

Electronic Claims Processing Frequently Asked Questions

Q: What information do I need to submit my claims electronically to Health Partners?

A: Make sure to include the following items prior to sending claims electronically for Health Partners/Senior Partners members:

- The Health Partners/Senior Partners Payor ID Number is **80142**.
- A valid Health Partners Provider ID number is required. Failure to include this information will result in a rejection of the claim. Please refer to the Health Partners 837I&P Companion Guide for the required provider number field, and to learn more about all other information Health Partners requires for electronic claim submissions.

Q: What is my Health Partners/Senior Partners Provider ID Number(s)?

A: Provider Numbers are specific to individual providers by their practice location/site. To obtain your Health Partners/Senior Partners Provider Number(s), contact our EDI Support Line.

Q: Which lines of business can be submitted to Health Partners?

A: Health Partners accepts both Health Partners (Medicaid) and Seniors Partners (Medicare) electronic claims.

Q: What do I do if I do not have a computer, and how much does it cost to send claims electronically?

A: Health Partners does not provide hardware/software to providers who wish to submit claims electronically. Our recommendation is to contact WebMD, which is the EDI clearinghouse used by Health Partners for more information. WebMD or the billing software vendor of your choice will have to advise about the costs associated with submitting claims electronically.

Q: I do not currently submit any claims electronically. Where would I begin to set my system up to submit electronically?

A: Contact your billing software vendor and request that your claims be submitted electronically via the WebMD claims clearinghouse. They will help you with the specifics of your computer system setup.

Q: What if my billing software vendor uses another clearinghouse such as NDC, Med-E America, ETS, Equifax, etc.?

A: WebMD is the leading EDI clearinghouse in the country and almost every other claims clearinghouse forwards claims to WebMD for processing. Please contact your billing software vendor for details.

Q: Once I am set up to send claims electronically, how many claims should I initially send?

A: We recommended that you send 20-30 claims at first, simply to ensure no issues exist. It is also recommended that you contact the **EDI Support Line** after submitting the initial batch of electronic claims so Health Partners can target and analyze them for any potential issues.

Q: Can't I just use e-mail to submit my claims electronically to Health Partners?

A: Although electronic mail is faster than standard mail and eliminates paper, it differs greatly from EDI because the data is in an unstructured format. EDI data is transmitted in a structured format, based on the use of transaction standards, which ensures that all participants use a common language.

Q: Are there any reports that identify claim rejections/errors available to providers from Health Partners?

A: Yes, there are several reports available to providers. The following are the primary reports that are available to providers from WebMD on a daily basis.

(Please note that the provider is responsible for updating all errors found on these reports and retransmitting the corrected data to Health Partners in a timely manner.)

- **R022:** This report identifies all claim rejections that contain invalid data and/or are missing data

that have been sent back to the provider from WebMD. Claims that are rejected at this level can not be identified by Health Partners, as they were rejected before reaching our claims processing system. To inquire about claim error(s) found on this report, please contact your billing software vendor.

- **R059:** This report identifies all claim rejections that contain invalid data and/or are missing data that have been sent back to the provider from Health Partners. Claims that are rejected at this level are able to be identified by Health Partners. To inquire about claims errors found on this report, please contact the **EDI Support Line** and provide the **Carrier Reference Number** (Car Ref #) of the error(s) in question to the representative.

If you have any questions or require any additional information, please contact us at:

- **Health Partners EDI Support Line:**
215-991-4290
- **Health Partners Provider Helpline:**
215-991-4350 (Philadelphia area) or 888-991-9023 (toll free)
- **Health Partners Member Relations:**
215-849-9600 (Philadelphia area) or 800-553-0784 (toll free)