

# Migration to InstaMed and Availity

Katie Foster- Provider Training

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# Agenda:

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InstaMed Overview

Availity Overview

Provider Communication

Provider Action Required

Available Resources

Q&A

# InstaMed Overview

## Who is InstaMed?

- Founded in 2004, InstaMed is a J.P. Morgan company who prides themselves on improving customer satisfaction through focusing on secure payer solutions for the healthcare industry and connecting providers, payers and customers.



## How will Medica be utilizing InstaMed?

- Medica will utilize InstaMed for all payment services.
- This includes the following:
  - Explanation of Payment (EOPs) aka Provider Remittance Advices (PRAs)
  - Paper and Electronic Explanation of Benefits (EOBs)
  - Electronic Funds Transfer (EFTs)
  - Payments made via paper check

## Go Live Dates and Impacted Products:

- Individual and Family Business (Payer ID 12422): 11/3/2020
- Mayo and MHPS Business (Payer ID 71890): 11/13/2020
- Medicare Advantage Business (Payer ID MEDM1): 1/1/2021
  
- Payer ID 94265 is not impacted and will still utilize Optum Financial Services.

# Availity Overview



## Who is Availity?

- Beginning in 2001, Availity operates the largest real-time information network in healthcare, connecting more than 2,000 providers, health plans and technology partners nationwide.
- Through the Availity learning center, extensive training and education courses are offered for a rapidly changing healthcare environment.



## How will Medica be utilizing Availity?

- Medica will utilize Availity for all Electronic data interchange (EDI) transactions beginning in November 2020.
- This includes the following:
  - Electronic claims submission (837 transaction)
  - Eligibility status verification (270/271 transactions)
  - Claim status inquiry (276/277 transactions)

## Go Live Dates and Impacted Products:

- Individual and Family Business (Payer ID 12422): 11/30/2020
- Mayo and MHPS Business (Payer ID 71890): 11/30/2020
- Medicare Advantage Business (Payer ID MEDM1): 1/1/2021
  
- Payer ID 94265 is not impacted and will still utilize the Optum clearinghouse.

# Provider Communication

## How have these changes been communicated?

- Articles in *Medica Connections* newsletters in July 2020 and September 2020.
- Co-branded letters were mailed to thousands of providers, advising them of the change and next steps.
- Letters were mailed to over 1,000 clearinghouses to direct transactions to Availity instead of Change HealthCare beginning in November 2020.
- Communication through Provider Analysts to providers that bill most frequently.
- This webinar!

## Ongoing Communication

- Up front messaging on Provider Service Center phone lines notifying callers of the InstaMed transition.
- Hold messaging on applicable phone lines alerting of the transition after go live date.
- Continued communication through our Provider Analyst, Finance, and Network Management teams to ensure a smooth transition with our new vendor partners.



# Provider Action Required

## What does this mean for me, as a provider?

- InstaMed migration:
  - Make sure you are signed up with InstaMed before 11/1. Don't delay, do it today!!
  - The validation process can take up to a week
  - **If you are not signed up, your payments will default to paper checks**

**SIGN UP NOW**



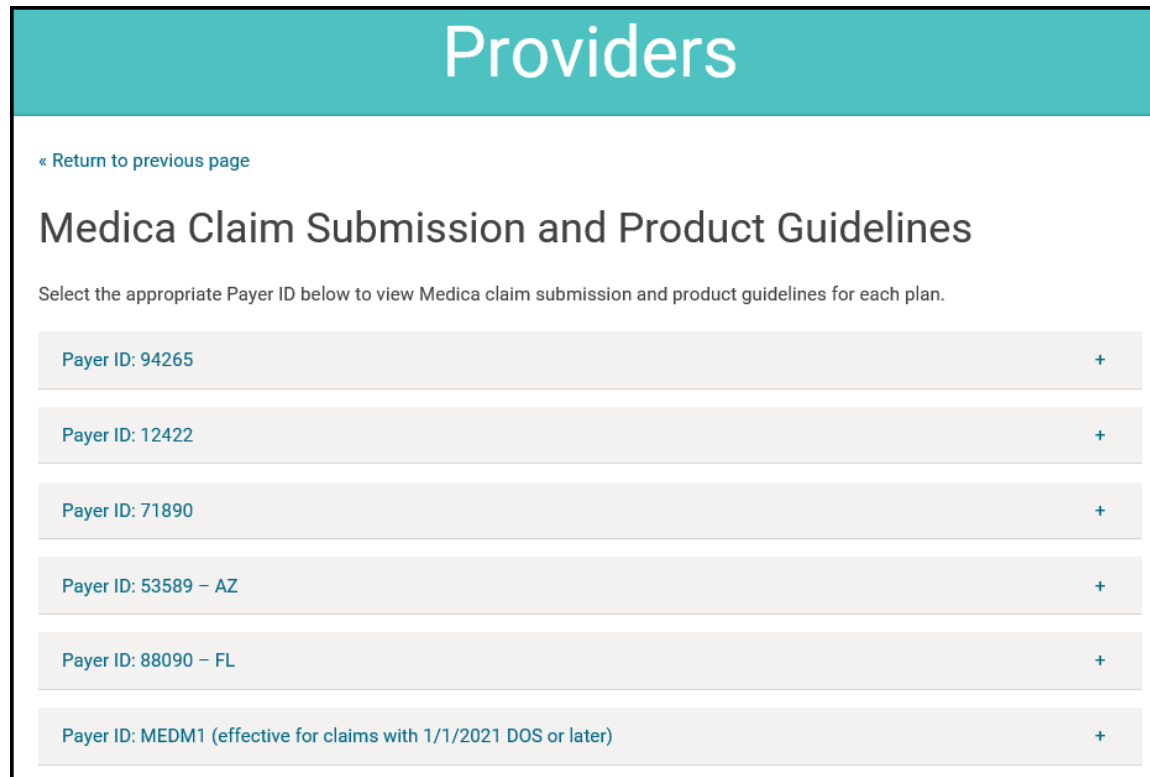
## What does this mean for me, as a provider?

- Availity migration:
  - Contact your clearinghouse to make sure they are connected with Availity
  - No other changes will need to be made on your end regarding this migration
- If you don't currently have a clearinghouse or are looking to transition, Availity offers a free solution for all Medica transactions at <https://availity.com/medica>



# Available Resources

Medica.com → For Providers → Administrative Resources → Claim Tools → Claim Submission and Product Guidelines

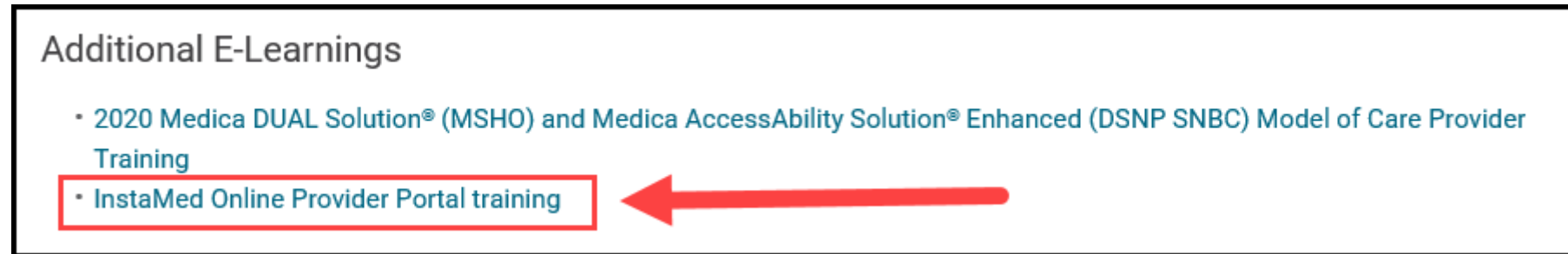


The screenshot shows a web page titled "Providers" with a teal header. Below the header is a link "« Return to previous page". The main heading is "Medica Claim Submission and Product Guidelines". Below this is a sub-heading: "Select the appropriate Payer ID below to view Medica claim submission and product guidelines for each plan." There is a list of six Payer IDs, each in a light gray box with a plus sign on the right:

- Payer ID: 94265
- Payer ID: 12422
- Payer ID: 71890
- Payer ID: 53589 – AZ
- Payer ID: 88090 – FL
- Payer ID: MEDM1 (effective for claims with 1/1/2021 DOS or later)

- All Payer ID's (excluding 94265) will process EFT payments at InstaMed, beginning in November 2020
- In each applicable dropdown shown on the left, you will find the InstaMed phone #, email address and website links (registration and login) under the EFT section
- Availability information can be found under the Electronic Commerce section

Medica.com → For Providers → View upcoming online training



A screenshot of a webpage section titled "Additional E-Learnings". It contains two bullet points. The first bullet point is "2020 Medica DUAL Solution® (MSHO) and Medica AccessAbility Solution® Enhanced (DSNP SNBC) Model of Care Provider Training". The second bullet point is "InstaMed Online Provider Portal training", which is enclosed in a red rectangular box. A red arrow points from the right side of the box towards the text of the second bullet point.

- This link will take you to the InstaMed website for an integrated training on how to view and download remittances using InstaMed Online

## Availity Website:

- Resources found on <https://availability.com/medica> (Right side of page):
  - Getting Started with Availity EDI Clearinghouse
  - Availity User Guide
  - Registration Resource Center

And more!!



## Need Further Assistance?

- Contact the Medica Provider Service Center by calling **1-800-458-5512**
  - Call Center hours (CST):
    - Monday 7:00 a.m. to 5:00 p.m. (Closed 8:00 a.m. to 9:00 a.m. for department meetings)
    - Tuesday-Friday 7:00 a.m. to 5:00 p.m.
- For Electronic Funds Transfer (EFT) Questions, contact InstaMed:
  - Phone #: **1-866-945-7990**
  - Email: [connect@instamed.com](mailto:connect@instamed.com)

# Q&A