

Electronic Data Interchange (EDI) & Electronic Funds Transfer (EFT) Important Details

March 21, 2018

Page 1 of 2

Care1st understands time-consuming administrative tasks can jeopardize time spent with patients and result in added costs for your practice. As a result, we offer technology and services that improve operational efficiencies and minimize cost. Please review the EDI and EFT options below and take advantage of them today!

Electronic Data Interchange (EDI)

We strongly encourage you to submit your medical claims electronically!

Advantages include:

- decreased submission costs
- faster processing and reimbursement
- allows for documentation of timely filing

Currently EDI is for primary claims with the exception of claims when a member's primary insurance is ONECare and their secondary insurance is Care1st as our system automatically coordinates processing for most services. Other claims that require secondary payments are submitted on paper with a copy of the primary remittance advice attached. However, a system enhancement is underway that will allow us to accept these via EDI in the future.

Claims may be electronically submitted from your clearinghouse or directly. Your practice management system may offer integration options with one or more of these solutions. If you experience problems with your EDI submission, first contact your software vendor to validate the claim submissions and upon verification of successful submission, contact your clearinghouse.

Medical/Behavioral Health Claims EDI Options

We work with CHANGE Healthcare (Emdeon) for acceptance of EDI CMS 1500 claims. Our CHANGE Healthcare Payer I.D. is 57116. Questions may be directed to CHANGE Healthcare at 800.215.4730. Claims may be submitted electronically directly to CHANGE Healthcare or from your clearinghouse to CHANGE Healthcare.

Dental Claims EDI Options

Electronic claims can be submitted through CHANGE Healthcare (Emdeon), EHG, Tesia, or directly through Advantica's website.

1. **CHANGE Healthcare (Emdeon).** CHANGE Healthcare partners with most dental software vendors. To begin submitting claims electronically to Advantica contact your software vendor and discuss set up for submission of electronic claims to CHANGE Healthcare. Make sure you provide the Advantica Payer ID 43168.

Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/E-mail SM_AZ_PNO@Care1stAZ.com

Visit our website at www.care1staz.com

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info

Dental Claims EDI Options Continued

2. **EHG – EDI Health Group, Inc. – DentalXChange.** To enroll go to: <http://www.dentalxchange.com/partners/WebClaim> and click on Services > Provider Services > Claims Connect > Get Started or call 800.576.6412 ext. 455. Advantica Payer ID 43168
3. **Tesia.** To enroll contact call 866-712-9584. Advantica Payer ID 43168.
4. **Advantica Web Portal.** Providers can also submit claims, check eligibility and confirm benefits through Advantica’s online provider portal. To register, go to www.advanticabenefits.com/providers and click on “Dental Provider Registration”. Dental Attachments such as x-rays (submitted as a TIF or JPEG document) or reports may be submitted electronically using NEA-Fast. To register with NEA simply go to www.nea-fast.com and click on “REGISTER NOW”. Select the appropriate options and click “NEXT”. You may register by phone at 800.782.5150 (Select Option 2).

Electronic Funds Transfer (EFT)

EFT allows payments to be electronically deposited directly into a designated bank account without the need to wait for the mail and then spending time to deposit your check!

Medical/Behavioral Health Claims EFT Options

The EFT form is available on our website www.care1staz.com under the Forms section of the Provider menu. If you do not have internet access, contact Network Management and we will provide you with the form.

Dental Claims EFT Options

Advantica works with RedCard:

1. To enroll visit: <https://enroll.ach835.com/new> and create your account by filling out all the fields and click submit.
2. You will receive a Welcome Email. Using the URL in the email, log in using the temporary password and select “Continue Enrollment”.
3. Fill out the required fields and click “Submit”
 - a. You also will be prompted to enter an NPI. If you have multiple NPIs under one TIN and want payments for all NPIs going to the same financial institution account, just leave the NPI fields blank.
4. Complete the Test Deposit Verification Process
5. Within 48 hours of test deposit, RedCard completes verification phone call, i.e. they locate your practice phone number via independent online web search and call to confirm enrollment

THANK YOU!

Care1st Network Management
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