

Alteer Office[®] Customer Support Advisory July 22, 2010

COVENTRY CONSOLIDATED PAYER ID

This advisory pertains to all clients who use Alteer Office[®] to submit claims to, and receive electronic remittance advice (ERA) from, Coventry Health Care plans. Coventry will soon begin using a new Consolidated Payer ID, 25133, for which you must enroll as soon as possible in order to avoid ERA delivery interruptions. The following information is paraphrased from an Emdeon[™] communication.

Today thru August 1st 2010, ERA's will be distributed by Emdeon according to the adjudicating health plan Payer ID. Starting August 1st 2010, Coventry will begin using the Coventry Consolidated Payer ID to deliver ERA files for nearly all of the Coventry Health Care plans. The individual legacy Payer ID's will not be used for ERA delivery after August 1st.

To avoid ERA delivery interruptions, providers must verify enrollment for the Coventry consolidated Payer ID 25133 at Emdeon and make necessary updates with their practice management system (PMS) or hospital information system (HIS) vendors to accommodate the Payer ID change.

There will NOT be a single ERA file with multiple health plans in it. Each ERA file will contain only one adjudicating health plan. The Payer name, address, and tax ID that are currently populated in the N102-N403 today will continue to be used. This will be the identification of the adjudicating health plan in the file. The format of the ERA content is the same for all Coventry plans and will not be changed. Only the Payer ID (ISA06) that is used to deliver the ERA files will be changed.

For complete details and a grid describing the plans that will be included and excluded from the Consolidated Payer ID, please refer to the Emdeon web site:

http://transact.emdeon.com/documents/CHC_CSA_Jun_2010.pdf

Providers should confirm their connectivity to Payer ID 25133 and begin migrating their system setup for all applicable Coventry legacy Payer ID's to 25133. Recognize the new payer name for ID 25133, Coventry Health Care, in your system and begin submitting all claims for Payer ID's on this bulletin using 25133. For ERA's please begin to review all necessary ERA enrollment and programming modifications in anticipation of consolidated Coventry ERA file for all commercial and Medicare plans, effective August 1st 2010.

To update the payer ID in Alteer Office

1. In **Billing Admin** on the **Insurance Carriers** page, right-click the insurance carrier and click **Edit**.
2. In the **Modify Carrier** dialog box on the **Claim Format** tab, type the new payer ID number; click **OK**.

If you require assistance, please contact Alteer Office Technical Support at 949.790.0400, Mon-Fri, 6:00am-5:00pm, Pacific Time; e-mail: AOSupport@VHWus.com.



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