiry feature, click **Help** at the top of any Availity page. The topics will show updated information about these changes after July 23.

Have You Checked Your NPI Provider Data?

The Centers for Medicare and Medicaid Services (CMS) has given health care providers additional time to view and update their National Provider ID (NPI) data before it is disseminated (released) to the public. Updates may include changes or deletions (where permitted).

Data is now scheduled for release to the public on August 1, 2007, rather than June 28, 2007. Please take a few minutes to review your data.

For the latest information on the Data Dissemination, visit the NPI website at http://www.cms.hhs.gov/NationalProvIdentStand/06a_DataDissemination.asp.

Availity e-Focus Crossword Puzzle

Click the Print icon in the Adobe Reader toolbar to print the newsletter or just the crossword. Unless hints are noted, you can find answers scattered throughout this issue. The solution will be published in the next issue.

Across

2. Users submitting Eligibility and Benefits Inquiries to 13 Across using CareRead have experienced a _____ % improvement in user correctable errors compared to manual data entry. (spelled out, no hyphen)
3. Florida providers can use this point-of-care service to access a patient's claim history across many providers, giving a snapshot of billed medical history. (2 words)
8. To register for 1 Down, click this link at the top of any Availity page. (2 words)
10. To copy highlighted text, right-click it and select _____ from the menu that displays.
12. Copied text is stored temporarily in your system's _____.
13. _____ HealthCare now supports Availity's Eligibility and Benefits Inquiry, CareRead, and 6 Down.
14. CMS will release NPI provider data to the public on _____ 1, 2007. CMS recommends that you review it and make any necessary changes before that date.

Down

1. Availity now offers free on-demand and live _____ to train Florida providers on 3 Across.
4. The data _____ feature will carry over some data, such as payer and provider information, as of date, and type of benefits requested, to the next eligibility and benefits inquiry.
5. When you paste EBR text into 11 Down, apply this feature to make the text wrap on multiple lines, so all of it is visible when printed. (2 words)
6. Real-time claim _____ means that when you submit a claim using Availity's claim forms, payers like 13 Across process the claim in real-time ("right now") and send an immediate response.
7. This new field related to the Eligibility and Benefits page for some payers will allow you to select the criteria by which you want to search, such as patient name and DOB. (2 words)
9. Availity will be present at this conference in Chicago in September. (2 acronyms)
11. To apply 5 Down to EBR text file data, copy the text and paste it into this application.

