



Important Changes in Electronic Data Interchange (EDI) Process

June 28, 2011

Dear Office Administrator:

As of **July 24, 2011**, 'Ohana Health Plan will begin accepting electronic claims only through RelayHealth's pre-adjudication platform. 'Ohana has selected RelayHealth, a division of McKesson, to manage EDI connectivity between 'Ohana and our providers. We believe this choice will expand electronic-based real-time services for our providers, and increase EDI volume and simplify EDI administration. We also believe this kind of arrangement drives efficiencies and leads to lower overall costs for healthcare, and is increasingly becoming commonplace in the health benefits market.

We have requested our previous partners to migrate for FREE their EDI connection for 'Ohana claims to RelayHealth's pre-adjudication platform. Although most have agreed, some will no longer accept or send transactions to 'Ohana upon our switch to RelayHealth on July 24, and you may experience unnecessary problems in adjudication or payment of the claims.

In most cases the transition will be seamless; however we strongly encourage you to contact your practice management vendor, billing service or clearinghouse immediately and obtain their assurance as to continued electronic claims submission to 'Ohana via RelayHealth on and after July 24 to ensure your practice is prepared for this transition. Upon confirmation from your vendor, billing service or clearinghouse of continued electronic claims submission to 'Ohana via RelayHealth, no further action is necessary.

If you have any questions regarding submission of EDI transactions through RelayHealth, you may call **888-743-8735** and they will provide you assistance and recommendations regarding the transition. For further details, you may contact us via email at EDI-MASTER-HI@wellcare.com. 'Ohana will respond to those emails in a timely fashion.

We feel strongly that our relationship with RelayHealth will expand our EDI service levels for you and improve your experience with 'Ohana and our members.

Sincerely,

Jai Pillai
Vice President, Claims Operations

EDI Claim Submission Transition to RelayHealth Frequently Asked Questions (FAQs)

Question	Answer
Does this change to RelayHealth mean my electronic claims submission will be impacted?	No, it doesn't have to impact or interrupt your current submission process. If your vendor is communicating your electronic claims will be impacted, it is the result of your clearinghouse declining the <i>FREE</i> connectivity being offered by RelayHealth. Establishing the <i>FREE</i> connection to RelayHealth is a simple process that takes your clearinghouse less than 2 days to setup, test and deploy. If you need more information or have any challenges with your connection transition request, simply call 888-743-8735 and RelayHealth will gladly provide alternate connection recommendations or additional assistance to smooth your transition.
Why is my clearinghouse telling me they will reject claims for 'Ohana and affiliated health plans if RelayHealth is offering a <i>FREE</i> alternative connection?	It is a business decision by your clearinghouse to not utilize the <i>FREE</i> connection offered by RelayHealth. It is not a technical issue. RelayHealth and 'Ohana have proactively communicated with terminated clearinghouses and provided a minimum of 90 days notice and offered a <i>FREE</i> alternative connection.
Why is my clearinghouse telling me that 'Ohana are terminating their connection / relationship with my clearinghouse?	Due to administrative simplification legislation and industry compliance support and maintenance cost (ex. 5010), 'Ohana has decided to centralize and standardize electronic transaction processing through one software and service provider, RelayHealth. All other clearinghouses have been offered a <i>FREE</i> connection to RelayHealth. The RelayHealth solution is an open and neutral platform that can accept claims from any practice management system, billing service or clearinghouse that requests connectivity.
What clearinghouses have an existing reciprocal relationship with RelayHealth?	RelayHealth has reciprocal agreements with a number of trading partners that may be utilized for electronic claims submission. Please call RelayHealth at 888-743-8735 to see if your clearinghouse has a reciprocal relationship with RelayHealth.

Question	Answer
<p>What should I do if my practice management vendor, billing service or clearinghouse tells me that they “cannot” connect to RelayHealth?</p>	<p>It is unlikely that a practice management vendor, billing service or clearinghouse cannot connect to RelayHealth. It is more likely that your vendor is electing not to connect directly to RelayHealth -- not that they aren’t technically capable of connecting to RelayHealth.</p> <p>As a McKesson owned company (#14 on the Fortune 500), RelayHealth’s charter is to be an open and neutral partner for connecting all health care constituents. RelayHealth has one of the largest provider and payer connectivity networks in the healthcare industry. RelayHealth has committed to connecting with all clearinghouses, vendors, business partners and providers to ensure the continuity of claims processing.</p>
<p>What actions can I take regarding my clearinghouse’s or vendor’s options?</p>	<p>STEP 1: We suggest you contact your vendor and inquire if they are aware of the <i>FREE</i> connectivity option offered by RelayHealth. This would ensure that there are no service interruptions.</p> <p>STEP 2: Request that your vendor contact RelayHealth and request a <i>FREE</i> direct connection for ‘Ohana claims.</p> <p>STEP 3: If step 2 is undesirable to your vendor, request them to contact another partner clearinghouse that has an existing relationship with RelayHealth to send your ‘Ohana claims to them.</p>
<p>What if my vendor (practice management vendor, billing service or clearinghouse) chooses not to pursue an option above?</p>	<p>If your clearinghouse, practice management vendor or billing service won’t pursue options above, then you can use the contact information below to request one of the following <i>FREE</i> services:</p> <ul style="list-style-type: none"> • <i>FREE</i> Batch professional and institutional claim file upload service • <i>FREE</i> Direct data entry professional claim entry service (portal) <p>Online Sign-Up: www.Ohanamdol.com Call: 888-499-5465 to speak to someone at MD Online</p> <p>NOTE: Service provided by MD Online - a certified RelayHealth business partner.</p>
<p>How will the RelayHealth pre-adjudication solution benefit providers?</p>	<p>‘Ohana is very committed to provider satisfaction and user experience. We strongly considered the needs of our providers in our evaluation and selection process. Immediate provider benefits include:</p> <ul style="list-style-type: none"> • Accelerates 5010 readiness and future regulatory compliance requirements

	<ul style="list-style-type: none"> • Supports administrative simplification and promotes administrative efficiencies • Improves the revenue management cycle by enabling a configurable claim validation system which promotes faster response times and enhances auto-adjudication and real-time adjudication capabilities • Connects easily with existing practice management systems, third party billing services, and clearinghouses • Enables real-time eligibility and claim status capabilities
<p>Why did 'Ohana select RelayHealth?</p>	<p>'Ohana evaluated several industry leading vendors and solutions. After months of due diligence, 'Ohana selected RelayHealth to meet immediate and long term business objectives. Our short term goals are focused on a variety of regulatory compliance mandates including, but not limited to, preparing for 5010 testing and production readiness. Our long term objectives are focused on improving the member and provider experience, improving providers' revenue cycle, expanding real-time services to providers, reducing system costs, and promoting administrative simplification initiatives. The 'Ohana management team decided that RelayHealth had the solutions and services that best fit the 'Ohana vision and mission for supporting its members, providers and employees.</p>
<p>What is the RelayHealth pre-adjudication system?</p>	<p>The RelayHealth pre-adjudication system is an open and neutral connectivity platform that is delivered as Software as a Service to payers. Any practice management system, billing service or clearinghouse can connect easily with RelayHealth. The RelayHealth solution is an agile and integrated suite of applications and services that enables payers to improve transmission management, claim management, claim validation, web-based reporting and business intelligence, translation and routing management, and hosting services.</p>
<p>How can I contact RelayHealth or 'Ohana's EDI Team with any questions?</p>	<p>RelayHealth is available to answer your questions call them at 888-743-8735 and they will provide alternate connection recommendations or additional assistance. If you have questions regarding this transition, contact our EDI Team at EDI-Master-HI@wellcare.com or our Provider Services at the phone number listed on your state-specific Quick Reference Guide (QRG).</p>