



Inbound Claims Submitter Frequently Asked Questions

This FAQ document will continue to be reviewed and updated regularly in order to provide the most current and pertinent information.

Q: What is this initiative about?

A: Beacon Health Options (Beacon) is upgrading our electronic claims submission application and is migrating users to the new platform. We have engaged with Edifecs, an industry-leader in health care EDI interactions, to provide a single gateway for submitting electronic claims and performing HIPAA-based electronic transactions. By consolidating existing legacy applications, Beacon is improving the quality of our claims reimbursement process. We've worked hard to develop tools and solutions to minimize business disruptions as we migrate our business trading partners to the new platform.

Q: Is the way I submit claims changing?

A: It may change. It all depends on the way you are submitting today. Beacon will work with you to determine if any changes are needed.

Q: Will I need to change my existing claim format?

A: No. You will still submit an 837. However, you can expect changes to some of the data elements in order to ensure your claims are SNIP 1-7 compliant before you send them to Beacon. We will provide the updated companion guides (837 & 277), a testing tool and an environment to test your files before you submit them.

Q: Is there a new companion guide to help me get setup?

A: Beacon will provide an 837 companion guide, and we recommend you review the companion guide in its entirety. The guides also can be found at [Claims Process Improvement Program page](#).

Q: What is the timeline for the change?

A: Beacon is working to transition all of its submitters by September 30, 2018. To ensure you meet that deadline, Beacon will work with you on the testing process. Once claims have achieved acceptable results in our test environment, we will schedule an implementation date with you.

Q: What is the testing process?

A: Beacon will provide a tool and environment to allow you to test your claims and response files. The tool is designed to be interactive and allows you to see your acceptance rate. Our team will support you through the process. Should you have any problems with testing, you can access support at e-supportservices@beaconhealthoptions.com



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Q: Has the Payer Name changed?

A: Yes. The Payer name in the NM103 segment is now **BEACON HEALTH OPTIONS, INC.**