

Streamline Processes for Sending Documentation to Select Government and Commercial Payers

Reduce Costs and Administrative Burden

In the claims adjudication process, both government and commercial payers are becoming increasingly cautious about reimbursing providers for the care delivered and are more closely scrutinizing claims to ensure correct payment is remitted. This extensive analysis often requires additional documentation about patient care. Over two million requests for medical documentation are sent annually for this purpose¹. Providers currently spend approximately \$5.25 and as much as 30 minutes per claim manually responding to requests for additional documentation². Adding to the administrative burden of this process is the risk of missing a request due to lost or delayed mail, not responding within the required timeframe, or submitted documentation not being received by the payer. All scenarios can result in claim denials and lost revenue.

The Solution

Assurance Attach Assist™ contributes to faster reimbursement and a reduction in denials, organizational expense, and administrative burden by allowing you to send attachments electronically to meet the increasing number of requests for additional documentation from Medicare and several other non-Medicare payers, including Medi-Cal.

Attach Assist is a module within the workflow of Assurance Reimbursement Management™ that helps you submit solicited ADRs for Medicare, as well as solicited and unsolicited documentation for several non-Medicare payers (See Figure 1). To manage unsolicited attachments, Attach Assist features built-in intelligence, which is supported by the robust edits in Assurance Reimbursement Management. With this layer of intelligence, you can identify in advance when select payers will require additional documentation to process the claim. You can then prepare the attachments and send the required documentation to the payer electronically along

with the claim. With solicited documentation requests, you are prompted to send attachments upon a payer's request. In either case, Attach Assist helps streamline the submission process and improve tracking of the requested documents and associated claims.

Identify Medicare Requests Early

Timely awareness of requests for additional documentation is critical. For instance, Medicare Administrative contractors only alert providers of requests via Medicare's online system (FISS). Assurance Attach Assist™, combined with Assurance Medicare Direct Entry™, lets you identify ADRs automatically, reducing the risk of missing requests or receiving them too late. Even without Medicare Direct Entry to automatically ID ADRs, you can still use the information on the ADR you receive to locate the claim within Assurance and prepare your attachments for electronic submittal.



Prepare and Send Electronically

From within Assurance, you can upload documents into an attachment and include required details such as Case ID number, Document Control Number, and Administrative Contractor information. The system will alert you if you exceed size limits or try to send a file type that is not accepted. You can complete the process right away or save your work and complete it later. Assurance also auto-populates the patient and provider information required to submit the attachment and will notify you of any errors that need to be corrected.

Track Until Claim Resolution

Upon creation of an attachment, it can be tracked within Assurance to maintain full visibility until the claim reaches final resolution. Status will show within the claim that the attachment is Created, Pending, Sent, Acknowledged or Errored. This allows you to confirm the receipt of your documents by the payer or correct any issues and resubmit. Reports can be created and scheduled in Assurance to help manage all attachments in process for a certain group of claims.

Key Functions:

- Submit solicited attachments electronically within Assurance workflow for Medicare
- Identify unsolicited attachments at the time the claim is created to prepare and send documentation along with the claim (available for select payers)
- Identify requests for additional documentation via Medicare Direct Entry
- Track attachments in workflow until resolution

Payers Supported by Attach Assist

Payer Name	Solicited Attachment	Unsolicited Attachment
Medicare	●	
Medi-Cal		●
Blue Cross California Medi-Cal		●
Anthem Blue Cross – California		●
Anthem Blue Cross Blue Shield -- Nevada		●
Anthem Blue Cross Blue Shield -- Colorado		●
Washington Medicaid (WDSHS)	●	
PacificSource Health Plans		●

Figure 1. Medicare and non-Medicare payers that accept either solicited or unsolicited attachments via Assurance Attach Assist.

1. CMS Office of Financial Management, *Introducing Electronic Submission of Medical Documentation to Clearinghouses*, 2015
 2. CAQH Index, *2016 Identification functionality only available with Assurance Medicare Direct Entry module*

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.