



Electronic claims submission (EDI)

Keystone First Community HealthChoices (the Plan) contracts with Change Healthcare — one of the largest electronic data interchange (EDI) clearinghouses in the country — to offer state-of-the-art EDI and other electronic billing services. EDI can significantly reduce costs. Claims are processed faster; therefore, payments arrive faster.

You are not required to enroll with Change Healthcare to submit EDI claims to the Plan. If you already use another EDI vendor to submit claims electronically, inform your vendor of the Plan's EDI payer ID: 42344. EDI for Keystone First Community HealthChoices should follow the same process as other electronic commercial submissions that you already submit. All Plan claims will be routed through Change Healthcare by your vendor/clearinghouse, which may be an existing process used today by your practice. If you are not already submitting claims to us electronically, the first step is to contact your practice management system vendor, clearinghouse, or Change Healthcare to initiate the process.

Practices can submit claims directly to Change Healthcare through WebConnect. WebConnect provides two methods for submitting claims — key them in manually or import batches of claims. There is no cost to manually key claims in using WebConnect, but claims must be entered one at a time, which may not be feasible for practices with high claim volume. Practices that choose to import batches of claims via WebConnect should be aware there is a one-time setup fee of \$300 for this service. Providers should call **1-877-363-3666** and follow the appropriate prompts, or go to <https://office.emdeon.com/vendorfiles/amerihealth.html> to enroll for direct submission with Change Healthcare. Change Healthcare will also provide information on their various electronic solutions, the requirements for connectivity, and setup instructions.

Change Healthcare will review and validate the claims for HIPAA compliance and forward them directly to the Plan. Electronic claims are submitted via Change Healthcare EDI payer ID 42344 for Keystone First Community HealthChoices.

Electronic remittance advice (ERA)

Keystone First Community HealthChoices now offers ERA through Change Healthcare. Check with your practice management/hospital information system for the ability to process the ERA file (also referred to as an 835 file) and for instructions on how to receive ERAs from Keystone First

Community HealthChoices. Many of these systems use this file to generate reports and auto-post payments.

If you are not receiving any payer ERAs, please contact your current practice management/hospital information system vendor to inquire if your software has the ability to process ERAs. Your software vendor is then responsible for contacting Change Healthcare to enroll for ERAs.

If your software does not support ERAs or you continue to reconcile manually, you may contact Change Healthcare at **1-877-363-3666**. Follow the appropriate prompts, and a customer service representative will guide you through the process of enrolling for ERAs.

Electronic funds transfers (EFTs)

EFTs allow you to receive your payments faster and safer by sending them directly to the bank account you designate rather than receiving them by paper check. You must enroll with Change Healthcare to receive EFTs from Keystone First Community HealthChoices. We encourage providers to sign up for ERAs if they intend to receive EFTs. Using both provides timely remittance information after the EFT payment arrives.

Please follow the links below to access the EFT online enrollment forms:

New Change Healthcare EFT receiver (new provider):

Please visit www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment.

Select **EFT Enrollment Forms**.

Select **EPayment Enrollment Authorization Form — Initial EFT enrollment** to initiate the enrollment process for a **new provider**.

Existing Change Healthcare EFT receiver (existing provider):

Please visit www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment.

Select **EFT Enrollment Forms**.

Select **EFT Payer Add/Change/Delete Authorization Form — Add, change, or delete payers** to update the enrollment process for **existing provider**.

The phone number for online enrollment support is **1-866-506-2830**.