

## Part 2: Highlights of the Alliance's New Claims Processing System

As you are aware, the Alliance initiated a new claims processing system that went live on October 3, 2016. The first check run in the new system occurred on October 18, 2016.

As a reminder, claims with a date of service prior to October 1, 2016 will continue to be processed through our legacy system with a check run every Wednesday. Claims with a date of service of October 1, 2016 and beyond will be processed using our new system with a check run every Tuesday.

Checks will continue to be mailed the day after the check run date and providers receiving payment electronically should expect to receive payment one business day after check run.

**Providers please note: For payments generated in our new system, you will receive a check and Remittance Advice (RA) for each NPI number utilized by your organization,**

Here's what to expect when you view the **new** RA:

- \* In addition to the quantity billed, the RA will now also show the quantity allowed.
- \* Claim status codes will now be as follows:
  - TBP - PAID
  - CLD - DENIED
  - ENC - ENCOUNTER CLAIM
- \* Negative amounts are now represented with parenthesis instead of a negative sign.
- \* Paid lines will no longer have an associated explain code since they are paid without adjustment. Only lines with adjustments or denials will have an associated explain code.
- \* The "withhold amount" has been removed since we no longer withhold payment as part of our capitated model.
- \* No pay RAs will include the word "ZERO" followed by a series of seven digits. This is NOT a check and cannot be cashed.
- \* The barcode on the top right corner of the RA is for internal purposes only and should be ignored.

As we transition to this new system, we will continue to share updates with you. We greatly appreciate your ongoing support of the Alliance and its members.

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For more information contact the Alliance Claims department at (831) 430-5503 or your Provider Services Representative at (800) 700-3874 ext. 5504.