

July 2018

Changes to Electronic Claims Submission

Beacon Health Options is pleased to announce that it is in the process of upgrading its electronic claims submission application, including the implementation of new claims edits. These edits are in line with industry standards and designed to ensure claims submitted to Beacon have all of the data elements required to be considered a clean claim and can pass the HIPAA standards published by CMS. The objective is to have all submitters migrated to the new submission application by Sept. 30, 2018. The purpose of this communication is to advise you on next steps that may impact you.

If you submit through Change Healthcare as your clearinghouse:

For the past several months we have been preparing a pilot of the new submission process with Change Healthcare, a large clearinghouse with which many of our providers partner to submit claims on their behalf. Thorough testing has occurred to minimize claims that cannot be processed. We expect to launch the pilot with them in June 2018. If Change Healthcare is your submitter, no action is necessary from you at this time; all processes remain the same.

If you submit claims through another clearinghouse or billing service:

After the Change Healthcare pilot, other clearinghouses and billing services will gradually move to the new application. No action from you is necessary at this time. We are in the process of working directly with your clearinghouse or billing service. We will share our new Companion Guides with them and engage in a thorough testing process to assure that the impact of the new edits is known and they can adjust accordingly to limit claims that cannot be processed.

If you submit electronic claims directly to Beacon via an 837 file (without a clearinghouse or billing service):

We will send additional communication over the next couple of months providing instructions on how to engage with Beacon in testing your claims submission. We will provide our new Companion Guides and access to our online testing application, CollabT. A support team will be available to answer your questions and walk you through the testing process.

If you submit claims via single claims data entry on a Beacon website:

No action is necessary at this time. Single claims data entry is not in scope for this initiative and there will be no changes to how your claims are submitted.

We are pleased to have the opportunity to collaborate with you as we implement this important new process. We will work closely with you to assure the transition goes as smoothly as possible. Should you have questions or concerns, please feel free to reach out to our EDI help desk at 888-247-9311 or e-supportservices@beaconhealthoptions.com.

