

SUBMITTERS / CLEARINGHOUSES

Medical clearinghouses are aggregators (senders and receivers) of mountains of medical claim information; almost all of which is managed by software. Large clearinghouses today process trillions of transactions each year. They are essentially 'regional' post-offices that enable healthcare practices to transmit electronic claims to insurance carriers, and additionally they provide a place to manage all the claims from one central location.

The ClinicPro software creates the billing file, or electronic claims, which you upload to your clearinghouse account. The clearinghouse then audits (scrubs) the file looking closely for claim errors. If the file is clear (accepted) the clearinghouse transmits the electronic file to the specified payer. If the file is rejected, the clearinghouse then sends you a status report notifying you of the error. This offers you opportunity to amend the claim(s) that are in error and resubmit the entire file back to the clearinghouse.

Once the specified payer receives the electronic file from the clearinghouse another audit takes place and a determination is made by the payer. At this stage another rejection is possible. If this happens the clearinghouse is notified and passes the rejection status message back to you from the specified payer. At this point, the amends will most usually be specific to a claim or claims within the electronic file.

Part of your support with purchasing the ClinicPro software comes with our Billing Department and their help in determining which clearinghouses are available in your area. We will also help you to populate the designated fields within the ClinicPro software that is required to create the electronic billing file and successfully transmit it to the clearinghouses where you have your accounts.

This is what the ClinicPro Submitter screen looks like: (LISTS – SUBMITTERS)

Submitters (BCBS):1

List *Submitter Detail* Claim Status Actions

Name BCBS

Phone (248) 486-2292

Website WWW.BCBM.COM

Ins Billing Format MI MICHIGAN INSURANCE BILLING FORMAT

Response Code Set

Submitter ID BCBSM

Submitter Ho 00710

Sender ID C003C

Receiver ID 382069753

Group ID 382069753

Group Name

Last Update 11/10/2008 09:04:29 AM By ADMINISTRATOR

The NEW  icon will bring up the **SUBMITTER DETAIL SCREEN:**

NAME

Enter the name of the clearinghouse or the name of the specific payer. This field does not transmit in the billing file, name it something you will recognize when doing your billing.

PHONE

If you happen to have this information it could be stored for contact information much like having a “rolodex” at your fingertips.

WEBSITE

This field is helpful for your information and does not transmit or affect the billing file.

INS. FORMAT

Typically this field is set to NSF2, National Standard Format. There is also an ANSI format for your choice.

RESPONSE CODE

Do not use these fields as they are not required.

SUBMITTER ID

This field transmits the unique ID provided to you by the clearinghouse. ClinicPro agents are prepared to help you determine the specific ID needed for your office in your state.

SUBMITTER NO

This field transmits the unique ID that the EDI department uses as recognition of their Trading Partner Agreement with the insurance carrier. It is most commonly the specific insurance carrier's Payor ID.

SENDER ID

Here is the field that transmits your unique ID that the clearinghouse has generated to recognize your office. In some states, like Michigan, this number is your unique "Biller Code."

RECEIVER ID

These fields are assigned by the EDI department and ClinicPro agents will be helpful in guiding you through inputting data for billing.

GROUP ID**GROUP NAME**

When you completed your registration with the insurance carrier, you agreed to be recognized by either your Type I (individual) National Provider Identification" (NPI) number, or your Type II (organizational) NPI number. If the field is left blank, ClinicPro software will inject your Type I NPI in the correct loop of the billing file. In cases where your billing is registered with your Type II NPI, this field will require you to enter your clinic name. This will allow the ClinicPro software to inject your Type II NPI number in the correct loop.

This screen of the software will be discussed with you and your office staff early in the training and set up process with ClinicPro. We are a partner in your success and our agents maintain a database that allows us to reference information to guide you through getting set up to transmit secure and accurate claim information.

The Billing Industry is notoriously volatile and somewhat complex. To ensure successful billing some important factors should be considered:

- Contact ClinicPro and schedule your initial billing session as soon as is possible for your office.
- Understand that the various insurance carriers and clearinghouses have different protocol and enrollment periods. Stay in touch with your enrollment process.
- Exercise patience in your billing process as this will pay off in the long haul.