

### Electronic claims submission (EDI)

Select Health of South Carolina contracts with Change Healthcare – one of the largest electronic data interchange (EDI) clearinghouses in the country – to offer state-of-the-art EDI and other electronic billing services. Electronic claims submission can significantly reduce costs. Claims are processed faster; consequently payments arrive faster.

You are not required to enroll with Change Healthcare to submit EDI claims to the Select Health. If you already use another EDI vendor to submit claims electronically, inform your vendor of the Select Health EDI payer ID: **23285**. Electronic claim submissions for Select Health should follow the same process as other electronic commercial submissions that you already submit. All Select Health claims will be routed through Change Healthcare by your vendor/clearinghouse, which may be an existing process utilized today by your practice. If you are not already submitting claims to us electronically, the first step is to contact your practice management system vendor, clearinghouse or Change Healthcare to initiate the process.

Practices can submit claims directly to Change Healthcare through WebConnect. WebConnect provides two methods for submitting claims — key them in manually or import batches of claims. There is no cost to manually key claims using WebConnect, but claims must be entered one at a time, which may not be feasible for practices with high claim volume. Practices that choose to import batches of claims via WebConnect should be aware there is a one-time set up fee of \$300 for this service. Providers should call **1-877-363-3666** and follow the appropriate prompts or go to <https://office.emdeon.com/vendorfiles/amerihealth.html> to enroll for direct submission with Change Healthcare. Change Healthcare will also provide information on their various electronic solutions, the requirements for connectivity, and set-up instructions.

Change Healthcare will review and validate the claims for HIPAA compliance and forward them directly to Select Health. Electronic claims are submitted via the Change Healthcare Select Health Payer ID 23285.

### Electronic remittance advice (ERA)

Select Health also offers ERA through Change Healthcare. Check with your practice management/hospital information system for the ability to process the Electronic Remittance.

Advice file (also referred to as an 835 file) and for instructions on how to receive ERAs from Select Health.

Many of these systems utilize this file to generate reports and auto-post payments.

If you are not receiving any payer ERAs, please contact your current practice management/hospital information system vendor to inquire if your software has the ability to process ERAs. Your software vendor is then responsible for contacting Change Healthcare to enroll for ERAs.

If your software does not support ERAs or you wish to continue to reconcile manually, you may contact Change Healthcare at **1-877-363-3666**, follow the appropriate prompts and a customer service representative will guide you through the process of enrolling for ERAs.

### Electronic funds transfers (EFTs)

EFTs allow you to receive your payments faster and safer by sending them directly to the bank account you designate rather than receiving them by paper check. You must enroll with Change Healthcare to receive EFT from Select Health. We encourage providers to sign up for ERAs if they intend to receive EFTs. Utilizing both provides timely remittance information after the EFT payment arrives.

Please follow the links below to access the EFT online enrollment forms:

#### **New Change Healthcare EFT receiver (new provider):**

Please visit [www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment](http://www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment).  
Select **EFT Enrollment Forms**.  
Select **EPayment Enrollment Authorization Form — Initial EFT enrollment** to initiate the enrollment process for a **new provider**.

#### **Existing Change Healthcare EFT receiver (existing provider):**

Please visit [www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment](http://www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment).  
Select **EFT Enrollment Forms**.  
Select **EFT Payer Add/Change/Delete Authorization Form — Add, change, or delete payers** to update the enrollment process for **existing provider**.

The phone number for online enrollment support is **1-866-506-2830**.