

# Provider Update

In an effort to reduce costs for our providers while aligning with Virginia Premier's goal to reduce waste and protect our environment, we are proud to introduce our Go Green campaign. This effort encompasses two distinct areas of provider interaction within Virginia Premier: claim submission and claim reimbursement. Our first goal is to reduce or eliminate paper claims and transition providers to fully electronic submissions through Electronic Data Interchange (EDI). Secondly, Virginia Premier has partnered with Payspan to reduce paper Explanation of Payments (EOP) and checks by making available free direct deposit, electronic EOPs and payment reconciliation reports.

## Electronic Claim Submission

In an effort to reduce costs associated to paper claim submissions, Virginia Premier encourages all providers to submit claims electronically. There are several benefits to Electronic Data Interchange (EDI) submissions for the provider and the health plan. Below are the top Provider benefits of EDI submissions:

### **Cost savings in operational efficiency reducing administrative cost associated with paper claims**

- EDI reduces associated expenses of storage, printing, postage, mailing and recycling by approximately 35%\* of operating expenditures.

### **Enhanced quality of data and eliminates rework**

- Improves data quality, delivering at least a 30-40%\* reduction in transactions with errors (e.g. eliminating errors from illegible paper claims, lost mail, and keying and re-keying errors).
- Increased tracking and traceability of claim submission.

### **Improved turnaround times**

- Experience quicker claims turnaround times with EDI submissions; EDI can speed up claims cycle by 61%\*.

### **Security**

- Sharing data across a wide variety of protocols and security standards.

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## Environmentally Friendly

- EDI reduces paper trails and ensures paper usage is kept to a minimum and promotes corporate social responsibility.

For further information converting to EDI, please contact your Provider Service Representative or visit [Virginia Premier's website](#) to access the “*Electronic Filing Clearinghouses*” section located in the [Provider Manual](#).

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\*<https://www.edibasics.com/benefits-of-edi/>

## Electronic Explanation of Payments and Claim Reimbursement

**Effective August 1, 2019**, Virginia Premier will begin a Go Green initiative. To standardize the way providers receive payment notification, we will **discontinue printing and mailing Explanation of Payments (EOPs) for all providers.**

Many of our providers are already receiving EOPs electronically and the goal is for all of our providers to Go Green. Virginia Premier is fully supporting a Go Green initiative with our payment reimbursement vendor, Payspan. The solution enables online accessibility to EOPs and straightforward reconciliation of payments to reduce costs, speed up secondary billings, and improve cash flow.

If you have already registered to receive electronic EOPs, we want to thank you and no action is required. However, if you are still receiving your paper remittance advice in the mail, this notification is intended to strongly encourage you to register to receive your EOPs electronically at [www.payspanhealth.com](http://www.payspanhealth.com). **To continue to receive EOPs after August 1, 2019, you must register.**

Electronic EOPs will be available for download and printing from the Payspan website. This applies to providers receiving either paper checks or EFT. (However, if you are not currently registered for EFT, this is also the perfect time to take action to get registered and skip those trips to the bank to cash checks).

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To register for Payspan, either:

- Visit Payspan's Login and Registration page at [www.payspanhealth.com](http://www.payspanhealth.com)
- Call Payspan at 1-877-331-7154

**Once you have registered, you will experience many benefits offered by Payspan including but not limited to:**

- Access Payspan's self-service portal 24/7 to review your remittances and reconcile your accounts at no additional cost.
- Mailbox Routing. Providers can route remittance advice images to a free mailbox.

Again, please do not delay; register to electronically receive your electronic Explanation of Payments today!

Additionally, we recommend taking advantage of Payspan's free electronic fund transfer (EFT).

**Provider incentives to transition to claim reimbursement via electronic fund transfer (EFT)**

- Expedited payment! Providers receive their money much more quickly!
- Lost checks are a thing of the past!
- Reduction in work for provider administrative staff who need to sort and handle mail.
- Reduction in work for provider accounts receivable who will no longer need to make deposits.
- EFT reduces trips to the bank!
- Registration is free and secure.
- You can register as many bank accounts you like per registration code, or you can use the same bank account for all your PaySpan payments but name them differently in PaySpan per registration code or payer.

**Below are some of the benefits for Electronic remits or 835s**

- Payspan is accessible 24 hours 7 days a week.
- 835s and/or PDF remittance images can be routed for free to any FTP mailbox.

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For further information converting to paper free EOBs and checks, please contact your Provider Service Representative or visit <https://www.payspanhealth.com/nps/Support/Index> or contact Payspan via email at [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com) or call PaySpan at [877.331.7154 Option 1](tel:877.331.7154).

Thank you,  
Virginia Premier