

## Provider Newsbrief

March 14, 2024

### Banner Update

We understand that the Change Healthcare (CHC) outage has impacted many practices across Arizona. We are here to support you and are working around the clock to receive, process and pay claims.

We have also set up a provider resource page that you can visit to find resources and additional information: <https://www.bannerhealth.com/medicare/providers/change-healthcare>.

**Clearinghouse resources:** Banner Health is currently connected to three additional clearinghouses. Providers may subscribe to one of these services and Banner will be able to receive your claims. We understand these services may be experiencing delays due to high volumes of new requests.

### SSI Healthcare Revenue Cycle Solutions

Supporting both 837i and 837p claim submissions aka UBs and 1500s

#### ***How can I get this service?***

- If your practice uses other clearinghouses besides CHC, contact your clearinghouse and ask if they have a connection with SSI.
- If yes, ask your clearinghouse to transmit claims (837i and 837p) to SSI.
- If no, then your practice may contact SSI directly to set up an account.

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

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

### Office Ally Service Center

Supporting 837p claim submissions aka 1500s

#### ***How can I get this service?***

- If your practice uses other clearinghouses besides CHC, contact your clearinghouse and ask if they have a connection with Office Ally.
- If yes, ask your clearinghouse to transmit claims (837p) to Office Ally.
- If no, then your practice may contact Office Ally directly to set up an account.

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

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

## Health Trio/Provider Service Hub

This is a free platform that allows small scale providers the ability to submit claims electronically. As of today, only Arizona Long Term Care (ALTCS) providers can have access to the Health Trio portal.

### ***How can I get this service?***

- You must register with AHCCCS and have a signed Letter of agreement with Banner.
- If you meet the criteria and completed the steps above, visit the link to sign into the portal: <https://banneruhp.healthtrioconnect.com/app/index.page?xsesschk=>
- If you meet the criteria but have not registered for an account, visit this link to register:  
<https://banneruhp.healthtrioconnect.com/register/nonmember/userinfo/UserInformation?xsesschk=&payor=1062&portal=Provider&showLogin=false>

**Payment Processing:** We have continued to process claims during this time and are now processing check runs. Unfortunately, we have to mail checks and EOPs to you in the interim. Where we are able, we are sending these payments via overnight express to your office to get them to you as quickly as possible.

**Electronic EOP:** If you would like to receive electronic 835 via email for payments processed after the CHC shutdown (Feb. 21, 2024 and after), please reach out to us at [ProviderExperienceCenter@bannerhealth.com](mailto:ProviderExperienceCenter@bannerhealth.com).

Be sure to include the following information in your email:

- *Practice Name*
- *TIN*
- *Check number*

***If you have additional questions, please contact the Provider Experience Center at [ProviderExperienceCenter@bannerhealth.com](mailto:ProviderExperienceCenter@bannerhealth.com).***