



Electronic Data Interchange (EDI) Clearinghouse Fees

Keystone First receives electronic claims through Change Healthcare (CHC) (formerly Emdeon). We have been informed by a few electronic data interchange (EDI) clearing houses that, effective March 1, 2017, CHC discontinued passing through claims to Keystone First (and other payers) without charging a fee to your EDI vendor. If you are being charged a fee by your EDI vendor to submit your claims to us, please read the following information.

WHAT DOES THIS MEAN?

Any EDI vendor who submits to CHC at no cost today may now have to pay a fee to their clearing house for claims submitted to Keystone First.

WHO MADE THIS CHANGE?

CHC made this change. This change was NOT initiated by Keystone First.

WHAT IS THE POTENTIAL IMPACT TO YOU?

EDI vendors may pass the cost they are incurring with CHC on to you.

WHAT OPTIONS ARE AVAILABLE TO YOU?

You may continue to work with your current clearing house and potentially incur fees, and continue to submit your claims to us as you always have. Or, to avoid the fees:

- You may need to speak with your clearing house to renegotiate your current agreement to eliminate any such fees.
- You may explore other avenues for submitting claims to Keystone First, including re-routing claims via another clearing house.
- You have the option of sending claims directly to Keystone First using our WebConnect portal (sponsored by CHC). If you opt to use WebConnect, you have two submission options:
 - 1) Key-in professional claims; or,
 - 2) Import your professional/institutional claims in 837 5010 format.

There is a one-time set up cost of \$300 and a registration process with WebConnect. There is no monthly recurring cost. WebConnect also allows you to search, view and print your electronic remittance advice. An additional feature allows you to download 835 remittance posting files if you select this upgraded level of service. CHC also provides technical support if you have questions. You can contact Change Healthcare at 1-844-341-7644 to enroll or go to <https://office.emdeon.com/vendorfiles/amerihealth.html> to get started.

HOW LONG DOES IT TAKE TO START USING WEBCONNECT?

It may take between 2-4 days after you have registered to start submitting claims through the WebConnect portal. CHC's implementation team will contact you to complete the implementation and testing of your account.

Please contact the Keystone First Provider Services department at 1-800-521-6007 or your Provider Account Executive if you have any questions.