



HEALTHeNET™

Who We Are

HEALTHeNET is an organization governed by health care providers, insurers and representatives from the Western New York community.

Our mission is to provide fast, secure access to administrative information to assist the provider community in day to day business operations.

Board of Directors

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Fran Meyer
Kaleida Health

Daniel Porreca
Executive Director
HEALTHeNET/HEALTHeLINK

For more information on HEALTHeNET, visit www.wnyhealthenet.org or call 1-877-895-4724.

Welcome to the first edition of *The NET*

As we continue the great tradition of providing an easy to use and convenient way for providers to access administrative information from all the prominent payers here in Western New York, we are always looking at ways to make HEALTHeNET more valuable. HEALTHeNET began nearly a decade ago on the principle that collaboration can work, and together more can be accomplished than if done individually. The very solid foundation that HEALTHeNET laid here in our community is a tribute to foresight and vision of the founding stakeholder hospitals (Kaleida Health, Catholic Health System, ECMC Corporation and Roswell Park) and health plans (BlueCross BlueShield of WNY, Independent Health and Univera). This vision provided a significant launching pad for other opportunities for collaboration from a clinical perspective with HEALTHeLINK that will enable better quality of care, a better patient experience and contribution to lower cost for health care in our community. This work and collaboration positioned Western New York as a leader in health information exchange!

As you will soon experience, we are integrating the ability to capture HEALTHeLINK consent status for patients within the HEALTHeNET eligibility function – something our users are very excited about as it integrates that function into their current workflow. Enjoy the first edition of *The NET*, and please let us know if there are any suggestions you have that will help us communicate more effectively.

Daniel Porreca

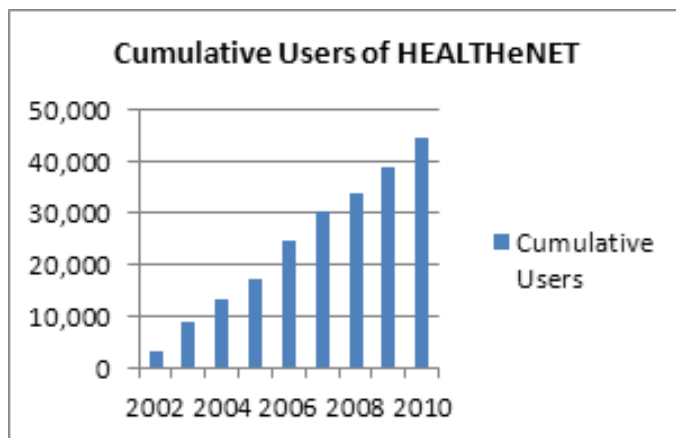
Executive Director, HEALTHeNET & HEALTHeLINK

The Growth of HEALTHeNET

HEALTHeNET has been a valuable tool for the health care community since 2002. HEALTHeNET has grown from less than 5,000 users, to a user base of over 40,000 today.

We started out with the Eligibility Transaction and continued to add to that over the years. The website now allows our users to not only check Eligibility and Benefits, but also Claim Status. Users can initiate a referral and also inquire whether a Referral or Authorization is in place. This past year HealthNow introduced the Provider Inquiry and Response Transaction to the HEALTHeNET website.

The number of our Direct Connect clients has also grown. These clients bypass the HEALTHeNET website. They create 270 Eligibility requests directly from their hospital or practice systems. These are then sent through HEALTHeNET, as either Batch



or Realtime transactions. The payers return the 271 Eligibility Response and these are passed back to the Direct Connect client where they are then imported back into the client's system. This practice streamlines the whole Verification of Eligibility process for these clients. At the present time we are working with Quest Diagnostics and HMS to bring them up as Direct Connect clients.

Provider Inquiry & Response

A new transaction is coming to the HEALTHeNET website soon, HealthNow's Provider Inquiry and Response. This transaction will allow provider office staff to complete an online inquiry and electronically send it to HealthNow. This transaction also will enable the staff to add attachments directly to the inquiry to help facilitate adjustments, corrections, etc. In turn, HealthNow will respond to the inquiry electronically, eliminating the need for paper inquiry submissions and reduce processing and response time.

Provider Inquiry and Response remains in a pilot phase, with plans to roll out to all users in the coming months. This is a great way to streamline the inquiry process, not only for the users in the provider offices, but also for the payers by helping to eliminate the paper and generate quicker turnaround time for payments and adjustments.

At the present time, HealthNow is the only payer supporting this transaction, however the intent is that other payers will have the resources to add this transaction in the future.

Mandatory X12 Transaction Upgrade to Version 5010

The HEALTHeNET Transaction Committee continues to meet every Wednesday morning at 9:00 AM to discuss the various issues that come up during testing, along with possible resolutions or new ideas. Presently, the majority of the group's focus is on the Upgrade to Version 5010. The Claim Status transaction (276/277), the Eligibility and Response transaction (270/271) and the Referral/Authorization transaction (278) are all up on the test system for payers to complete the testing process. Extensive testing has been done by Univera, HealthNow and Independent Health on both the Claim Status and Eligibility transactions.

The committee's attention is now focused on the Referral/Authorization transaction, which Kaleida is currently testing. In the near future Fidelis and Nova begin testing as well. Time is spent. Direct Connect clients will be coming on board to begin testing in March. The group is still expecting to be live by July 1, 2011.

Managing HEALTHeLINK consent on HEALTHeNET

HEALTHeLINK is currently working on adding the consent process to HEALTHeNET. If a user is registered with both Link and Net, they will be able to manage the consent process from the HEALTHeNET website. When a user with both Net and Link access runs an Eligibility and Benefits transaction on HEALTHeNET, a second transaction will run "behind the scenes" on the HEALTHeLINK system looking for consent. If consent is found, a link will appear in the upper part of the Eligibility Response screen. If this link has a "Y" after it, the user will know that a signed consent is on file. If there is not a "Y" the user will be able to access and complete the HEALTHeLINK process from this screen.

After discussions with a focus group, it was determined that this could be another way to help streamline office workflow. This functionality is scheduled to be available to users in late Quarter Two/early Quarter Three 2011.

New Look for HEALTHeNET website

Along with all of the work being done to upgrade the HEALTHeNET transactions to Version 5010, we are also in the process of rebranding the website. The effort is focused on making the screens more user friendly and easier to follow for the provider office staff. All changes are expected to roll out with the 5010 live date, which is scheduled for July 2011.

Current HEALTHeNET Payers

- BlueCross BlueShield of WNY
- HealthNow
- BlueShield of Northeastern NY
- Independent Health
- Univera Healthcare
- Nova Healthcare Administrators
- Fidelis Care New York
- NY Medicaid

Current Available Transactions

- Eligibility Inquiry & Response 270/271
- Claim Status Inquiry & Response 276/277
- Referral Request & Response
- Referral Inquiry & Response
- Authorization Inquiry & Response
- Provider Inquiry & Response (HealthNow only)