



NEWSbytes

WPS Electronic Data Services

Fall/Winter 2003

Important Information About Our HIPAA Contingency Plan

WPS is committed to HIPAA compliance. For the past few months, we've been testing the ANSI X12 version 4010 electronic healthcare transactions with providers, billing vendors, and our other trading partners to ensure they meet HIPAA requirements. Many of our trading partners have successfully tested the EDI formats and have been approved to submit claims data to WPS using the HIPAA standards beginning October 16, 2003.



Other trading partners, despite reasonable and diligent efforts to become compliant, won't be able to test with WPS or convert to the HIPAA standards prior to the deadline. **To maintain the flow of payments for non-compliant trading partners after October 16**, WPS will follow the good faith guidelines established by the Centers for Medicare and Medicaid Services (CMS). We will accept HIPAA compliant transactions and continue to accept transactions in legacy formats while our trading partners work through issues related to implementing the HIPAA standards.

The good faith guidelines CMS published on July 24, 2003, are documented on their web site at www.cms.hhs.gov/hipaa/hipaa2/guidance-final.pdf. CMS places strong emphasis on sustained actions and verifiable progress in determining whether good faith efforts toward compliance have been made.

WPS will continue our active outreach and testing efforts to bring the trading partner community into compliance in the days before and, if necessary, after October 16, 2003. In the remaining time before October 16th, we strongly encourage your office to work with your vendor or clearinghouse to complete changes to your EDI transaction formats and test your changes with WPS as soon as possible. We look forward to working with all our trading partners toward successful HIPAA implementation.

Congratulations to Approved Clearing Houses

The following clearinghouses have been approved to submit claims in the HIPAA-approved 837 format, version 4010A1 for WPS commercial as of September 30, 2003:



- Billings Plus
- Global Healthnet, Inc.
- Health Care Data Systems
- Medical Claims Processing Solutions (MCPS)
- Netwerkes, LLC
- Quantum Health Automation
- WebMD

For an updated list and contact information, please call our office at **608-221-7115**.

Has your office recently moved or changed address?



If so, please contact WPS Member Services at:

- In-state** 1-800-765-4977
- Out-of-state** 1-800-356-8051

Or, you may fax the change to 608-223-5861.

At WPS Health Insurance, we're using technology to make health insurance administration faster and more convenient. It's our aim to provide the best service by keeping you informed about changes that affect you and your patients.

WPS Commercial EDI Continues to Grow!

We'd like to thank all of our electronic claims submitters for choosing electronic claim filing. Since January 1, 2003, our electronic claims receipts have grown nearly 10%.

As you know, EDI benefits everyone. Electronic filers receive these important benefits:

- Faster claim processing
- Greater data accuracy
- Immediate verification of claims received
- Electronic Remittance Notice (ERN)
- Electronic Funds Transfer (EFT)
- And, WPS PLUS patient eligibility verification and claim status look up.

Thanks again for your contribution toward our mutual goal!

EDI Connection

A list of HIPAA-approved vendors, clearinghouses, and billing services will be available on our Web site after October 16, 2003, or you may contact our office at **608-221-7115** request a copy.

Looking for WPS PLUS on the Web?



You may know WPS Plus as your on-line source for WPS eligibility and claim status. Our provider lookup system is now located in an area within our Web site called **Secure Services**. **It's available to all providers who file WPS commercial claims electronically.** To sign up for access, simply download a copy of the WPS PLUS agreement from our Web site at www.wpsic.com/edi/comm_sub.shtml. Then send the completed form, with original signatures, to our office at:

WPS Electronic Data Services
P. O. Box 8128
Madison, WI 53708

Internet Claim Filing

Did you know you can now submit your WPS Commercial claims through the WPS Web site at www.wpsic.com/edi/edi_home.shtml.

This new claim submission media is part of our WPS PLUS application, which also includes claim status and patient eligibility access. The claims submission area within Secure Services contains all of the same features present in our Bulletin Board System (BBS) including batch mode submissions, initial Electronic Data Interchange (EDI) pre-edit reports, and outbound files (i.e. electronic remittance).

To submit claims through WPS PLUS on the Internet, you'll need a browser that supports SSL Version 3.0, a 128-bit encryption version of software. It's one way we ensure the security of your claim data.

For more information regarding this new Electronic Data Interchange (EDI) media, contact us today at **608-221-7115**.

Changing Systems?

If your office is changing claims systems or anticipate changing soon, please contact our office so we can best determine how to avoid paper claims.

Attention: Paper Claim Submitters

Optical Character Recognition (OCR) scanning may improve your office's claim turnaround time.

WPS, as a health insurance claim processor, uses a state-of-the-art Optical character Recognition (OCR) system to process HCFA-1500 and UB-92 claim forms. The OCR software scans the required information from the claim reducing the amount of manual data entry, which increases payment accuracy and improves turnaround time.

If your office is not yet equipped for electronic claim filing, please take advantage of our OCR technology. In order to properly process your claims in a consistent and timely manner, we must receive claims that are prepared and printed in accordance with Standard HCFA-1500 and UB-92 claim form instructions.

Please feel free to contact our office at **608-221-7115** if you should have any questions regarding OCR. For even faster claim processing, please consider one of our electronic claims filing options.

Provider Suffixes

A

A suffix is a one or two character field (alpha only) that WPS assigns to any provider of service that has multiple billing addresses, physical locations, or billing entities which all use the same tax identification number (TIN). The suffix assigned for each individual provider is added at the end of the tax ID (paper or electronic). The use of a suffix allows WPS to identify the specific physical location of service, thus allowing WPS to issue payment to the correct facility.

B

At times there are network pricing arrangements with specific physical locations. The use of a suffix allows WPS to correctly apply these specific payment arrangements. Without the use of a suffix, claim payments will go to the address shown under the primary tax ID number, and follow any pricing arrangements assigned to that record.

C

Any claim received by WPS without a provider suffix (if applicable) will automatically be reimbursed to the primary tax ID, at the address WPS has listed for the primary tax ID.

If you have any questions regarding the placement of your provider tax ID and suffix data within the WPS electronic format, you may contact the WPS EDI Help Desk at **608-221-5118** or **608-223-5859**, or if you need to know your associated provider suffix, please contact WPS Member Services.

Provider Review and Grievance/Appeal Process

Due to the ERISA and HIPAA law changes, we wish to clarify our Review and Grievance/Appeal Processes.

We understand that situations might occasionally arise when you question or are unhappy with our benefit determination. Since most questions can be resolved on an informal basis through our Review Process, we urge you to use this process first.

Review Process

Please call our Customer Service Department at the phone number listed on the patient's WPS/EPIC identification card. Explain what the claim issue is and how you feel this can be resolved. We may request additional information in order to review the claim issue. Please send the additional information or review request to:

WPS/EPIC Customer Service
1717 W. Broadway
P. O. Box 8190
Madison, WI 53703-8190

Upon receipt of the requested information, the claim issue will be forwarded to appropriate area(s) for a full in-depth review of the claim issue, including the policy's applicable terms, conditions, and provisions. You will be notified the results of the review in the form of a phone call, explanation of benefits, or letter. If the claim is denied in whole or part you will receive a written notice from us including, the specific reason(s) why and the policy provision(s) on which the denial or partial denial was based.

Grievance/Appeal Process

If your claim issue has not been handled to your satisfaction, we do offer a Grievance/Appeal Process. In order for a provider to initiate the Grievance/Appeal process, we require the patient/customer to give their written consent for the provider to act as their authorized representative, unless otherwise required by law. The authorization must be specific and include the date(s) of service in question. If the patient has a fully-insured plan, the Grievance must be filed within three years of the date of the claim denial or of the date the incident took place. If the patient has a self-funded plan, the Appeal must be filed within 180 calendar days from the date the patient/customer received written notice of our claim decision as required by ERISA. If you have a question on the type of plan and the filing limit, please call our Customer Service Department at the phone number listed on the patient's WPS/EPIC Identification Card.

Our commitment is focused on providing the very best service.



PC-Ace Pro32 for Windows

Your HIPAA electronic claims solution!

PC-Ace Pro32 is a new software that will replace WPS Claims Express and/or WCE (WPS Claims Exchange) software **effective October 16, 2003**. PC-Ace produces a HIPAA-compliant EDI format. WPS trading partners that already have PC-Ace claims entry software for Medicare can use the same version for WPS Commercial beginning October 16, 2003. As with other WPS trading partners, any PC-Ace user can begin submitting test claims right now. Please call **608-221-5118** or **608-223-5859** for details.

MINIMUM SYSTEM REQUIREMENTS

Your computer must meet these minimum requirements before PC-Ace Pro32 can be used by your office:

- IBM compatible Pentium 133 MHz processor
- Windows 95, 98, 2000, ME, XP, or Windows NT 4.0 Operating System
- CD-ROM Drive
- 64 MB system memory
- Hayes-compatible modem with minimum speed (baud) of 9600
- SVGA monitor with minimum resolution of 800 X 600 (VERY IMPORTANT)
- Adobe Acrobat Reader Version 4.0 or later

SYSTEM FEATURES

PC-Ace Pro32 has many built in features designed to lighten your office's workload by eliminating unnecessary clerical effort:

- Enter patient information
- Enter claim information
- Procedure code file
- Claims register summary report
- *World Group Manager* telecommunications software

World Group Manager telecommunications software is included with the PC-Ace Pro32 software package. Therefore, your office will not need any additional telecommunications software for our EDI program.

WPS BULLETIN BOARD SYSTEM

The WPS Bulletin Board System (BBS) is your path of claims transmission. The WPS BBS enables you to send your claims electronically 23 hours a day, 7 days a week. The BBS also allows you to access transmission verification reports; as well as, download claims acceptance reports.

SOFTWARE COST

The cost for PC-Ace Pro32 is \$35, which includes the first year's maintenance fee. The \$25 annual maintenance fee covers unlimited support along with software and user manual updates.

If you're interested in purchasing PC-Ace Pro32 for your office, please return the software request form (on reverse). To learn more about this software, please contact one of our EDI Marketing Specialists at **608-221-7115**.

PC-Ace Pro32 Software Request Form – WPS Commercial Insurance

Trading Partner Name:

Trading Partner Address:

City, State, Zip:

Trading Partner Contact Person:

Indicate software preference:

Print File _____

Claims Entry _____

Contact Phone:

Are you using Windows XP on your PC?

____ Yes ____ No

Contact E-mail Address:

Contact Fax Number:

Please return this completed form to:

WPS Electronic Data Services
PO Box 8128
Madison, WI 53708

Or, fax the form to: 608 223-3824



In this Issue...

Welcome to the Fall/Winter issue of EDI NEWSbytes. This issue highlights PC-Ace Pro32 for Windows—a new software that will replace WPS Claims Express and/or WCE (WPS Claims Exchange) software. It has many built in features designed to lighten your office's workload by eliminating unnecessary clerical effort.

This issue also highlights:

- The WPS HIPAA Contingency Plan
- Internet Claim Filing
- WPS PLUS
- Provider Review and Grievance/Appeal Process
- EDI Growth
- And much more

Do you have a topic you'd like to see covered in a future issue of *NEWSbytes*? E-mail your suggestions to jbrown@wpsic.com. We love to hear from our readers!

On the Web!

We're happy to report that *EDI NEWSbytes* is available on the Web at www.wpsic.com/edi.

Simply click on Publications under the Tools & Resources section. Then click on the NEWSbytes (PDF) link.

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