

# Provider Newsbrief

## February 27, 2024

### Change Healthcare Update

On February 21, 2024, Banner Plans & Networks (BPN) received notification that our vendor, Change Healthcare (CHC), is experiencing a network interruption, affecting certain aspects of our business operations. CHC's services have been offline since late February 20, 2024.

The following plans are currently impacted:

- Banner – University Family Care/ACC
- Banner – University Family Care/ALTCS
- Banner Medicare Advantage
- Banner Health Network United Medicare Advantage

This outage is nationwide and affecting multiple health plan and provider organizations. Change Healthcare is actively engaged in finding a solution, but there is currently no estimated date of restoration. Change Healthcare supports claims processing across the business including pharmacy claims. Impacted transactions known at this time include:

- Claim file receipt (837) and file acknowledgements
- Real time eligibility status (270/271)
- Claims status (276/277)
- Electronic remittance advice (835)
- Provider enrollment system (impacts EFT/ERA enrollment)

If you are using Change Healthcare as your clearinghouse to submit claims to BPN these transactions have been impacted as part of the outage. These claims are not being transmitted to BPN. In order to continue to submit claims to BPN during the CHC outage you have an option to update your clearinghouse to either Office Ally or SSI as an alternative. Please find instructions included on how to update your clearinghouse to either of these two options.

BPN is currently contracted with Change Healthcare for payment remittance. Our teams have been in the process of transitioning this work to a new vendor, Zelis, as of April of this year. Work is underway to accelerate this transition. Our teams are also looking at interim in-house payment remittance processes.

We recognize this outage could create a hardship for some members and providers, and we are taking steps to mitigate the impact. We have been in active contact with AHCCCS and are seeking guidance on claims timely filing given the nationwide outage. We are committed to providing updates as we secure details. Please do not hesitate to reach out to your Care Transformation Specialist or Consultant if you have additional questions or have urgent cash flow or other needs due to the Change Healthcare outage. If you are unsure of their contact information, please contact the Provider Experience Center at 480-684-7070 or 1-800-827-2464.

# Clearinghouse Options

## SSI Healthcare Revenue Cycle Solutions

**Website:** <https://thessigroup.com/>

For over 35 years SSI have maintained our people-first approach to business, earning our influence through demonstrated expertise and thoughtful innovation. Founded in 1988, they got our start with our nationally recognized clearinghouse, and it has served as the building block as we've expanded with the industry. Today their solutions span the revenue cycle, from patient access to claims reporting, helping clients streamline workflows, increase revenue, improve efficiencies, and reduce costs. They also offer a clinical data subscription service and managed payer gateway services for payers.

For more information on SSI, please reach out to SSI via their website: [www.thessigroup.com](http://www.thessigroup.com)

**Payer List:** <https://cws.ssigroup.com/payerlist/>

## Office Ally Service Center

**Website:** <https://cms.officeally.com/>

Office Ally is a healthcare technology company that offers cloud-based solutions to healthcare providers, independent physician associations (IPAs) and health plans. Office Ally's platform supports both the management of care and facilitates payments between providers, health plans and patients. Office Ally's platform is paired with a clearinghouse that enables the secure exchange of healthcare information including claims, remits, and eligibility information between covered entities and across the healthcare market.

**FAQ:** <https://cms.officeally.com/faq>

**Payer List:** <https://cms.officeally.com/payerlist>

*NOTE: We have compiled a few FAQs from the Ally website and included them below*

### 1. How do I sign up with Office Ally?

- To sign up with Office Ally, fill out our Online Sign-Up Form. After you have completed the form, there is a Provider Authorization Signature Page and the Business Associate Agreement that must be signed.

### 2. How long does it take to get setup / start submitting claims after Office Ally receives my sign-up form?

- Once we receive the sign-up form you will have a username and password for our website. One of our enrollment specialists will contact you to set up an appointment with one of our technical staff usually within 48 hours.

### 3. Do I have to sign a contract?

- No, try out our service, if you do not like the service, you are free to stop using the website.

**4. Do I need to purchase software?**

- No, the Office Ally website will interface with all practice management software packages. All you need is Internet access.

**5. How do I send claims to Office Ally?**

- Most of our users send claims to us as follows:
  1. Create a claim file using your current billing software.
  2. Log into [www.OfficeAlly.com](http://www.OfficeAlly.com) and click, "Upload."
  3. Click, "Select File"
  4. Find your file and click, "Open."
  5. Click, "Upload"

Office Ally also supports SFTP transfers and offers an online entry tool. We will walk you through this process step-by-step during your setup appointment.

**6. What formats do you accept? What if my software isn't HIPAA compliant?**

- We do accept the HIPAA compliant ANSI 837 format. However, if your software does not produce this format, we also accept text files, (print-image files) and NSF format. We convert your claims to the HIPAA required ANSI 837 format before they are sent to the insurance companies. There is no need to upgrade or purchase new software!

**7. Is my software compatible?**

- Our ability to accept a print-image files means that we are compatible with nearly every practice management system. Essentially, if your software allows you to print claims in your office, you can send claims to Office Ally.

**8. What if I have no billing software?**

- Office Ally offers Practice Mate - a FREE web-based complete practice management system. Accessed via the Office Ally website, your practice information is available to you 24 hours a day, 7 days a week. All you need is internet connectivity. Easy to learn and use, we have incorporated into our program all the elements needed for successfully managing your practice. We also offer a free, online entry tool for providers who don't need a full practice management system. This tool allows you access to a blank, electronic HCFA on our website. You type data into it the same way you would a paper HCFA. Additionally, this tool allows you to store patient, facility, and provider information so you do not have to re-type the same information.

**9. What insurance companies am I able to send to electronically?**

- By enrolling with Office Ally, you are automatically set-up to send to all payers on our Payer List except those with a checkmark under the heading titled Enrollment. Those payers require you to go through a pre-enrollment process before we can send your claims electronically to them.

**10. How do I pre-enroll for insurance companies that require pre-enrollment?**

- To get started on the pre-enrollment for those payers who require pre-enrollment, go to Payer EDI Enrollment Forms page within the Resource Center on our web site. Find the state and respective insurance company that you need to pre-enroll with. Click on the link and follow the instructions provided and complete all required forms referenced in the instructions. There is no cost for pre-enrollment.

**11. How do I get set-up for Medicare, Medi-Cal, and CHAMPUS?**

- These payers require paperwork before we can electronically submit claims for you. These forms have very specific instructions that must be followed exactly. All of these forms require the provider's original signature - faxed copies are not accepted. The completed forms must be mailed either to Office Ally, or to the payer, (depending on the form) and then we must wait for an approval letter from the payer. Please contact us if you have any questions about these forms.

**12. How long does the pre-enrollment process take?**

- Pre-enrollment for most commercial payers is usually complete within one week. Pre-enrollment for Medicare, Medi-Cal, and CHAMPUS/TriWest varies from 1 to 6 weeks.

**13. What tools and features are available on OfficeAlly.com?**

- Office Ally offers many features to our users including tools for tracking claims, running reports based on your own specifications, checking eligibility, verifying codes (ICD9/ICD10, POS, Modifiers), fixing claims right on our website, entering claims online, and sending attachments electronically. We are continually adding new features and upgrading existing services to meet your EDI needs and best of all, it's all free to you as an Office Ally user.

**14. Are you HIPAA compliant?**

- Yes, we are certified HIPAA compliant. The Business Associate Agreement details the HIPAA policies and procedures we follow to protect your private health information as well the security measures used in our computer systems to ensure privacy.

**15. Do I have to submit in a HIPAA compliant format?**

- No, the law allows providers to submit in a non-HIPAA compliant format to a clearinghouse. The clearinghouse must convert the claims into the 837 HIPAA compliant format prior to transmission to the insurance company. It is against the law for a provider to submit directly to an insurance company in a non-compliant format.