



HighMark Blue Cross – Pennsylvania

5010 Information

ANSI 4010 is the way you transmit electronic claims today. 5010 is the new ANSI electronic claim format Congress is requiring electronic claim billers to use by 1/1/2012. This only affects electronic claims, not paper. Most of the changes are done automatically by THOMAS, but there are a few things you need to do to ensure you meet Zip Code and PO Box requirements, as well as tell THOMAS when to start using the new format.

You should change the format of your electronic claims to 5010 as soon as reasonably possible. You should be all 5010 by 1/1/2012 and must be all 5010 by 4/1/2012. This does not change your paper forms.

CMS has announced a delay in enforcing the January 1, 2012 deadline. This does not mean you are supposed to wait. THOMAS is ready, so we think you should start trying the new format now.

ZIP CODE REQUIREMENT:

You will need to use nine digit Zip Codes (Zip+4) for locations in which you provide services. This would be your business address, any locations your business has and all facilities where you perform service. You will **not** need to use Zip+4 on insurance companies, referring physician, policies, guarantors, or any place where you don't physically perform services.

If you see patients in their home, we would expect the Zip+4 to be required for each patient. You should contact your payors for their actual requirements. If you don't see patients in their homes, we would not expect you to enter Zip+4 on your patients.

If you are entering nine digit Zip Codes, we recommend putting a dash before the last four digits. For example: 48092-1699. THOMAS will automatically strip punctuation for the electronic claim. You may look up a Zip Code at www.usps.com. We don't recommend using 0000 or 9999 as the last four digits.

A prebilling error may alert you if you are billing out a facility or a location without the ZIP+4. The message will read: *Error* Physical Address needs ZIP + 4, Facility Code: XX needs ZIP+4

PO BOX/LOCKBOX REQUIREMENT:

The new 5010 format requires the "billing address" to be a "physical location". This means if you report a PO Box type address, you must add your physical address in THOMAS so the "billing address" and "pay-to address" are sent correctly in the 5010 electronic claim. Adding the physical address does not change the current 4010 or paper claims. **DO NOT** change any existing address, only add the physical location if you need to because you use a PO/Lockbox.

If you are sending claims directly to HighMark Blue Cross, you will need to request 5010 Production status from HighMark. To do so, go to the following link and fill out the information located under **“Request for 5010 Production”**:
<https://www.highmark.com/edi/update/5010/index.shtml>.

Fill out all of the information that applies to your office. Under the area listed as the **“Software Vendor Information”** fill out those fields with the following information:

Name of Software: Indicate eTHOMAS or dTHOMAS

Vendor Name: Genius Solutions, Inc.

Contact Name: Support

Contact Telephone Number: 586-751-9080

Contact Email Address: support23@geniussolutions.com

Check the following boxes under **“Production information”**: Claims 837, Inquiry 277, and Remittance 835.

Submit the form online to HighMark from their website. If you have any questions regarding the information on the form, you should contact Highmark Blue Cross at 800-992-0246.

While we encourage you to begin sending claims in the new 5010 format, we recommend you adopt a staggered approach to submitting your claims and wait for a positive acceptance from your clearinghouse and the individual payors before submitting all of your claims in the ANSI 5010 format.

We would like you to notify us of your progress with ANSI 5010 after you get results of your first batch of claims, and as you progress and finally get claims working. Once you have received acceptance of your claims, if you could fill out the questionnaire and fax it back to us at **586-751-3016** we would greatly appreciate it. Your response will enable us to update our records as to your ANSI 5010 progress.

Client ID: _____ Office Name: _____

Contact: _____ Phone Number: _____

Email address: _____

Claims were accepted: **Please indicate what type of claims you sent:** _____

999 Report: Accepted Rejected (If rejected, please fax your rejected report along with this form)

Edit Reports (Claim Edits):

- All of my claims were accepted
- Most of my claims were accepted
- None of my claims were accepted

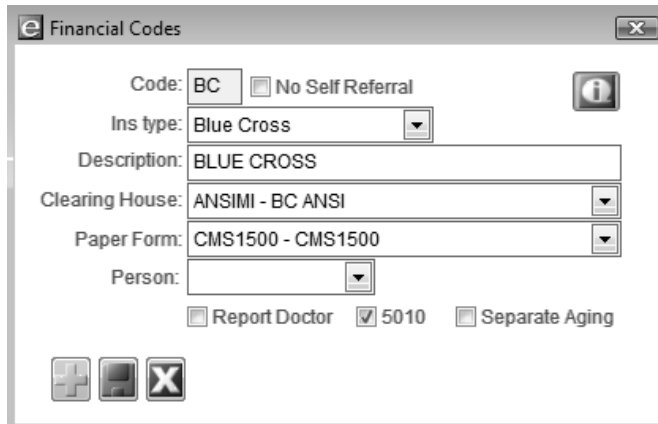
INSTRUCTIONS FOR CONFIGURING THOMAS for the 5010 format

The ANSI 5010 Compliance deadline is January 1, 2012. With that being said, Genius Solutions hopes for a smooth transition from the ANSI 4010 format to the new 5010 format. We have made changes in both eTHOMAS & dTHOMAS in order to accommodate this billing change.

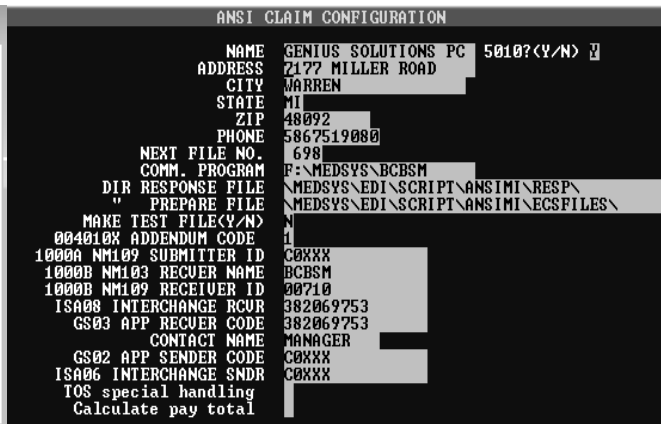
You must first make sure that you are on the most current version of THOMAS, which is 9.2.16, or later for eTHOMAS, and 9.01 or later in dTHOMAS.

First and foremost, if you are sending 5010 claims prior to the compliance date you should verify that your clearinghouse(s) is ready to accept 5010 claims. Once you have done so, you can begin setting up THOMAS.

Within THOMAS, check the 5010 checkbox from inside the Financial Code(s)/configuration screen.



eTHOMAS -- Code Files > Insurance > Financial



dTHOMAS -- 5 > 4 > Select Clearinghouse > 2

Once you have the Financial Code(s) selected for 5010, then all claims for that Financial Code will be prepared in the 5010 format. If you find that there are individual insurance companies that still need to be prepared in the 4010 format, you can create an exception for that insurance company for the specific clearinghouse (formgroup) that you want to create an exception.

eTHOMAS -- Code Files > Insurance > Insurance

dTHOMAS -- 4 > 6 C to Change

PO BOXES

In the 5010 version, the address can no longer be a PO Box or lockbox address. Be sure to verify your address with your payers to ensure a smooth transition to the 5010 version update. THOMAS has a new set of address fields inside of the location file called **Physical Address**. If you are **currently reporting anything other than a physical address** in your business address, you should use the **Physical Address** area within THOMAS to input your physical address. The Physical Address will report out in the ANSI 5010 version of the file.

eTHOMAS -- Utility > Data > Locations

A prebilling error will alert you if are using a PO Box or a lockbox and the Physical Address is not filled out. The message will read: ***ERROR* Physical Address Required (Busno)**

BUSINESS CODE	
CODE	1
NAME	GENIUS SOLUTIONS INC
ADDRESS	PO BOX 123
ZIP	48092-1234
CITY	WARREN
STATE	MI
PHONE	586-751-9080
BUSINESS ID	1 <BC BUSINESS NUMBER>
SITE NUMBER	1 <GSEDI SITE NUMBER>
MCIR SITE ID	
PHYSICAL NAME	GENIUS SOLUTIONS INC
PHYSICAL ADDR	7177 MILLER DRIVE
PHYSICAL ZIP	48092-7477
CITY	WARREN
STATE	MI

Select: Next Prev Change List Exit

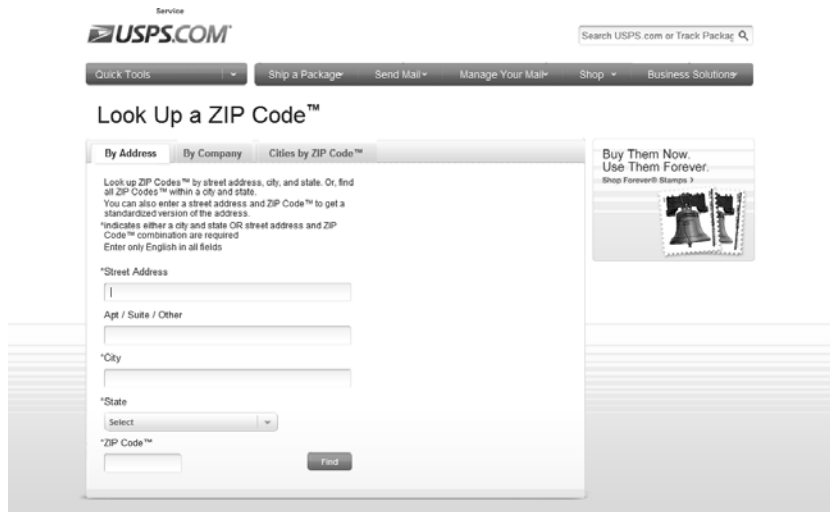
dTHOMAS -- 8 > M > 5 Business Address C to change

If you are using a PO Box or a lockbox and the Physical Address is not completed, THOMAS will give you a message when you prepare 5010 claims and will not allow you to prepare until you fill out the Physical Name and Address.



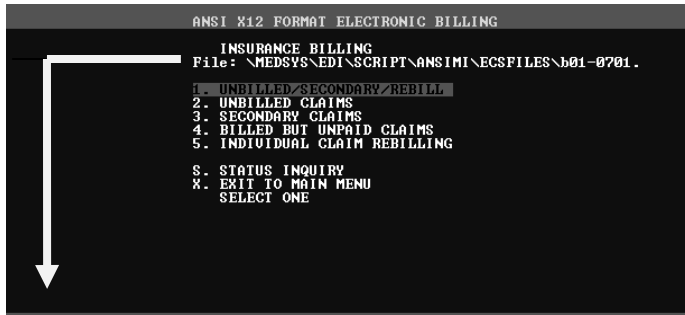
9- DIGIT ZIP CODE

In the 5010 version, the 9-digit ZIP code is required in the Billing Provider and Service Facility Location address fields. You can begin updating these fields prior to the 5010 compliancy date to ensure that you will be ready for this change. You can visit the United States Postal Service’s website for 9-digit ZIP codes at www.usps.com/zip4/. A prebilling error will alert you if you are billing out a facility or a location without the ZIP+4. The message will read: ***Error* Physical Address needs ZIP + 4, Facility Code: XX needs ZIP+4**



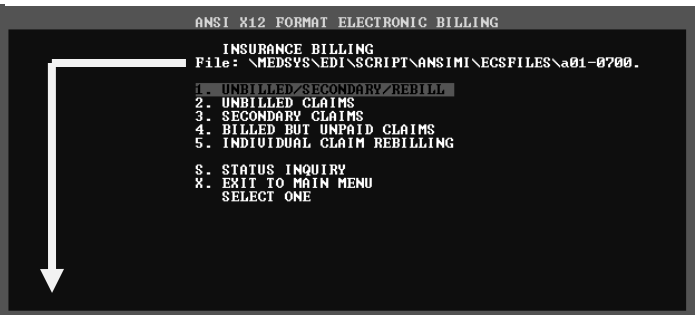
PREPARING BILLING FILES

If you are billing out claims in a dual format (both 4010 & 5010) you will have to transmit multiple files. You will notice that the filename is named differently than the 4010 files. **It is important to note that in dTHOMAS, you must prepare your 5010 claims prior to preparing your 4010 files. Failure to do so will result in the preparation of a 4010 file.**



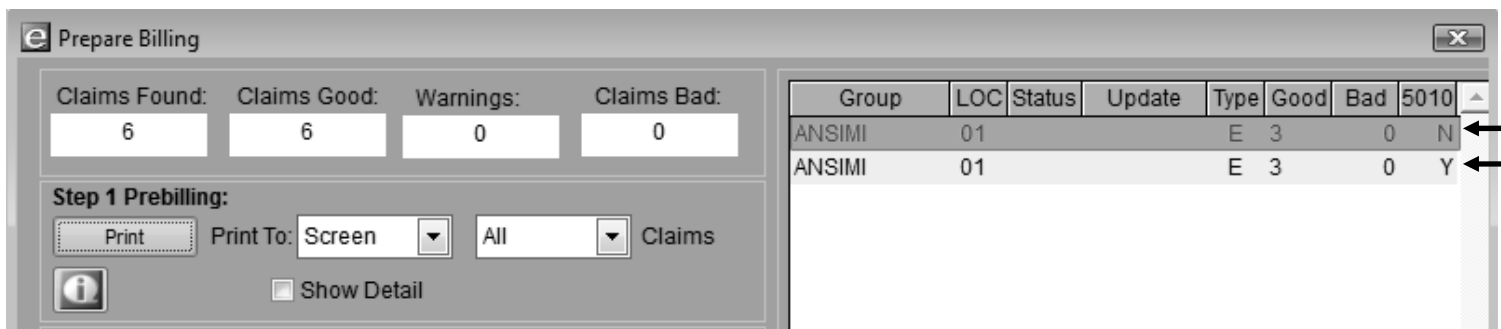
`\MEDSYS\EDI\SCRIPT\ANSIMI\ECSFILES\b01-0701.`

dTHOMAS filename in the 5010 format, notice the "b"



`\MEDSYS\EDI\SCRIPT\ANSIMI\ECSFILES\A01-0700.`

dTHOMAS filename in the old 4010 format, notice the "a"



eTHOMAS -- Separate files – 5010 N & 5010 Y

INSURANCE PREBILLING SUMMARY Printed on 10/14/2011 Friday 16:15:41

Billed claim (s) for all patients for Dr -SYSTEM for Loc-SYSTEM Both Paper and Electronic Claims From 10/14/2011 To 10/14/2011 Sort Order D

GROUP:[E] ANSIMI-BC ANSI LOCATION:01 DOCTOR:01 MEREDITH L GREY MD

Name / Acct No	Claim#	From	To	Policy	Dr	Charge	DX1	DX2	DX3	DX4
WHITE, SARAH - 250	343	07/29/2011	07/29/2011	BC/BC	01	100.00	11111			
WHITE, SARAH - 250	344	08/10/2011	08/10/2011	BC/BC	01	75.00	11111			
WHITE, SARAH - 250	351	10/14/2011	10/14/2011	BC/BC	01	40.00	11111			
Total Charges:		215.00	Total Problem Claim Charges:		0.00					
Net Billable Charges:		215.00	Other Nonbillable Charges:		0.00					

Output File Name: \\SERVER\THOMAS\EDI\SCRIPT\ANSIMIC0XXX\ECSFILES\ANSIMI5010.03.01.C0XXX.117096.txt

eTHOMAS filename in the 5010 format,
`..\ANSIMI5010.03.01.C0XXX.117096.txt`

INSURANCE PREBILLING SUMMARY Printed on 10/14/2011 Friday 16:15:15

Billed claim (s) for all patients for Dr -SYSTEM for Loc-SYSTEM Both Paper and Electronic Claims From 10/14/2011 To 10/14/2011 Sort Order D

GROUP:[E] ANSIMI-BC ANSI LOCATION:01 DOCTOR:01 MEREDITH L GREY MD

Name / Acct No	Claim#	From	To	Policy	Dr	Charge	DX1	DX2	DX3	DX4
DANIELS, RITA - 320	340	06/09/2011	06/09/2011	MR/MR	01	150.00	25000			
WHITE, BOBBIE - 251	284	08/19/2011	08/19/2011	OT/AETNA	01	50.00	001.2			
Total Charges:		200.00	Total Problem Claim Charges:		0.00					
Net Billable Charges:		200.00	Other Nonbillable Charges:		0.00					

Output File Name: \\SERVER\THOMAS\EDI\SCRIPT\ANSIMIC0XXX\ECSFILES\ANSIMI.03.01.C0XXX.117095.txt

eTHOMAS filename in the old 4010 format,
`..\ANSIMI.03.01.C0XXX.117095.txt`