

Gateway Transition FAQ

This collection of frequently asked questions (FAQ) was developed to answer trading partner and provider questions about migrating AmeriHealth HMO, Inc., QCC Insurance Company d/b/a AmeriHealth Insurance Company, and AmeriHealth Insurance Company of New Jersey (collectively, AmeriHealth) X12 transactions to the Highmark Gateway.

General

Q. Why is AmeriHealth transitioning to the Highmark Gateway?

A. Moving processing capabilities to the Highmark Gateway will enable AmeriHealth to gain efficiencies and lower operating costs. It will also allow us to add new capabilities that enhance the overall customer experience.

Q. Is the transition to the Highmark Gateway mandatory for all AmeriHealth trading partners?

A. Yes. AmeriHealth will decommission its current NaviNet[®] X12 Gateway, along with its Secure Transport Server (STS), at which point connectivity to the AmeriHealth systems outside of the Highmark Gateway will no longer be available.

Q. When do trading partners need to be ready to transition to the Highmark Gateway?

A. Beginning in May 2013, we began inviting trading partners in staggered groups to transition their AmeriHealth Electronic Data Interchange (EDI) transactions to the Highmark Gateway at mutually determined times. Trading partners will receive notifications from either AmeriHealth or Highmark with further details regarding specific times for their transition. It is expected that all trading partners will have completed their transition to the Highmark Gateway by the end of the third quarter of 2013.

Q. How will AmeriHealth and Highmark communicate with trading partners and providers during this transition?

A. AmeriHealth and Highmark will communicate with trading partners via email and websites, covering topics such as connectivity to the Highmark Gateway, transaction-specific changes, updated companion guides, and transition activities. Up-to-date information can be found at the following websites:

- AmeriHealth: Visit the [X12 Gateway Transition](#) page on amerihealth.com or the [X12 Gateway Transition](#) page on our Provider News Center.
- Highmark: In July 2013, Highmark will launch the [EDI Trading Partner Business Center](#), a site dedicated to all AmeriHealth EDI business.

Q. Are processing delays expected to occur during the transition period?

A. We do not anticipate any EDI or claims processing delays during the transition period.

Q. As a provider, how does this transition impact me?

A. Please refer to the [network letters](#) that were sent to providers on June 10, 2013. We encourage you to work with your trading partner to ensure a smooth transition.

Q. Who should trading partners contact during the transition if they have any EDI issues or concerns: AmeriHealth or Highmark?

A. As trading partners are preparing for their transition to the Highmark Gateway, questions can be directed to either Highmark EDI Operations at 1-800-992-0246 or to the gateway.transition@amerihealth.com mailbox. After transitioning to the Highmark Gateway, any EDI-related questions or issues should be directed to Highmark EDI Operations at 1-800-992-0246.

Q. What are the hours of operation for Highmark EDI Operations?

A. Highmark EDI Operations is available for questions or support issues Monday through Friday from 8 a.m. – 5 p.m. ET. EDI transactions are processed 24 hours a day, 7 days a week.

Trading partner preparation

Q. When will trading partner registration begin?

A. Trading partners will be expected to register with Highmark via an online registration form. In May 2013, we began deploying online registration forms in phases. Registration will continue to occur in staggered groups throughout the third quarter of 2013.

Q. Will trading partners need to sign a new Trading Partner Agreement (TPA) with Highmark?

A. Yes. All trading partners, regardless of whether they currently process AmeriHealth transactions through Highmark, will be required to electronically accept a new TPA as part of the trading partner registration process.

Q. Who should trading partners contact if they have questions about the new TPA with Highmark?

A. Any questions or issues regarding the new TPA should be directed to Highmark EDI Operations at 1-800-992-0246.

Q. Will a new trading partner ID and logon ID be required to transition to the Highmark Gateway?

A. Yes. Once trading partners electronically accept a new TPA, they will be assigned a new trading partner ID referred to as their new “DataStream Trading Partner ID.” New DataStream



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Trading Partner IDs will be required in order to process AmeriHealth transactions through the Highmark Gateway. When the new DataStream Trading Partner IDs are set up, new logon information will be generated and emailed to trading partners.

Q. Will trading partners who currently submit or receive AmeriHealth transactions via Highmark still need a new trading partner ID?

A. Yes. All trading partners will need a new DataStream Trading Partner ID. Trading partners who currently process AmeriHealth transactions through Highmark will have their new DataStream Trading Partner ID created automatically. After new DataStream Trading Partner IDs are created, trading partners who currently process AmeriHealth transactions through Highmark will be notified of the new credentials via email, and they will be asked to electronically accept a new TPA prior to submitting transactions. Once the new TPA is electronically accepted, new logon information will be generated and emailed to the trading partner.

Q. Can multiple trading partner IDs be set up to accommodate the particular needs of a single trading partner?

A. For ease of maintenance, it is recommended that trading partners register only one professional and/or one institutional DataStream Trading Partner ID for AmeriHealth-related business. Trading partners may work with Highmark EDI Operations to evaluate special operating conditions.

Q. Will existing Highmark trading partners be able to use their current server connections to Highmark?

A. Even though trading partners will continue to connect to the Highmark secure file transfer protocol (SFTP) server known as the Highmark "eDelivery" system, a new logon ID and password will be required in order to send and receive files using the new DataStream Trading Partner ID.

EDI-related

Q. Will any payer or product NAIC codes change?

A. No. All payer and product NAIC codes will remain the same and can be submitted as they are today in the ISA and GS segments of your AmeriHealth 837 institutional and professional claim transactions. A list of NAIC codes used for AmeriHealth business is available at www.amerihealth.com/edi.

Q. Will all files received from the Highmark Gateway be in an ANSI X12 format?

A. Yes. All EDI transactions generated by AmeriHealth or Highmark will be in an ANSI X12-compliant format.

Q. Will a new companion guide be available?

A. Yes. We will publish an all-inclusive companion guide that contains information on how trading partners should conduct electronic transactions with AmeriHealth and Highmark in the 5010 version, including professional and institutional claims, claim acknowledgments, and claim payment advice. This document will supplement the HIPAA-mandated national implementation guides and addenda with clarifications and payer-specific usage and content requirements.

Q. What will happen to response and remittance transactions that have not been received by trading partners at the time of the transition to the Highmark Gateway?

A. Trading partners can still use their existing server connections and credentials to retrieve transactions that are in-process at the time of the transition.

Provider registration

Q. How will billing provider National Provider Identifiers (NPI) be set up with Highmark as part of this transition?

A. Trading partners who currently process AmeriHealth transactions through Highmark will automatically be assigned a new DataStream Trading Partner ID. All billing provider NPIs that are affiliated with the trading partner currently processing AmeriHealth transactions through Highmark will be systematically assigned to the new DataStream Trading Partner ID. Subsequent changes to NPI affiliations can be made by trading partners via an online application at the [EDI Trading Partner Business Center](#) website, which is scheduled to go live in July 2013.

Trading partners who are not currently processing AmeriHealth transactions through Highmark must submit an online application for a new DataStream Trading Partner ID. The new DataStream Trading Partner ID will be issued after a new TPA is electronically accepted by the trading partner. The application must include all billing provider NPIs. Trading partners with a large volume of NPIs can contact Highmark EDI Operations for alternatives to the standard application process.

Questions about the EDI application process can be directed to Highmark EDI Operations at 1-800-992-0246.

Q. When should trading partners stop sending new provider registration applications for AmeriHealth business to their current EDI gateway provider?

A. Trading partners should stop sending new provider registration applications one week prior to their transition to the Highmark Gateway. Once a trading partner completes their initial billing provider NPI registration for their new DataStream Trading Partner ID, any subsequent changes to the list of NPIs should be accommodated via an online application at the Highmark EDI Trading Partner Business Center website (scheduled to go live in July 2013) prior to transitioning to the Highmark Gateway.



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Q. Will there be a way for trading partners to verify provider registration during the transition to the Highmark Gateway?

A. Yes. Trading partners may contact Highmark EDI Operations at 1-800-992-0246 to confirm provider registration at any time.

Q: I am connecting to the Highmark Gateway using my new DataStream Trading Partner credentials, but my files are being rejected with a TA1. Why is this happening?

A. In addition to connecting to Highmark's eDelivery system using your new DataStream Trading Partner credentials, the ISA06 envelope value of your files must match your DataStream logon ID or the file will generate a TA1 rejection with an error code of '006', "Invalid Interchange Sender ID."

AmeriHealth HMO, Inc. QCC Insurance Company d/b/a AmeriHealth Insurance Company AmeriHealth Insurance Company of New Jersey

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