



**To: AmeriHealth Caritas Louisiana Providers**

**Date: March 24, 2017**

**Subject: EDI vendor who submits to Change Healthcare at no cost today may now have to pay a “fee”**

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AmeriHealth Caritas Louisiana receives electronic claims through Change Healthcare (CHC) (formerly Emdeon). We have been informed by a few electronic data interchange (EDI) clearing houses that, as of March 1, 2017, CHC will no longer pass through claims to AmeriHealth Caritas Louisiana and other payers without charging a fee to your EDI vendor. If you are being charged a fee by your EDI vendor to submit your claims to AmeriHealth Caritas Louisiana, please read the following information.

#### **WHAT DOES THIS MEAN?**

Any EDI vendor who submits to CHC at no cost today may now have to pay a “fee” to their clearing house for claims submitted to AmeriHealth Caritas Louisiana.

#### **WHO MADE THIS CHANGE?**

CHC made this change. This change was NOT initiated by AmeriHealth Caritas Louisiana.

#### **WHAT IS THE POTENTIAL IMPACT TO YOU?**

EDI vendors may pass the cost they are incurring with CHC on to you.

#### **WHAT OPTIONS ARE AVAILABLE TO YOU?**

You may continue to work with your current clearing house and potentially incur fees, and continue to submit your AmeriHealth Caritas Louisiana claims as you always have. Or, to avoid the fees:

- You may need to speak with your clearing house to renegotiate your current agreement.
- You may explore other avenues for submitting claims to AmeriHealth Caritas Louisiana including re-routing claims via another clearing house.
- You have the option of sending claims directly to AmeriHealth Caritas Louisiana using our WebConnect portal (sponsored by CHC). If you opt to use WebConnect, you have two submission options:
  - 1) Key-in professional claims; or,
  - 2) Import your professional/institutional claims in 837 5010 format.

There is a one-time set up cost of \$300 and a registration process with CHC. For providers impacted by the change noted above, AmeriHealth Caritas Louisiana will work with CHC to waive this fee through April 30, 2017. There is no monthly recurring cost. WebConnect also allows you to search, view and print your electronic remittance advice. An additional feature allows you to download 835 remittance posting files if you select this upgraded level of service.

CHC also provides technical support if you have questions. You can contact Change Healthcare at 1-844-341-7644 to enroll or go to <https://office.emdeon.com/vendorfiles/amerihealth.html> to get started.

**HOW LONG DOES IT TAKE TO START USING WEBCONNECT?**

It may take between 2-4 days after you have registered to start submitting claims through the WebConnect portal. CHC's implementation team will contact you to complete the implementation and testing of your account.

We apologize for any inconvenience this may have caused you and look forward to helping you resolve any issues you may be having. Please contact Provider Services at 1-888-922-0007 or your Provider Account Executive.