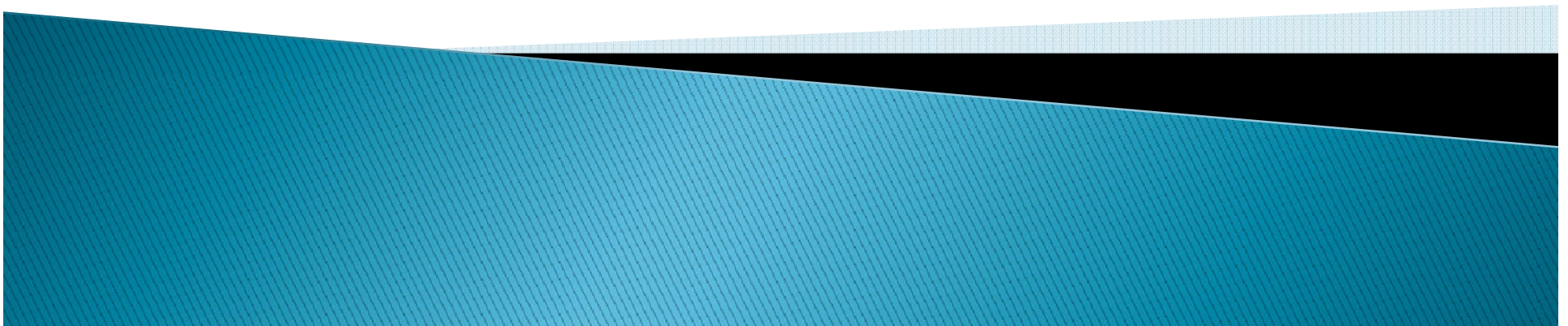


**Blue Cross and Blue Shield of Kansas,
Inc.**

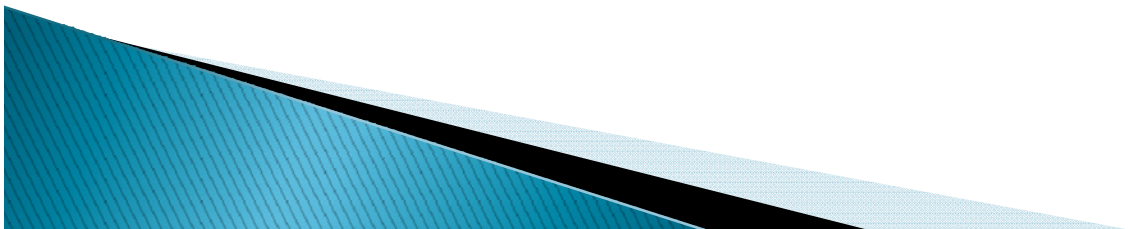
5010 Experiences

Marcia Henderson



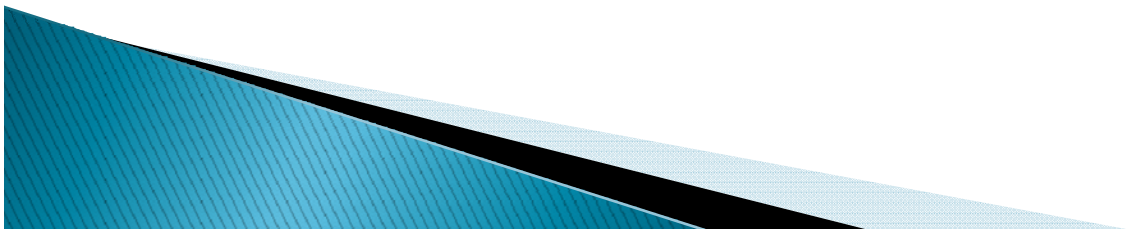
Who is BCBSKS

- ▶ Trading Partners (TP) – submitters
 - BCBSKS – Approximately 950
 - Total – Approximately 2,700
- ▶ Provider EDI Claim Volume
 - BCBSKS – 6.9 million
 - Total – 22.8 million
- ▶ Total Transaction Volume
 - BCBSKS – 27.6 million
 - Total – 58.1 million



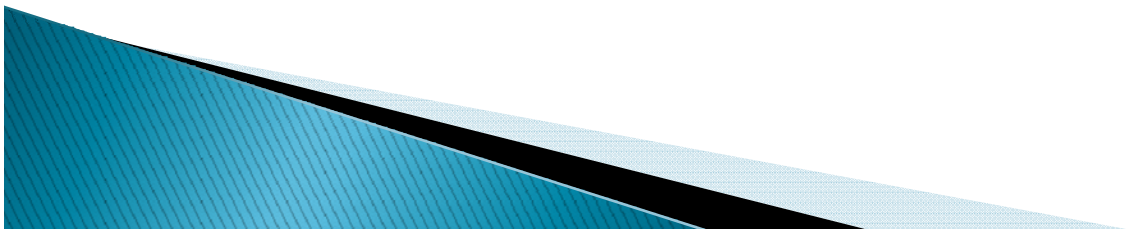
5010 EDI Approach

- ▶ EDI System Environment
 - Implemented new version of our translator for batch transaction
 - Implemented new broker for real time transactions
- ▶ Operating two separate, independent environments



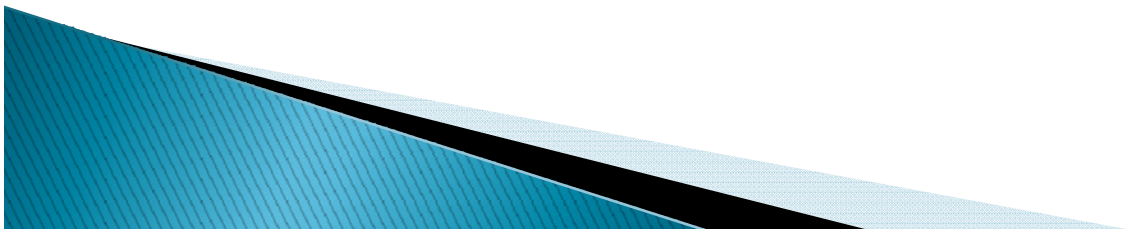
BCBSKS 5010 Approach

- ▶ 837,27X
 - Built a 5010 path separate from 4010
 - Reduces time to remove 4010 after 01/01/2012
- ▶ 835
 - Build 4010 and 5010 file for each provider
- ▶ 834
 - Will accept 4010 or 5010 from employer groups after 01/01/2012



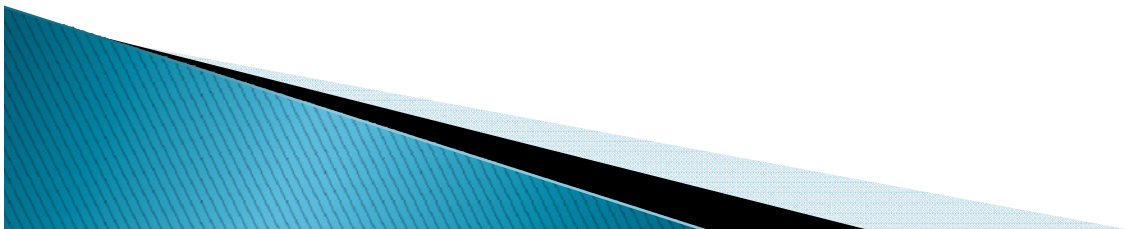
BCBSKS Timeline

- ▶ First Implementation
 - 2/19/2011
 - 837 – Provider submitted
 - 835 – Remittance Advices
 - 820 – Premium Payment



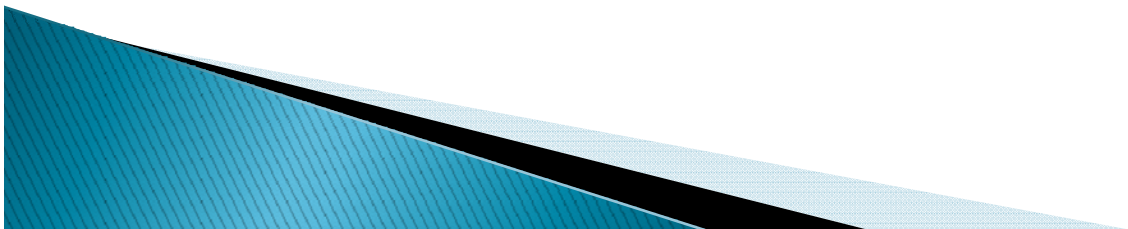
BCBSKS Timeline

- ▶ Second Implementation
 - Target 6/25/2011
 - 837 – GHI
 - 27x
 - 834
 - OCR process
 - PBM History Load
 - Outbound 837



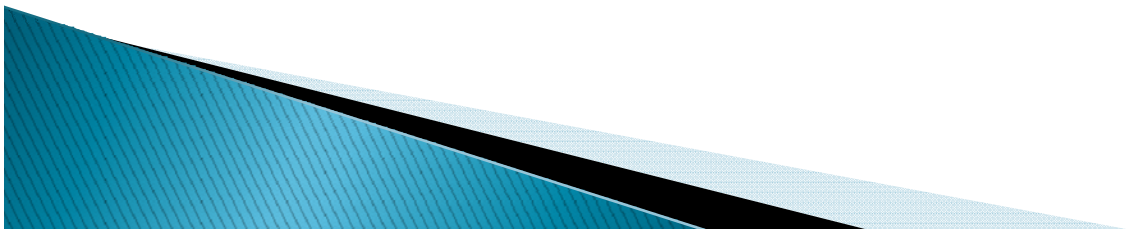
EDI Operational Challenges

- ▶ Edit Review
 - Too strict vs too loose
 - New edit opportunities identified
- ▶ 277CA
 - Internal Staff Education
 - Frustration with lack of specificity of codes



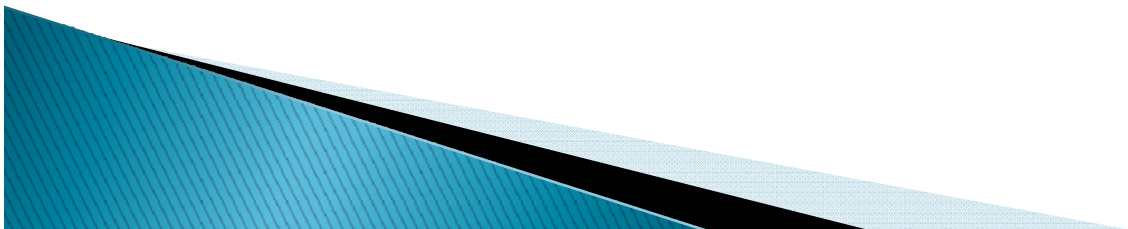
Internal Testing

- ▶ Internal QA Testing
 - In excess of 10,000 test cases
 - Need to automate testing process
- ▶ Lack of 5010 volume from TP
 - More internal staff testing resources than planned



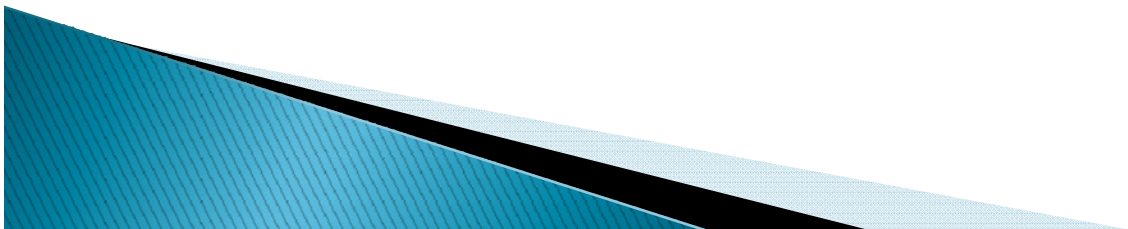
Beta Testers

- ▶ Tax ID Numbers- formatted incorrectly
- ▶ No PO Box in Billing Address - Dental claims
- ▶ Subscriber vs Dependent loop



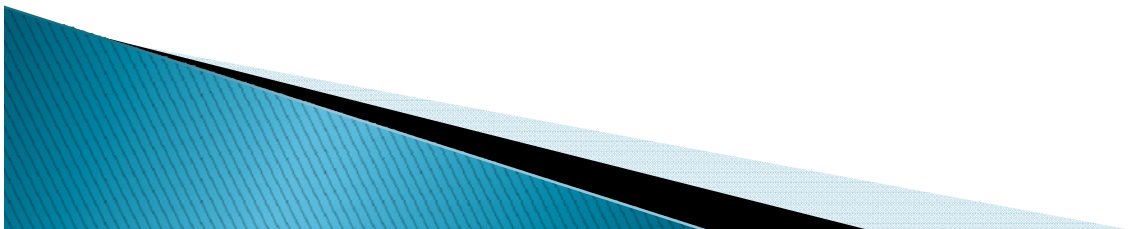
Beta Testers

- ▶ 277 Claims Acknowledgment
 - Confusion with where errors returned
 - Specificity of codes
 - Incorrect code selected
 - Specific code not available



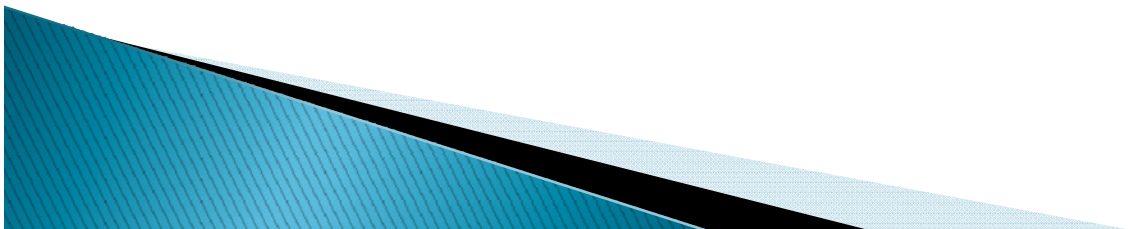
Migration Strategy

- ▶ No enrollment form needed
 - All TP's who have submitted in the last 12 months will automatically be setup for 5010
 - Emails to each TP asking for confirmations of NPI's
- ▶ Target vendors to work out plan for their customers



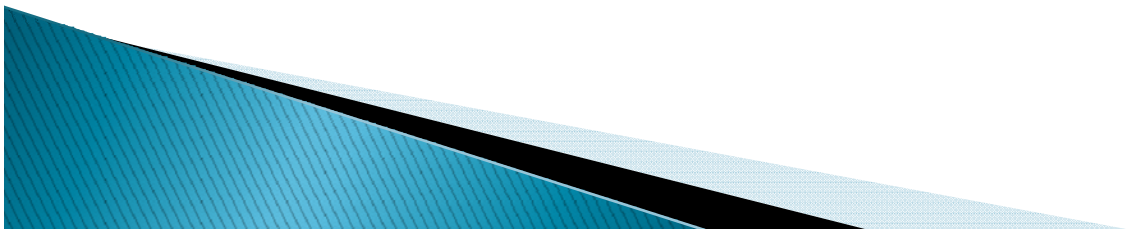
Migration Strategy

- ▶ Automatically set up for 277CA unless readable acknowledgement report is wanted
- ▶ Self-testing
 - EDI Help Desk – follow-up every 2 weeks if no test file is submitted



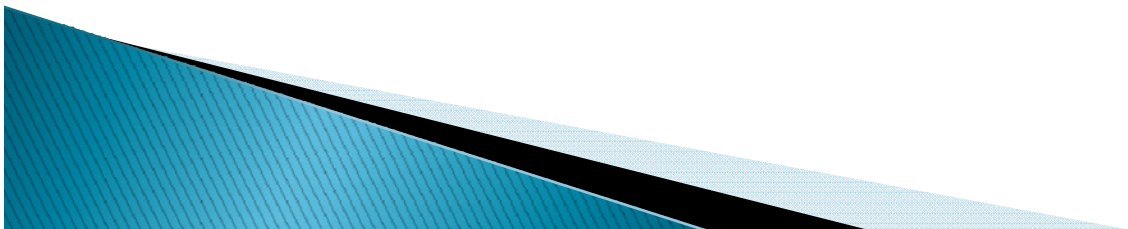
Outreach Activities

- ▶ Vendor Education
 - Regular monthly vendor calls
 - Vendor Readiness Survey
 - Website
 - Newsletters
- ▶ Trading Partners
 - EDI Workshops
 - Newsletters
 - Website
 - Podcasts



Outreach Activities

- ▶ Documentation
 - Companion Documents – WEDI format
 - Edit Documentation
 - Acknowledgements How To Guide



Questions?

