Web Capture Payer Enrollment Guide

July 2015

WEB CAPTURE PAYER ENROLLMENT PROCESS

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Overview

Web Capture Defined

TransUnion Healthcare Solutions acts as a clearinghouse providing an efficient and secure exchange for healthcare transactions, which links payers, providers, and business partners together. These communications are typically handled via connections to a payer's real time electronic data interchange (EDI) system.

When payers do not offer real time services in this manner but offer a provider website to check member eligibility, claim status, or prior authorization, TransUnion will use a web capture process to obtain information directly from a payer's website.

The web capture process uses dedicated login credentials, provided by the client, to extract the desired data from the payer's website and translate the content into a 271 or human readable format in real-time. To the end user, there is no change to the existing format of the transaction or the submission process.

Payers

For information on how to identify which payers are available for web capture, please reference the "Available Payers" section at the end of this document.

Roles and Access

For clients that have a web portal account, only Client Administrators or Group Administrators are able to submit the enrollments for web capture payers. These users will have the option to select "Web capture" from the Admin drop-down menu.
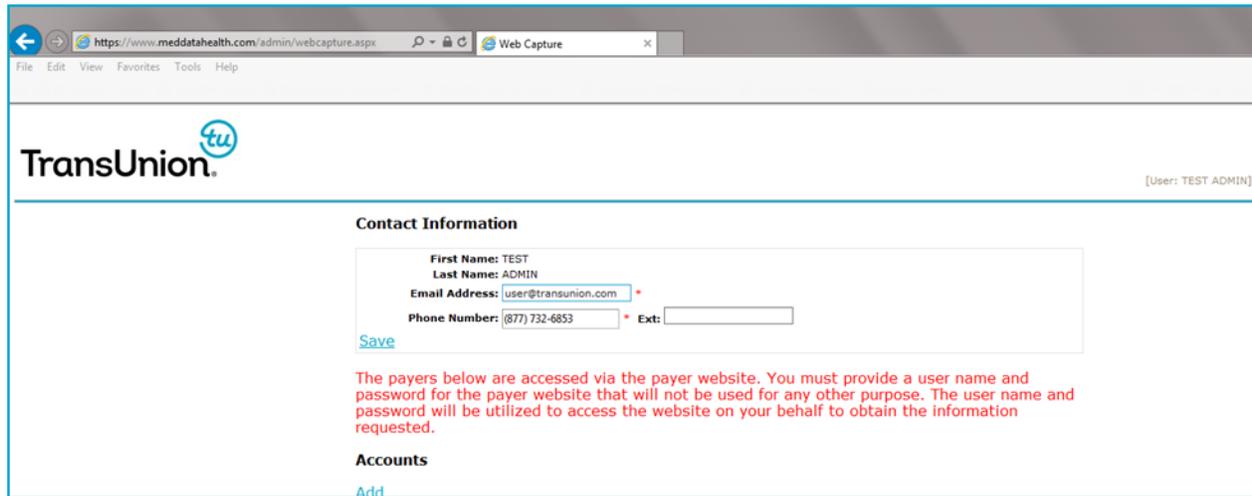

Additionally, these users are also responsible for attesting to the Terms of Use on behalf of the provider that the enrollment information is being submitted for. The attestation is described in more detail later in this document.

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Important Note for Real-Time/Batch Only Clients

Clients that do not have a TransUnion web portal account will need to contact the Support Team in order to obtain access. To request access to the web capture portal page, email support_meddata@transunion.com.

Once the portal account has been established, the only accessible page will be the web capture enrollment page.

Turnaround Time

A typical enrollment should take between three (3) and five (5) business days after the enrollment request is submitted to TransUnion.

Rejected Transactions

It is important to note that transactions will only process successfully if the enrollment process has been completed and approved.

If a client submits a transaction to a payer in which the provider enrollment has not been submitted, the transaction will fail.

(For example), if client "A" submits an enrollment to "USA Insurance" for NPI "123456789", transactions will only work with that client/payer/NPI combination. If client "A" tries to submit a transaction to "USA Insurance" for NPI "987654321" and that NPI is not enrolled, the transaction will be rejected. Enrollments will need to be completed on a per client/payer/NPI basis.

The failure response will be Provider Ineligible – Authorization/Access Restrictions, or in the 271 EDI response, AAA*Y**41*N~.

This response is classified as a billable response so clients are encouraged not to submit to the payer until the NPI has been enrolled.

If the payer's website is down or not available, the transaction will return with AAA*Y**42*N~ (Payer Not Responding) in the 271 EDI response.

Contact Information

For questions regarding an enrollment status, contact enrollment_meddata@transunion.com or call 877-732-6853 and press 1 for assistance.

For questions regarding payer availability, web capture portal page setup, and other technical questions, contact support_meddata@transunion.com or call 877-732-6853 and press 2 for assistance.

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Setup Process

Workflow Overview:

Web portal administrators should follow the general steps outlined below to complete the enrollment process. Each step is described in more detail in each subsequent section.

Create separate payer provider portal account

Complete Attestation process

Complete Enrollment request to TransUnion

Receive Enrollment Confirmation from TransUnion

Submit transactions
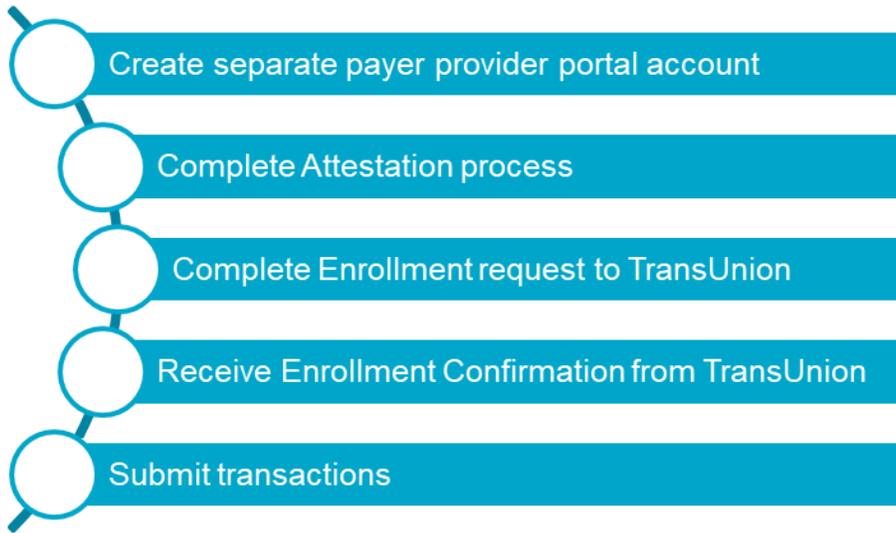
Payer Provider Portal Account:

The provider, or authorized representative, must create a SEPARATE and DEDICATED login account on the payer's website solely for the purposes of using the web capture process through TransUnion. Providers should <u>NOT</u> use their personal login account with the payer. Note: If a one set of login credentials was used to setup multiple NPI's on the payer's site, a separate enrollment request is to be submitted for each NPI using the same credentials on the TU web portal.

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Attestation:

The administrator completing the enrollments on behalf of the provider will need to attest that submitting the enrollment credentials does not violate the terms and agreements set forth by the payer and assumes responsibility for the request. This step is required only once per administrator who submits enrollments for our web capture payers.

The following will appear the first time the administrator clicks the Admin > Web capture menu from the navigation bar. If a portal account was set for the sole purposes of enrolling for web capture payers, users will automatically land on this page in order to complete the attestation.

In order to access a web capture payer, the following Attestation must be reviewed and accepted. If you have any questions or need to make an update contact support.

Terms of Use:

By using this service, I agree to the following:

1. Facility/Provider agrees to use the login and password information provided for payer special enrollment program exclusively for the purpose of the special payer service. Facility/Provider will not share the information provided by TransUnion Healthcare pursuant to this service with third parties nor make such information available for use by third parties.
2. I hereby represent and warrant that I am familiar with the Terms of Use and Conditions of Use for the payer's website.
3. By signing up for this service, Facility/Provider is not knowingly or otherwise violating, nor is Facility/Provider requesting that TransUnion Healthcare or any of its vendors violate any of the Payer's website terms of use requirements or any other contractual terms. Further, by signing up for this service Facility/Provider is not knowingly or otherwise violating the terms of any contract or other agreement in place between the payer and Facility/Provider.
4. TransUnion Healthcare bears no liability for Facility/Provider's use of data provided pursuant to this enrollment form. Facility/Provider uses this data at its own risk and bears all responsibility for eligibility-related or other activities derived from the data. In addition, Facility/Provider acknowledges that TransUnion Healthcare is obtaining this data at the express request of the Facility/Provider and in accordance with any contracts that may be in place between payer and Facility/Provider. Facility/Provider agrees to indemnify TransUnion Healthcare from and against any third party claims from Facility/Provider's customers or applicable payers arising from Facility/Provider's use of the data or TransUnion Healthcare's obtaining of the data at the request of Facility/Provider.

I Agree   Decline

Once the administrator has clicked "**I Agree**", the next step is complete the actual payer enrollment process.

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Payer Enrollment Process:

Once the administrator clicks "**I Agree**" on the attestation page or later returns to the web capture page, the administrator lands on the screen below.

Administrators will need to enter the required Email Address and Phone Number, then hit "**Save**". This information is used to notify the designated contact that the enrollment is complete.

Please note that this step is only required during the initial web capture payer enrollment request.

When the Administrator is ready to enroll with a specific payer, click "**Add**" under Accounts.

The following screen will appear:

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1. Click the drop down to select the payer.

2. Enter the NPI and Provider Name/Facility Names of the NPI. This should be the NPI associated with the credentials for the payer provider portal and will be the expected NPI on the transaction request.

3. Enter the username, password (twice to confirm) that are associated with the payer provider portal account.

4. Enter the security questions and answers if any were setup for the payer provider portal account. The system automatically allows adminstrators to include three sets of questions/answers. If more are needed, click "**Add Question**" to add another set.

5. Click "**Save**" to submit the enrollment.

6. Once submitted, the Administrator is brought back to the main web capture page and will then see any submitted enrollments/accounts at the bottom of the page. The submitted enrollment will appear with a Pending status until the enrollment is completed internally by our Enrollment Team.

Accounts

Add

	Payer Name	Site	User Name	Facility/Provider Name	NPI	Status
	Martins Point Health Care	https://login.martinspoint.org	TestData	Testing Ignore	123456789	Pending

Confirmation of Enrollment:

Once our Enrollment Team has completed the requested enrollment, Administrators will be informed two ways:

1) The individual that submitted the enrollment to TransUnion will receive a confirmation email.

2) The web capture enrollment page will be updated. As shown below, the line for the enrollment request now shows a status of Active.

Accounts

Add

	Payer Name	Site	User Name	Facility/Provider Name	NPI	Status
Edit	Martins Point Health Care	https://login.martinspoint.org	TestData	Testing Ignore	123456789	Active

Note: If there is any reason that there was an issue with the enrollment process, the administrator will be notified by email and the status of the enrollment request may be reflected as Denied.

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Transaction Submission:

Once the enrollment is confirmed, the client is ready to submit transactions to the requested payer with the enrolled NPI.

Please keep in mind that transactions will reject when an NPI submitted in the request is not enrolled. The rejection will be Provider Ineligible and reflect as an AAA**Y*41*N~ error in the 271 EDI response.

The web capture response will be returned in real-time and will conform to the standard HIPAA transaction codeset. Remember, payers will vary on the data they return. The web capture response should return any data provided on the provider portal in the real time response.

Also remember that while this is still considered real-time, clients should allow up to 60 seconds for the information to return. The response is dependent on the payer's portal performance, so timeout settings sould be considered when submitting webservice transactions.

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Available Payers

Web Portal Only Users:

For users who access our web portal to submit transactions, administrators will recognize web capture payers in several areas. From the Navigation Bar, select:

Admin > Web capture > Facility Management

Please note that web capture payers are highlighted in **red** along with the other special enrollment payers. Administrators should make their payer selections and then visit the payer enrollment page to identify next steps.

☑ 10030: BCBS of Connecticut (Anthem)	☑ 10082: Fallon Community Health Plan	☑ 10825: Piedmont Wellstar HealthPlans
☑ 10831: BCBS of Delaware	☑ 10427: FamilyCare	☑ 10926: Pinnacle Physician Management Org
☑ 10031: BCBS of Florida	☑ 11003: FCE Benefit Administrators	☑ 10408: Pittman and Associates
☑ 10032: BCBS of Georgia (Anthem)	☑ 10083: Federated Insurance Company	☑ 10958: Plan de Salud Hospital Menonita
☑ 10530: BCBS of Hawaii	☑ 10459: Fidelis Care New York	☑ 10886: Planned Administrator Inc
☑ 10033: BCBS of Illinois	☑ 10859: Fidelis SecureCare of Michigan	☑ 10778: Plumbers & Pipefitters Local 525
☑ 10258: BCBS of Indiana (Anthem)	☑ 10916: First Medical Network	☑ 10691: Preferred Care Partners
☑ 10396: BCBS of Iowa	☑ 10987: First United American Ins.Co	☑ 10847: Preferred Health System of Kansas
☑ 10034: BCBS of Kansas	☑ 10870: FirstCare	☑ 10959: Preferred Medicare Choice(PMC) (INMEDIATA HEALTH GRP)
☑ 10473: BCBS of Kansas City	☑ 10799: Flex Compensation - Dental	☑ 10169: PreferredOne
☑ 10259: BCBS of Kentucky (Anthem)	☑ 10811: Florida Combined Life - DENTAL	☑ 10848: Premier Health
☑ 10035: BCBS of Louisiana	☑ 10615: FLORIDA HEALTH CARE PLANS	☑ 10646: Presbyterian Health Plan
☑ 10036: BCBS of Maine (Anthem)	☑ 10333: Florida Hospital Healthcare System	☑ 10965: Prestige Health Choice
☑ 10037: BCBS of Massachusetts	☑ 10086: Florida Medicaid	☑ 10170: Principal Financial Group (Nippon Life)
☑ 10519: BCBS of Michigan (Institutional)	☑ 10839: Florida True Health	☑ 10490: Priority Health
☑ 10038: BCBS of Michigan (Professional)	☑ 10776: Food Employers & Bakery	☑ 11014: Pro-Claim Plus
☑ 10039: BCBS of Minnesota	☑ 10971: Fox/Everett	☑ 10242: Professional Benefits Administrators
☑ 10040: BCBS of Mississippi	☑ 10502: Freedom Blue	☑ 10172: Providence Health Plan
☑ 10322: BCBS of Missouri (Anthem)	☑ 10602: Fresenius Medical Care	☑ 10545: Provident American Life & Health Ins. Co. Mcare Supp
☑ 10516: BCBS of Montana	☑ 11052: FSL Admin by KBA	☑ 10790: Provident Preferred Network - Dental
☑ 10384: BCBS of Nebraska	☑ 10629: Gateway Health Plan	☑ 11043: Public Employee Benefit Authority
☑ 10260: BCBS of Nevada (Anthem)	☑ 10611: Geisinger Health Plan	☑ 10574: Public Employees Health Program
☑ 10261: BCBS of New Hampshire (Anthem)	☑ 10612: Geisinger Health Plan Gold	☑ 10743: Puritan Life Insurance
☑ 10041: BCBS of New Jersey (Horizon)	☑ 10088: Georgia Medicaid	☑ 10637: Qualcare
☑ 10042: BCBS of New Mexico	☑ 10808: GHI	☑ 10553: Qualchoice
☑ 10043: BCBS of New York (Empire)	☑ 10509: Gilsbar	☑ 10508: QuikTrip Corporation
☑ 10323: BCBS of New York (Excellus)	☑ 10988: Globe Life & Accident Ins.Co.	☑ 10175: Rocky Mountain Health Plan
☑ 10383: BCBS of North Carolina	☑ 11063: Gold Coast Health Plan	☑ 10751: Royal Neighbors of America
☑ 10478: BCBS of North Dakota	☑ 10652: Golden Rule Insurance	☑ 10875: S and S Healthcare Strategies
☑ 10044: BCBS of Ohio (Anthem)	☑ 10394: Government Employees Hospital Association (GEHA)	☑ 11039: SAMBA Health Benefit Plan
☑ 10582: BCBS of Oklahoma	☑ 10543: Great American Life Insurance Co. Medicare Supp	☑ 10849: San Francisco Health Plan
☑ 10045: BCBS of Oregon (Regence)	☑ 10174: Group & Pension Administrators	☑ 10177: San Joaquin Health Plan
☑ 10524: BCBS of Pennsylvania (Highmark) [Institutional]	☑ 10608: Group Health Cooperative	☑ 10533: Sanford Health Plan
☑ 10046: BCBS of Pennsylvania (Highmark)	☑ 10781: Group Health Cooperative of South	☑ 10876: Santa Clara Family Health Plan

Payer Enrollment Page:

Normal special enrollment payers appear in the top section of the grid, whereas web capture payers appear at the bottom of the page. The enrollment process is the same regardless of which web capture payer a provider wishes to access.

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System	Log off
	Payer Down Times
	Payer Enrollment
	Payer Status

		• Facility name • Address • Phone Number • Federal Tax ID • NPI		
Total HealthCare		Providers will need to logon to Michigan Medicaid's CHAMPS system and associate both Billing Agent ID's 2243495 and 1630780 with your group level NPI. CHAMPS website: https://sso.state.mi.us/ How to Questions for the website should be referred to Michigan Medicaid, Provider Enrollment Support, 800-292-2550 option #5.	48 hours	
Utah Medicaid		Providers will need to logon to Utah's Department of Health EDI Enrollment website and associate our Submitter ID (HT006748-001) under your provider UT Medicaid NPI and Tax ID record for 270 Transactions. Utah Medicaid Website	24 hours	

Enrollment Information:

TransUnion MedConnect
Attn:Enrollment
6100 Fairview Rd Suite 1200
Charlotte, NC 28210

Email: enrollment_meddata@transunion.com
Fax: 704-970-1436

Web Capture Capable Payers
Fox/Everett(http://www.foxeverett.com)
Gundersen Lutheran Health (https://www.gundersenhealthplan.org)
Martins Point Health Care(https://login.martinspoint.org)
Alameda Alliance Health Plan(https://www.alamedaalliance.org/providers)
Ambetter of Arkansas(https://provider.ambetterofarkansas.com)
Beacon Health Strategies(https://provider.beaconhs.com/login.aspx)
California Children Services(https://cmsprovider.cahwnet.gov/PEDI/piplogin.jsp)
Care1st of California(https://online.care1st.com/ca/provider_login)
Sanford Health Plan(http://sanfordhealthplan.org/forproviders/)
Presbyterian Health Plan(https://mypres.phs.org/Pages/default.aspx)

WebService/Batch Users:

Users can view our payer list to easily identify web capture payers that require additional enrollment steps.

The payer list is available both in PDF and XLS format. Click the links below or copy and paste into a web browser.

PDF: https://www.meddatahealth.com/pdf/TransUnion Healthcare Solutions Payer List.pdf

XLS: https://www.meddatahealth.com/pdf/TransUnion Healthcare Solutions Payer List.xls

NOTE: Please download a fresh copy of this list at least once a month as the payer list is actively updated with additional or deactivated payers.

TransUnion Healthcare Solutions Payer List 2015

Helpful Information:
Payer ID: Unique payer mnemonic assigned by TransUnion.
Enrollment Req: The payer requires an additional enrollment setup.
Web Credential Req: The payer requires providers to create a provider portal account.
BETA: Transactions may be submitted. Content is currently under evaluation.

Payer ID	Payer Name	Enrollment Req.	Web Credential Req.	Eligibility 270/271	Claim Status 276/277	State(s)
10639	Alameda Alliance Health Plan	Yes	Yes	Yes	N/A	CA
11057	Ambetter of Arkansas	Yes	Yes	Yes	N/A	AR
11058	Beacon Health Strategies	Yes	Yes	Yes	N/A	National
11059	California Children Services	Yes	Yes	Yes	N/A	CA
10973	Care1st of California	Yes	Yes	Yes	N/A	CA
10971	Fox/Everett	Yes	Yes	Yes	N/A	TN
11063	Gold Coast Health Plan	Yes	Yes	Yes	N/A	CA
10840	Gundersen Lutheran Health	Yes	Yes	Yes	N/A	National
10919	Home State Health Plan	Yes	Yes	Yes	N/A	MO
11060	L.A. Care Health Plan	Yes	Yes	Yes	N/A	CA
11045	Martins Point Health Care	Yes	Yes	Yes	N/A	ME, NH, NY, PA, VT
10646	Presbyterian Health Plan	Yes	Yes	Yes	N/A	NM
10533	Sanford Health Plan	Yes	Yes	Yes	N/A	IA, MN, ND, SD
11061	Value Options	Yes	Yes	Yes	N/A	National
10969	WINhealth Partners	Yes	Yes	Yes	N/A	WY
10431	AARP	No	No	Yes	Yes	National
11030	Access Medicare	No	No	N/A	Yes	National
11009	ACS Benefit Services	No	No	Yes	Yes	NC
10619	Administrative Services Inc	No	No	Yes	N/A	IL
10561	Advantage by Bridgeway Health Solutions	No	No	Yes	Yes	AZ

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