

# Trust Gateway EDI to Support Your HIPAA Version 5010 Conversion

*Feel comfortable knowing Gateway EDI is here to help during industry changes.*

**Have you started preparing for the conversion to version 5010?** January 1, 2012, is the date when electronic health care transactions change to the HIPAA-compliant version 5010. For Gateway EDI clients, this transition to 5010 will affect some transactions that are part of your daily operations – claims, remittance advice, eligibility and claim status inquiry.

Gateway EDI can help you understand what the change to 5010 means for your practice. **We are committed to making sure all our clients migrate through this transition smoothly. We will continue to support all our clients as we do today.**

We have developed processes to assist with compliance by converting claims, remittances and all other transactions we currently receive. We will accept the files you currently send and translate them into the 5010-compliant format. We will also convert remittances and other files received from payers to the format that you receive now.

#### *How We Can Help*

While we will do all we can on the technical side, you will need to make necessary data reporting changes that affect your office. Any new data requirements that are specific to a particular specialty must be present on the claim files you submit.

Preparing now is essential for a smooth transition to version 5010. Visit our website at [www.gatewayedi.com/5010](http://www.gatewayedi.com/5010) for additional information. The site provides access to industry information, frequently asked questions and links to other industry websites.

#### *QUESTIONS?*

If you have version-5010-related questions, email our 5010 Team at [industryinfo@gatewayedi.com](mailto:industryinfo@gatewayedi.com).

## HIPAA Version 5010

-  provides uniform electronic transactions
-  removes irrelevant data
-  streamlines reimbursement
-  supports pay-for-performance programs

# Secondary Online Submission Enhances Accuracy

Secondary claims can cause headaches and lost revenue. Gateway EDI has added simple and effective enhancements to our secondary claim product offering to deliver the results you expect.

## Consider these questions:

- Do you receive paper explanations of benefits (EOBs) from some payers, preventing Gateway EDI from automatically generating a secondary claim?
- Do you still print and mail secondary claims and payment information instead of submitting them electronically?
- Do you submit secondary claims to payers that no longer accept paper claims?

If you answered yes to any of these questions, Gateway EDI's newest product enhancement, Secondary Online Submission (SOS), might be just what you need.

SOS lets you create and submit professional secondary claims electronically from your Gateway EDI website. SOS allows you to fulfill essential secondary claim requirements by creating and submitting the claim electronically. This enhancement is integrated with the other features you rely on with your Gateway EDI website.

Since SOS uses primary claim information already on your Gateway EDI website, you are only required to fill in the fields necessary to submit the secondary claim. We have created edits for secondary claims created with SOS – ensuring accurate claims are submitted to the payers. And, just like your other Gateway EDI products, it is very easy to use.

If you have any questions or would like to learn more about our SOS enhancement, please contact Customer Service at **800.556.2231** or [customerservice@gatewayedi.com](mailto:customerservice@gatewayedi.com).

## SOS Can Be Used In Many Situations:

- **Primary insurance information received on a paper Explanation of Benefits (EOB)** – If the payment information is not sent to Gateway EDI in an Electronic Remittance Advice (ERA), we cannot generate a secondary claim with that payment information. Secondary claims require payment information from the primary payer – SOS allows you to add the primary payment information.
- **Secondary payer does not accept electronic claims** – There are some secondary claims you have to print on paper and send from your office. Using SOS allows you to submit those on your Gateway EDI website and let us print and mail the secondary claim along with the primary payment information.
- **A payer will not accept secondary claims on paper** – Gateway EDI has connections to payers to send electronic claims. Using SOS allows you to submit secondary claims electronically, so you no longer have to worry about how these claims will get paid.
- **Secondary claim generated by Gateway EDI is rejected by the payer** – Using fields available with the SOS enhancement will allow you to create a corrected secondary claim to send to the payer.
- **Secondary payer information was not sent on the primary claim** – A secondary claim will not be created if secondary payer information was not on the primary claim. SOS can be used to create a secondary claim when this happens. SOS uses the information included on the accepted primary claim to help you create a secondary claim to be sent electronically.



## 99% Club Members Share Best Practices

Gateway EDI's 99% Club recognizes clients with outstanding claims performance. When a practice submits a month's worth of claims that are 99% error-free, it becomes part of the 99% Club. To be eligible, you must submit at least 200 claims per month, maximize your EDI rate for transactions, utilize the Gateway EDI website, demonstrate a low "Average Days to File" rate and have been a Gateway EDI customer for more than six months. Here are some of our most recent club members' success stories:

### Dr. Etkin

*BE Healthy Medical, PC*

Dr. Etkin of BE Healthy Medical, PC, believes the most important rule for the staff is to always bill the same day – no matter what. They do not want to accumulate billing for the next week. She thinks this is the key to success.

### Pam

*Crockett Kids Pediatrics, PC*

Pam from Crockett Kids Pediatrics, PC, said that her office follows these guidelines in order to stay 99% error-free:

- Bill on a daily basis
- Check patient eligibility
- Verify ICD codes every time they are updated
- Check rejections daily, correct and re-file them

### Deb

*OB/GYN Associates, PC*

Deb from OB/GYN Associates, PC, shared the changes her office has seen with Gateway EDI and how it stays 99% error-free. Their rejection rate had been 5 to 8% before using Gateway EDI. Now, the practice has met the 99% Club criteria of less than 1% several times.

Their accounts receivable (A/R) days have dropped drastically from over 60 to about 30 days now. Using Gateway EDI and gaining the ability to correct any issues and get claims back to the payer has helped tremendously. Deb stated that her office began to think that having issues with coordination of benefits (COB) from Medicare was just becoming a way of life for her office.

However, her office worked with their practice management vendor and Gateway EDI to develop processes that resolved issues they were having and decreased their rejection rates.

As a manager in the office, she has been handling claims rejections and is able to focus on staff retraining and development. They have been able to utilize rejection reports from Gateway EDI while doing staff evaluations.

Overall, Deb stated that the claims process runs much smoother with Gateway EDI. The tools available to her office allow them to identify issues quicker. They have a complete picture of the claims process with the Gateway EDI website and are able to get a variety of reports.

For more information about the 99% Club and how to qualify, visit [www.gatewayedi.com/99-club](http://www.gatewayedi.com/99-club).

## Training Opportunities

Be sure you and the rest of your office are making the most of Gateway EDI's tools and services.

Find a list of available classes on your Gateway EDI website by clicking on the red schoolhouse button on your home page, as shown here.



**Remember:** Class sizes are limited, so sign up today.



## Recover Lost Revenue with Safety Net Report

*Tips for utilizing the Safety Net Report for recovering lost revenue.*

### Did you know...

Recovery of lost revenue by re-filing rejected claims is a crucial part of an office's success. Locating those rejected claims is often difficult. One of Gateway EDI's advanced reports, the Safety Net Report, provides a quick and efficient way to review claims submitted through your Gateway EDI website that have been rejected but not resubmitted electronically. The report offers an easy "checks and balances" system for reviewing claims.

To access the Safety Net Report, click on "Run Safety Net Report" under the "Reports" tab on your Gateway EDI website. After choosing the date range you would like to review, click on "Create Report" and claims that need to be resubmitted will appear. Any claims already resubmitted will not appear on this report.

As a best practice, we recommend performing this task on a weekly basis, as it provides an efficient tracking system to reconcile claims submissions. This report was designed to help you increase revenue by ensuring all rejected claims have been resubmitted.

A full help document is available under "Online Help" on your Gateway EDI website. Contact Customer Service with any questions at **800.556.2231** or **customerservice@gatewayedi.com**.

## EHR Technology Usage Earns Stimulus Funding for Gateway EDI Clients

Stimulus money is starting to roll in, and some Gateway EDI clients have already begun to benefit. As stated on the Medicare and Medicaid EHR Incentive Program website, the programs "will provide incentive payments to eligible professionals and eligible hospitals as they demonstrate adoption, implementation, upgrading, or meaningful use of certified EHR technology.

"These incentive programs are designed to support providers in this period of Health IT transition and instill the use of EHRs in meaningful ways to help our nation to improve the quality, safety, and efficiency of patient health care."<sup>1</sup>

Congratulations to the following Gateway EDI clients for being among the first stimulus check recipients:

- Gastorf Family Clinic of Durant, OK, has been touted as the first ambulatory EMR stimulus check recipient, according to a Government Health IT article.<sup>2</sup>
- Children's Clinic of Muskogee, OK, has been publicized as being the first pediatric practice to receive a meaningful use check.<sup>3</sup>

If you are among the recipients that have received payments from the incentive program and would like to share your story with us, please contact Danielle Reynolds at **800.969.3666 ext. 1347** or **dreynolds@gatewayedi.com**.

<sup>1</sup> Medicare & Medicaid EHR Incentive Program Registration and Attestation System, <https://ehrincentives.cms.gov/hitech/login.action>, accessed on February 15, 2011.




<sup>2</sup> "Two States Cut MU Checks," Health Data Management, February 2011, pp. 36.

<sup>3</sup> Diana Manos, "Oklahoma pediatric practice reaps \$85,000 in meaningful use bonuses," February 21, 2011, Healthcare IT News, <http://www.healthcareitnews.com/news/%C2%A0-oklahoma-pediatric-practice-reaps-85000-meaningful-use-bonuses>, accessed February 21, 2011.



# Scholarships Available to Support Your Professional Development

The 2011 Gateway EDI Continuing Education Award application is currently available to all employees of active Gateway EDI clients. Three \$1,000 scholarships will be awarded in July 2011. One award will be given in each of the following categories:

-  Continuing education in a formalized degree program
-  Pursuit of certification or a fellowship in a health care industry sponsored program
-  Registration and lodging to attend a health care conference

The Gateway EDI Continuing Education Awards are designed to promote medical practice management education for employees of our clients pursuing college degrees or higher education opportunities. Gateway EDI recognizes the importance of professional development and the need for continuing education in the development of future leaders.

For a copy of the application, click on "About Gateway EDI" under the "Resources" tab on your Gateway EDI website, or email Jim Bettendorf at [jbettendorf@gatewayedi.com](mailto:jbettendorf@gatewayedi.com).



**The submission deadline is June 30.**  
For questions about this program, contact Jim at [jbettendorf@gatewayedi.com](mailto:jbettendorf@gatewayedi.com) or 800.969.3666, ext. 1213.

## NEW ADDITIONS

### Easy Access to Our Current Payer List



Please remember: Our up-to-date payer list is available in two locations. Find it on our public website by clicking on "Payer List" at [www.gatewayedi.com](http://www.gatewayedi.com), or under the "Resources" tab on your Gateway EDI website.



## ON THE ROAD AGAIN

### Visit Us at Upcoming Events

Be sure to check out our list of upcoming events at [www.gatewayedi.com/events](http://www.gatewayedi.com/events). We train, present and entertain at trade shows, conferences and meetings all across the country.

If you will be at an event we are attending, stop by and see us!