

Provider Newsbrief

March 11, 2024

Banner Clearinghouse Options

As the Change Healthcare (CHC) outage continues, we wanted to provide you some additional information and steps to take to continue to submit claims to Banner.

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.

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/>

Website: <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>

Did You Know – Claim Submission Process via a Clearinghouse

- **The first step is claim submission;** health care providers start by submitting claims to a clearing house. This involves gathering comprehensive patient information, details of services rendered during the visit, and any corresponding medical codes. These claims are then electronically transmitted to the clearing house for further processing.
- **The second step involves verification and scrubbing.** Upon receiving the claims, clearing houses manage a meticulous verification process, which is commonly referred to as 'scrubbing'. During this stage, claims are meticulously checked for errors and inaccuracies. Any discrepancies or inconsistencies are identified and rectified at this point, preventing claim rejection or denial by insurers.
- **In the third and final step of this process,** the clearinghouse takes charge of connecting with the insurance company. After ensuring that the scrubbing process has left all claims accurate and in compliance, clearinghouses step up as intermediaries. They take on the responsibility of pushing the verified claims data to the respective insurance companies. This crucial phase involves the electronic transmission of verified claims data to insurers. Clearinghouses also play a pivotal role in keeping the conversation flowing between health care providers and insurance companies.

If you have questions, please contact the Provider Experience Center at ProviderExperienceCenter@bannerhealth.com.



HEALTHCARE PROVIDER TRAINING

AWARENESS TO ACTION: DISMANTLING BIAS IN MATERNAL AND INFANT HEALTHCARE™

Authentic, compelling content for healthcare providers caring for women before, during, and after pregnancy



TRAINING OBJECTIVES

- Understand and identify implicit bias and its impact on maternity care settings
- Explain how structural racism has shaped healthcare in the U.S. and contributes to implicit biases
- Recognize potential for implicit bias, apply strategies, and practice cultural humility
- Establish an organizational culture of equity through action planning to elevate the quality of maternity care

How to Access eLearning Training

Follow these instructions to create your March of Dimes account and begin training:

1. Visit: <https://modprofessionaled.learnuponus.com/>
2. Enter your email address and create a password for your account. Check your email and click the **confirmation link** that is sent to you
3. Complete all fields on your account profile in order to access the training. **ENTER YOUR ORG ID: ACT262**
4. Click **SAVE** to complete your signup
5. Your access to this course will end on March 31, 2024

Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by Amedco LLC and March of Dimes. Amedco LLC is jointly accredited by the Accreditation Council of Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Physicians

Amedco LLC designates this enduring activity for a maximum of 1.50 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses

Amedco LLC designates this activity for a maximum of 1.50 ANCC contact hours.



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