Updated Tuesday, April 9th 2024

Welcome to our Frequently Asked Questions (FAQ) resource.

This document is designed to address common queries and concerns related to:

- Submitting **electronic claims** via Availity Clearinghouse
- Receiving **Electronic Remittance Advice (ERAs)** via Availity Clearinghouse
- Submitting **claims via direct data entry** into the Availity Essentials™ Provider Portal
- Viewing **Remittance Advice (RA)** via Availity Essentials™ Remittance Viewer

Please note that while we strive to keep this document updated with the latest information, it may not cover every scenario. In the event the FAQ document does not address your specific needs, **Healthfirst has established a Command Center** to streamline communication channels and effectively address any impacts. This strategic approach allows us to promptly handle questions, mitigate risks, and resolve issues across our external and internal partners.

For specific inquiries or further assistance, please don't hesitate to contact us directly:

Call: Healthfirst Call Center Services at 1-888-801-1660

Email: Healthfirst Command Center at
ChangeOutageCommandCenter@healthfirst.org*

Thank you for choosing Healthfirst. We appreciate your patience and cooperation as we strive to ensure a seamless experience for all stakeholders during this transition period.

__Attention:__ Please do <u>not</u> submit PHI/PII to the Change Healthcare Outage Command Center mailbox. If PHI / PII is required to be shared as part of your inquiry, please engage your Healthfirst Account Manager directly.

Availity Clearinghouse – 837 Submission & 835 Receipts

Register for the Availity Clearinghouse for Claims (837) Submission	1. Reach out to **your Billing Department and/or Clearinghouse** directly to register and establish connection with Availity. 2. To establish connection to route claims to Availity, reach out to Availity Client Services at 1-800-282-4548. 3. **Your Billing Department and/or Clearinghouse** should be able to establish a connection to route claims to Availity. Please supply Availity with the Healthfirst payer ID or receiver ID to facilitate this configuration: • PayerID: 80141; Receiver ID: 801410001
Register for the Availity Clearinghouse for Electronic Remittance Advice (835) Receipt	**ATTENTION:** *You must be <u>actively enrolled</u> with Healthfirst for ERA receipt. Healthfirst is <u>not</u> accepting new enrollments for ERA receipt at the moment. Healthfirst will notify providers once new enrollments are accepted. If you receive paper RA and/or EOP, no impact to process.* 1. Reach out to **your Billing Department and/or Clearinghouse** directly to register and establish connection with Availity. 2. To establish connection to receive ERAs, Healthfirst has completed a mass enrollment for existing Healthfirst ERA enrollees. However, all providers <u>must</u> validate with Availity directly that connectivity has been established.

Availity Essentials™ Provider Portal – Claim Submission & Remittance Viewer

Register for Availity Essentials™ Portal	1. **Go to www.availity.com** 2. Select **Get Started** in the top right 3. Select **Create Account**
Submit a claim *(direct data entry)*	1. Sign in at **apps.availity.com** 2. Go to **Claims & Payments > Claims & Encounters** 3. Select the **Organization** intended for the claim submission 4. Select the **claim type**, choose **'Healthfirst (New York)'** as payer, and follow the on-screen prompts 5. Click **Submit** **Note:** to access this application you must have the Claims role in Availity
View Remit Advice	Register to view remittance advice via Availity Essentials Portal: 1. Sign in at **apps.availity.com** 2. Go to **Claims & Payments > Transaction Enrollment** 3. Complete **2-factor authentication** and follow the prompts to complete the form to enroll in the Electronic Remittance Advice transaction for Healthfirst Once registered successfully: 1. Go to **Claims & Payments > Remittance Viewer** 2. Enter **Check / EFT Number** <u>or</u> **Claim Number** and click **Search** 3. Apply **search filters**, as needed, to if needed to narrow down results. If any issues occur, contact Availity Client Services direct at 1-800-282-4548 **Note**: to access this application you must have the Claims Status role in Availity

For help using the Availity Clearinghouse, contact Availity Client Services at 1-800-282-4548
For help using the Healthfirst Provider Portal, contact Healthfirst Call Center services at 1-888-801-1660
For all other inquiries, please contact the Healthfirst Command Center Mailbox at ChangeOutageCommandCenter@healthfirst.org

Healthfirst Provider Portal – All Other Transactions

	Register for the Healthfirst Provider Portal	1. Go to **hfproviderportal.org** 2. Click **Create your account** and follow the online prompts.
	Check eligibility and benefits	1. Sign in at **hfproviderportal.org** 2. Go to **Eligibility Search**
	Submit an authorization	1. Sign in at **hfproviderportal.org** 2. Go to **Online Authorization > Authorization Request**
	Check the status of an authorization	1. Sign in at **hfproviderportal.org** 2. Go to **Online Authorization > Authorization Search**
	Check the status of a claim	1. Sign in at **hfproviderportal.org** 2. Go to **Claims Search > Claims Lookup**
	View and/or print Payment Details	1. Sign in at **hfproviderportal.org** 2. Go to **Claims Search > Claims Lookup** 3. Search payment status by entering **Claim Number** or **EFT Number** and select "Search" 4. Locate print option on portal interface and select appropriate print path
	View and/or print Explanation of Payment	1. Sign in at **hfproviderportal.org** 2. Go to **Claims Search > Claims Lookup** 3. Search for a claim and click the **Claim Number** to view the details 4. Click the **Explanation of Payment** link to view or print the EOP

For help using the Availity Clearinghouse, contact Availity Client Services at 1-800-282-4548

For help using the Healthfirst Provider Portal, contact Healthfirst Call Center services at 1-888-801-1660

For all other inquiries, please contact the Healthfirst Command Center Mailbox at ChangeOutageCommandCenter@healthfirst.org

General Updates on Electronic Remittance Advice (ERA) with Healthfirst

Q: Is Healthfirst currently accepting new enrollments for Electronic Remittance Advice (ERA) receipt?

Due to the Change Healthcare outage, new enrollment for ERA/EFT is not available at the current moment. Healthfirst will notify providers as soon as ERA functionality is back online to accept new enrollments.

Q: If I am not enrolled to receive ERAs and currently receipt paper Remittance Advices (RA) and/or paper Explanation of Payments (EOP), what steps should I take?

Please be informed that the process to receive paper RAs and/or EOPs remains fully operational. Providers will continue mailed RAs and/or EOPs via standard operating procedures.

Q: What actions should I take if I am a provider currently enrolled to receive Electronic Remittance Advice (ERA) from Healthfirst?

If you are actively enrolled to receive ERAs, Healthfirst is currently work with Availity to establish enrollment and connectivity:

1. If Availity is your primary clearinghouse, please work with your Billing Department and Availity directly to confirm your connection has been established to receive ERAs via Availity Clearinghouse. Availity Client Services: 1-800-282-4548

- OR -

2. If you have an alternative clearinghouse, please inform your clearinghouse that Healthfirst is now using Availity. Your Billing Department should be able to work with Availity directly to establish connection for ERA receipt.

ATTENTION: In the interest of receiving an ERA by next payment cycle, please enroll with Availity and your alternate clearinghouse (if applicable) the Wednesday prior to the next payment cycle, at latest.

Q: What if I am unable to establish a connection with Availity by the specified date?

If you find yourself unable to establish a connection with either Availity or an alternative clearinghouse by the specified date, you will not be able to receive ERAs. However, please note that Healthfirst intends to publish the backlog of electronic 835s through Change Healthcare as soon as connectivity is re-established.

Frequently Asked Questions:	Healthfirst Response:
What if I am a Provider that does not use Availity today. 1. How do I submit claims to Availity? 2. Does receiving confirmation from a non-Availity clearinghouse indicate that Healthfirst has also received my claim?	1. Please inform your clearinghouse that Healthfirst is now using Availity for claims submission. Your clearinghouse should be able to establish a connection to route claims to Availity. If you need the Healthfirst payer ID or receiver ID to facilitate this configuration, they can be found below. • Note: For Providers using a clearinghouse other than Availity, your claims will still reach Healthfirst, although submission and processing times may vary. 2. Upon Healthfirst's official receipt of the claim(s), you will receive a secondary confirmation from Availity.
I want to receive my Electronic Remittance Advice (ERA) via Availity Clearinghouse. How do I enroll with Availity to receive my ERA?	If you <u>are actively enrolled</u> with Healthfirst for ERA receipt: 1. Please inform your clearinghouse that Healthfirst is now using Availity for ERA receipt. Your Billing Department should work with Availity directly to enroll with Availity. 2. On enrolled with Availity, log into the Availity portal, click "Claims & Payments" across the top, then click "Transaction Enrollment" 3. On this page, click "enroll" -> "enroll a provider" and follow the prompts to get set up. Please see demo outlining this process, if needed: https://apps.availity.com/availity/Demos/REC_AP_TransactionEnrollment/story.html If you <u>are NOT actively enrolled</u> with Healthfirst for ERA receipt: • Please note that new enrollments are not accepted at this time. If you receive paper RA and/or EOP, no impact to process
Once Change Healthcare is back online, will I need to move from Availity back to Change Healthcare Clearinghouse to submit electronic claims and receive ERAs for Healthfirst?	Once Change Healthcare is back online and verified to be secure, Healthfirst will re-establish connection and resume connection with Change Healthcare for claims processing. However, Healthfirst will also maintain the option to receive claims and electronic remittance advice (ERA) through the Availity clearinghouse. Further updates will be provided as Change's clearinghouse is back online.

Additional Availity-Related Service Detail:

Link Description	Contact Information:
Availity FAQ	https://www.availity.com/~/media/Files/FAQs/CHC_FAQ_FINAL-3
Availity Client Services	1-800-282-4548
Healthfirst Call Center Services	1-888-801-1660
Healthfirst Command Center	ChangeOutageCommandCenter@healthfirst.org
Payer ID	80141
Receiver ID	801410001

Frequently Asked Questions:	Healthfirst Response:
How do I view the status of claims submitted through Availity (direct data entry or batch)?	You can check the status of claims submitted through Availity by logging into the Healthfirst Provider Portal. 1. Sign in at hfproviderportal.org 2. Go to Claims Search > Claims Lookup Claims submitted through Availity will typically be available on the Healthfirst Provider Portal 2-3 days after submission through Availity.
How can I view or access my payment information if I am able to receive an Electronic Remittance Advice (ERA) at this time?	If you are a provider seeking to either: a) view your payment status and/or b) print a PDF of your Explanation of Payments, please follow the following instructions: View your payment status: 1. Sign in at hfproviderportal.org 2. Go to Claims Search > Claims Lookup via Claim # or EFT # View and/or print Explanation of Payment (EOP): 1. Sign in at hfproviderportal.org 2. Go to Claims Search > Claims Lookup 3. Search for a claim and click the Claim Number to view the details 4. Click the Explanation of Payment link to view or print the EOP
Should I consider sending in paper claims instead of electronic claims?	You should continue based on standard operating procedure. Healthfirst would prefer and recommends electronic submission.
Will timely filing be honored for all claims, including claims corrections?	Updates are forthcoming but there are no changes to policies at this time. Healthfirst will notify providers as soon as further information is available.
How is Healthfirst handling retrospective claims reconciliation?	Healthfirst will perform a claims volume reconciliation for each provider.
How long does it typically take to switch to Availity as a new clearinghouse?	It may take up to a couple weeks, varying by Provider.

Additional Availity-Related Service Detail:

Link Description	Contact Information:
Availity FAQ	https://www.availity.com/~/media/Files/FAQs/CHC_FAQ_FINAL-3
Availity Client Services	1-800-282-4548
Healthfirst Call Center Services	1-888-801-1660
Healthfirst Command Center	ChangeOutageCommandCenter@healthfirst.org
Payer ID	80141
Receiver ID	801410001

Frequently Asked Questions:	Healthfirst Response:
Why have there been no rejection reports when submitting claims?	You likely received a 999 acknowledgement of receipt from your intermediary clearinghouse. If your clearinghouse is not Availity, you can likely expect delays. Healthfirst is currently not sending any 999s.
Will providers need to pay an incremental fee for Availity clearinghouse transactions?	For Availity-related fees for 837 processing via Availity Clearinghouse, please contact Availity client services directly for assistance with service pricing and Clearinghouse setup.
Will providers need to pay an incremental fee for Availity Essential™ Provider Portal?	Providers can submit transactions with sponsoring health plans on Availity Essentials for free. Healthfirst is a sponsoring health plan on Availity Essentials.
Does the Change Healthcare outage impact Capitated payments?	For capitated providers, capitation payments have not been disrupted and will continue to be paid, as planned. However, please note that all other transactions (e.g., bill above services, ERA/EFT transactions) have been impacted. Healthfirst will notify providers as soon as impacted functionality is back online

How can I check my verification status?	If you are a provider seeking to check your eligibility and benefits, please see the following options for verification:
	
	1. View your eligibility status on the portal:
	    a. Sign in at hfproviderportal.org
	    b. Go to Eligibility Search
	- OR -
	
	2. Contact Healthfirst Call Center Services directly to verify

If I submitted claims via Change Healthcare Clearinghouse around the time of the breach (02/21/24) and have not received a receipt of verification, how should I proceed?	If you have not received verification of receipt, Optum recommends that providers re-submit any claims previously submitted to the Change Healthcare clearinghouse to your alternative clearinghouse. If you don't have an alternative clearinghouse, please consult the FAQ response entitled "What if I am a Provider that does not use Availity today – how do I submit claims to Availity?" for guidance on submitting claims via Availity Clearinghouse, which is Healthfirst's preferred option

Additional Availity-Related Service Detail:

Link Description	Contact Information:
Availity FAQ	https://www.availity.com/~/media/Files/FAQs/CHC_FAQ_FINAL-3
Availity Client Services	1-800-282-4548
Healthfirst Call Center Services	1-888-801-1660
Healthfirst Command Center	ChangeOutageCommandCenter@healthfirst.org
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