



Emdeon Business Services
Boston, MA
800-266-2206
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Dear Emdeon Business Services Customer:

Emdeon Business Services is pleased to announce exciting enhancements for HealthWire® Direct Submitters! While the procedures you follow to submit your BCBSMA claims through HealthWire Direct will remain the same, changes will occur in both the content and variety of reports that are returned. Minor changes will also be required in the way you download your reports. As a result, you will receive quicker responses for some claim files, more useful reports, and more intuitive naming for report retrieval. Overall, the changes will allow HealthWire Direct Submitters to have a more detailed picture of the status of their claims as they move through the EDI process.

The new reports guide, including examples of all of the reports that will be available as well as instructions on downloading the reports, is available for download from our web site, www.emdeon.com/HealthWire. If you would like a hard copy of the manual, please contact our support line at 800-266-2206 and select option 6, then option 1.

We're also adding an optional Unsolicited Claim Status (277) response, an ANSI claim status transaction that can return information from either Emdeon or BCBSMA processing systems. All of the new reports can be retrieved from your mailbox using more intuitive commands than the old reports, and you may now retrieve only the reports that you wish to pick up.

The table below provides a brief overview of the new reports available from Emdeon and highlights some of the changes that will occur.

BCBSMA and Emdeon will be implementing these new reports during the second quarter of 2006. It is imperative that you be prepared for these changes! The first change you will see is on the "TRANSACK" report, which shows duplicate file information. The rest of the changes will follow shortly.

Emdeon Business Services is dedicated to simplifying the business of healthcare, and we are proud to offer these HealthWire Direct reporting enhancements to you and your staff. If you have any questions, please feel free to contact us at (800) 266-2206 and choose option 6, then option 1.

Sincerely,

Emdeon Business Services

| OLD Report ID | NEW Report ID | Report Title | Description / Purpose of the Report |
|---------------|---------------|--|--|
| TRANSACK | Same | Transmission Acknowledgement Report | Report Enhanced. Contains a summary of the number of ANSI segments received in each submission, including selected ISA information. This report will now indicate duplicate file submissions (previously reported on the MF-REJ-BAT report). |
| 997 | Same | Functional Acknowledgement | No change to this report. Technical X12 response containing level summary indicating accepted and rejected transaction sets within a file. |
| TR-SUM-RPT | Same | Transaction Summary Report | No change to this report. Contains interchanges, number of transactions, number of accepted transactions and rejected transactions. |
| | RPT-03 | File Summary Report | New Report. Provides summarized information on the quantity of accepted, rejected, and pending claims, as well as the total number of claims received by Emdeon for each submitted file. |
| MF-ACC-BAT | RPT-04 | File Detail Summary Report | New Report replaces Accepted Batch Summary Report. Contains a detailed summary of the file submitted for processing. It provides a file roll-up listing all accepted, rejected, and pending claims contained in each file submitted to Emdeon. |
| MF-ERR-CLM | RPT-05 | Batch & Claim Level Rejection Report | New Report replaces Claim Error Detail. Contains rejected batch and claims listed with detailed error explanations. In order to prevent “lost” claims, the RPT-05 report must be reviewed and worked after each file transmission. Claims that are listed as rejected are not forwarded to BCBSMA for processing. You will only receive this report if you had claims that were rejected. |
| | RPT-08 | Provider Monthly Summary | New Report. Displays the number and \$ value of claims accepted and forwarded by Emdeon for the month. Monthly and Y-T-D Totals for both accepted and rejected claims are included as well as the provider’s top 25 errors for the month. |
| MF-ACC-BAT | RPT-10 | Provider Claim Status Report | New Report replaces Accepted Batch Summary Report. Contains information provided by BCBSMA for claims received from Emdeon for adjudication. |
| MF-ERR-CLM | RPT-11 | Special Handling / Unprocessed Claims Report | New Report replaces Claim Error Detail. Contains claim rejection information provided by BCBSMA for claims received from Emdeon for adjudication. In order to prevent “unpaid” claims, RPT-11 report must be reviewed and worked for resubmission of each rejected claim. |
| | 277 | Unsolicited Claim Status | New ANSI X12 response. Contains the same data as available on “human readable” reports including claim acceptance and rejection information from Emdeon and / or BCBSMA. |
| MF-REJ-BAT | | Rejected Batch Report | No Longer Available. Duplicate information now included in TRANSACK. |