



## Check Claim Status and Member Eligibility Now in Real Time!

December 7, 2009

Dear Provider,

`Ohana Health Plan (the Plan) has partnered with Availity, LLC, a premier health information network, to offer real-time HIPAA 276/277 Claim Status Electronic Transactions and HIPAA 270 Eligibility Request and 271 Payer Response transactions to providers. These services improve data interchange, provide an innovative solution to provider requests and will be leveraged to implement other HIPAA-compliant transactions in the future.

### **Benefits and Advantages:**

- **Free** for providers to use
- Participation is **optional**
- **“One-stop shopping”** – view eligibility and claim status information for all participating health insurance companies from single Availity Web site with single log-in. Streamlines administrative workflow by increasing efficiency and reducing paperwork and phone calls.
- Eliminates need to call Customer Service to check eligibility or confirm claim status

You now have the option to access the Claim Status Inquiry transactions via the Availity secure transaction interchange. You are able to check claim status information for all Plan lines of business.

To gain access to the **Availity Real Time Claim Status** transactions, you need to register on the Availity Web site at **[www.availity.com](http://www.availity.com)** and follow these simple steps:

1. Click *Claims Management / Claim Status Inquiry* in the Availity menu.
2. Select the applicable `Ohana Health Plan name in the *Payer* field.
3. Complete the fields in order as noted. You may obtain assistance on a given field by clicking the question mark (?) option. If assistance is required with the form in general, click the (*Help*) option at the top of the page.
4. Click *Submit*.
5. In results, click *View Details* to see more information.



To gain access to the **Availity Eligibility and Benefits** transactions, follow these simple steps:

1. Click *Eligibility and Benefits* | *Eligibility and Benefits Inquiry* in the Availity menu.
2. Select the applicable `Ohana Health Plan name in the *Payer* field.
3. Complete the fields in order as noted. You may obtain assistance on a given field by clicking the question mark (?) option. If assistance is required with the form in general, click the (*Help*) option at the top of the page.
4. Click *Submit*.
5. For information about how to view the results, click the (*Help*) option at the top of the page.

Availity offers free online training webinars for several topics, including eligibility and benefits and claims status transactions. To register for one of these webinars, visit the Availity Web site and navigate to the *Demo* tab.

We appreciate your continued participation in providing superior care to our members. If you have any questions, please call Provider Services at **1-888-846-4262** (Medicaid) or **1-888-505-1201** (Medicare). You may also call Availity at **1-800-Availity (1-800-282-4548)** or e-mail their support team at **support@availity.com**.

Sincerely,  
`Ohana Health Plan