

# September 2018 Anthem Missouri eUpdate

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## **Now Available: Get patient payments faster with Healthcare Bill Payments at anthem.com**

The new [Healthcare Bill Payments](#) feature on the member portal at anthem.com allows many Anthem members to make payments to providers for their out-of-pocket expenses as soon as claims are processed. This new payment option offers members the convenience of making secure payments from the same place they go to view their claims, and helps providers receive payments faster and with less effort.

**Ready to get started?** [Register today](#) to receive these payments faster as direct deposit.

**Want to learn more?** [Watch the on-demand webinar](#). Learn how Healthcare Bill Payments works, including:

- How providers can collect patient payments faster with direct deposit
- Why patients prefer to make payments with Healthcare Bill Payments
- How Healthcare Bill Payments can help you reduce staff effort and billing costs
- Payment options and how to register

## **Anthem launches additional changes to anthem.com in September**

Exciting changes are coming to the public provider site on anthem.com this September. As a result of surveys and interviews with numerous health care professionals as well as in-depth analytics research, Anthem Blue Cross and Blue Shield (Anthem) will launch our first new pages to the public provider site since the initial home page launch in January 2018.

The redesign will be rolled out in multiple phases with the goal of improving the ease in which providers find the right information and resources they need in order to do business with us.

The new site features an updated look and feel, consistent with the rest of anthem.com. It is designed to make all provider content easier to use and understand. A few of the highlights include updated pages for Join Our Network and Credentialing, a redesigned Provider News page, an easy-to-navigate Provider Resources area, and more.

This mid-September release is the first in a series of quarterly updates. Each will redesign helpful resources for providers that will replace older content on the public provider site. We'll keep you posted on upcoming changes, as we continue to work to streamline our Web platform and other business processes.

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## **Submit electronic SOAP notes today using ePASS® and receive \$100 each**

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Anthem continues to work with Inovalon – an independent company that provides secure, clinical documentation services – to help ensure that members who have purchased health care plans on or off the Health Insurance Marketplace (also called the exchange) get their diagnoses confirmed, corrected, and updated every year, as well as have potential preventive care gaps addressed. To accomplish this goal, as a network provider with Anthem, you may receive letters from Inovalon on our behalf, asking you to perform patient outreach to identified Anthem patients so that patients can schedule an in-office visit with your practice.

**Electronic SOAP notes.** Once you see the patient, the next step is for you to complete a *subjective, objective, assessment, and plan* (SOAP) note – a standardized documentation format of a medical record. By submitting your SOAP notes electronically via Inovalon’s ePASS® tool, you will receive \$100 for each fully and properly completed SOAP note submitted for 2018 dates of service.

### **ePASS® is a powerful clinical resource tool. Here’s how:**

- Meets the Centers for Medicare & Medicaid Services’ (CMS) SOAP note standards.
- Supports documentation of a comprehensive history and physical as well as a medication review for confirmed chronic conditions.
- Identifies screening and preventive care measures and potential gaps.
- Provides relevant quality metric reporting opportunities.
- Saves time as ePASS® submissions are faster than manual submission of paper notes.

**Questions or assistance?** Need help with ePASS® or have questions? Simply email your inquiry to Inovalon at [ePASSsupport@inovalon.com](mailto:ePASSsupport@inovalon.com) with your name, organization, contact information, and any questions that you might have. Trained representatives are available to assist you. If you prefer to reach Inovalon by phone, please call 1-877-448-8125, Monday – Friday, 8 a.m. – 8 p.m. ET; Saturday – Sunday, 10 a.m. – 6 p.m. ET.

For a practical overview of ePASS®, please refer to Inovalon’s online document: [Frequently Asked Questions](#).

## **Reimbursement Policy Update - Claims requiring additional documentation (Facility)**

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As we advised you in the [April issue of the Network Update](#), in our efforts to improve payment accuracy and reduce post-payment recoveries, beginning with dates of service on or after

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July 13, 2018, Anthem updated our Claims Requiring Additional Documentation policy to include the following requirement:

- Inpatient stay claims reimbursed at a percent of charge with billed charges above \$40,000 require an itemized bill to be submitted with the claim.

For more information about this policy, visit the [facility reimbursement policy](#) page at anthem.com provider website.

In addition, visit our anthem.com provider website to view the [instructions](#) on how to submit your itemized bill to Anthem.