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DHA UBO Webinar: Requesting Health Plans Across Systems

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Overview

- Patient Identification Process (PIP) Overview Highlights
- Requesting a new Joint Insurance Health Plan (JIHP).
- Transition from HIC-ID to JIHP for Medical Insurance Health Plans.
 - Detailed steps for the replacement process.

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PIP 1.0 Multifaceted Process

- Patient Identification Process (PIP) is a multifaceted process.
 - First, there is a detailed Excel spreadsheet of DEERS data to Cerner programming, incorporating DOD authoritative documents. Data elements, and processes to create Profiles and Health Plans.
 - If no data elements within DEERS a Civilian Emergency Profile populates, for services outside of DEERS data tracking, user will create a Manual Profile and Health Plan.

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PIP 1.0 Data Elements

- PIP Data Elements
 - Key data elements are The Profile, The Health Plan, plus the Sequencing.
 - DEERS returns a Profile and Health Plan for every patient, regardless of patient status.
 - A key element is Add Person Affiliation Code for non-beneficiary profile, if there is no SSN a Tax Identification Number (TIN) is populated, or a compatible Foreign identification number. An incorrect Affiliation code may result in billing errors.
 - Perspectives lead to accurate identification of patient's eligibility and reason for the visit.

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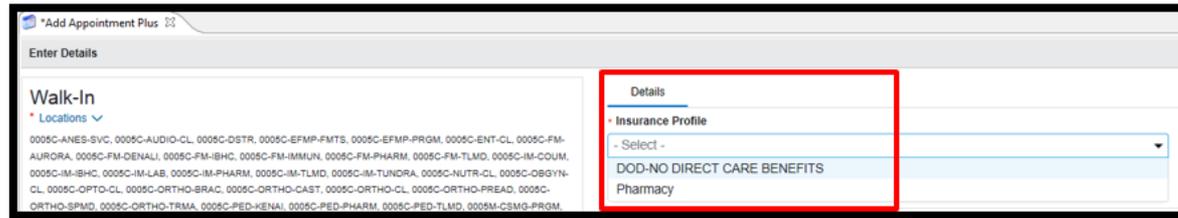


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PIP 1.0 Appointment Perspective

- Appointment Perspective
 - Appointment Perspective function is for scheduling. Scheduling selects Profile Name only,
- Scheduling



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PIP 1.0 Registration Perspective

- Registration Perspective

- Registration Perspective is at ‘Person Level’, it starts at patient check-in. Verification of patient’s information occurs. Profiles and Health Plans are validated and updated, to include Medical Insurance Health Plans and Manual Profiles and Health Plans. Managing of Profiles and Health Plans starts in the Registration Perspective.

- Registration ~ Check-In



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PIP 1.0 Encounters Perspective

- Encounters Prospective
 - Encounter Perspective is at the ‘Encounter/Visit Level’. Encounter level, select correct Profile and Health Plan; flow with charges to Cerner Patient Accounting (CPA).
- Encounters ~ Check-In

Seq	Health Plan	Payer	Financial Class	Subscriber	MI
1	CIVILIAN EMERGENCY	SELF PAY	CIVILIAN EMERGENCY	CVT, TESTNINE	21
2	BS WASHINGTON REGENCE PPO	BLUE SHIELD WASHINGTON REGENCE	Blue Cross/Blue Shield	CVT, TESTNINE	28
				CVT, TESTNINE	28
				CVT, TESTNINE	20

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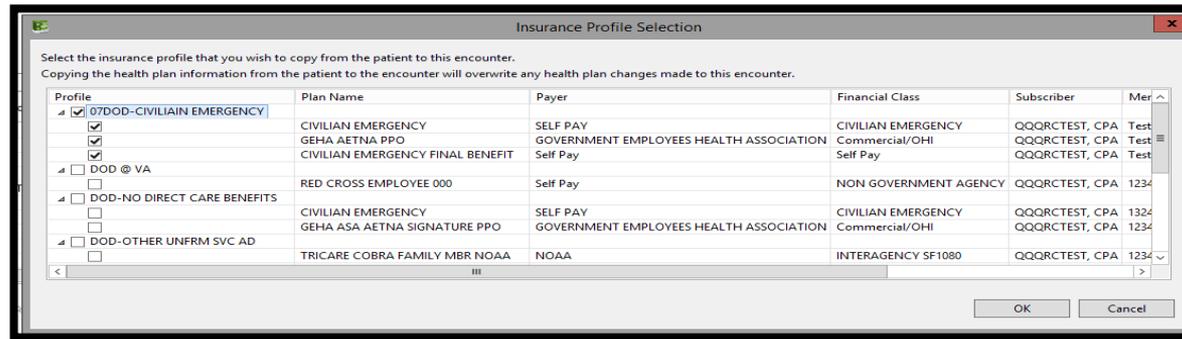


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PIP 1.0 Encounters Perspective Profiles

- Encounters Perspective Profile Selection
 - Selecting the correct Profile occurs during this step.
 - Adding/modifying Profile and Health Plans occurs in Registration P.
- Encounters ~ Select Profile



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PIP 1.0 Patient Account Perspective

- Patient Account Prospective – Cerner Patient Accounting (CPA)
 - Billing and accounting data is in this perspective. The Profile and Health Plan associated with the Encounter produces the billing or non-billing activity, the patient's charges will follow the Profile and Health Plan logic chosen in the Encounters Perspective for the one Encounter.

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PIP 1.0 01DOD- Profiles

- DEERS retrieve populates the 01DOD- Profile.
 - US Military
 - Medal of Honor (MOH)
 - Other Uniform Services (Other UNFRM SVC)
 - Transitional Comp (Not THC)
 - With RES/Guard and NGR

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PIP 1.0 01DOD- Profiles DEERS Retrieve

- DEERS retrieve populates the 01DOD- Profile.
 - 1) Profile + 2) Status of Sponsor, + 3) Relationship to Sponsor

- ✓ Status of Sponsor for Profile

AD [Active Duty]	Retired	RESERVE GUARD - NGR
THC	Un-Remarried Former Spouse	

- ✓ Relationship to Sponsor

Family Member	Family Member SB (Survivor Benefits)
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- 01DOD- US Military Retired Family Member
 - 01DOD- US Military AD ~ 01DOD- Medal of Honor

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PIP 1.0 01DOD- Health Plan Tricare Benefit

- Health Plan 1) Tricare Benefit, 2) Relationship, 3) Service
 - NO BENEFITS informational, prior DEERS benefits.
 - ✓ No valid profile, Manual Civilian Profile and Health Plan *1.
 - Tricare Benefit-

Tricare Prime	Tricare COBRA	NO DIRECT CARE BENEFITS *1
Tricare Select	Tricare Echo	
Tricare Direct	Tricare Remote	Tricare USFHP – Patient Pay *2
Tricare Plus	Tricare Invalid	
Tricare For Life	Tricare MISC	

- ✓ *2 – Need to find example for Health Plan.

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PIP 1.0 01DOD- Health Plan Relationship Service

- Health Plan 1) Tricare Benefit, 2) Relationship, 3) Service
 - Relationship to Sponsor

Sponsor	Family MBR	Family MBR SB
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- US Military Service

Army	Air Force	Marine
Navy	Space Force	

- Other Uniform Services

Coast Guard	NOAA	Public Health
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PIP 1.0 01DOD- Profile Health Plan US Military

- Encounter / Registration Perspective
 - 01DOD- US Military Retired Family MBR
 - ✓ with Tricare Prime Family MBR NAVY

PROFILE from DEERS 01DOD- + US Military		HEALTH PLAN from DEERS Tricare Benefit + Relationship + Service		
Profile	Seq	Health Plan	Payer	Financial Class
▲ 01DOD-US MILITARY RETIRED FAMILY MBR				
	1	TRICARE PRIME FAMILY MBR NAVY	TRICARE	Tricare
	2	TRICARE FINAL BENEFIT	SELF PAY	Self Pay
▲ Pharmacy				
	1	602 Direct Care and TRICARE Mail Order	TRICARE	Tricare

Final Benefit for Every Profile (Billing Logic)

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PIP 1.0 01DOD- Profile Health Plan US Military MIHP

- 01DOD- US Military Retired Family MBR
 - with Tricare Prime Family MBR NAVY
 - ✓ Sequence 1: Medical Insurance Health Plan (MIHP)

PROFILE from DEERS 01DOD- + US Military + Status + Relationship		HEALTH PLAN from DEERS Medical Health Insurance - Sequence 1 Tricare Benefit + Relationship + Service		
Profile	Seq	Health Plan	Payer	Financial Class
▲ 01DOD-US MILITARY RETIRED FAMILY MBR				
	1	AETNA PPO	AETNA	OHI
	2	TRICARE PRIME FAMILY MBR NAVY	TRICARE	Tricare
	3	TRICARE FINAL BENEFIT	SELF PAY	Self Pay
▲ Pharmacy				
	1	602 Direct Care and TRICARE Mail Order	TRICARE	Tricare

Final Benefit for Every Profile (Billing Logic)

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PIP 1.0 01DOD- Profile Health Plan Training Hint

- Training Hint

Training Hint:

Sequencing Medical Insurance Health Plans (MIHP):

*US Military with Tricare Benefits – Sequence 1 – Primary ** Civilian Emergency – Sequence 2 - Secondary*

*Other Uniform Services (CG, NOAA, PHS) – Do not add MIHP ** Most are Sequence 2 – Secondary*

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PIP 1.0 01DOD- RES/GUARD No Direct Care Benefits

- 02DOD- US Military RES/GUARD with NO DIRECT CARE BENEFITS
 - 1) Readiness-Orders 2) Other Profile 3) Manual Civilian Emergency

Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 02DOD-US MILITARY RES/GUARD				
	1	NO DIRECT CARE BENEFITS	SELF PAY	Tricare
	2	TRICARE FINAL BENEFIT	SELF PAY	Self Pay

1) Readiness orders, scan document PATCAT A22_1 ~ F22_A ~ M22_A ~ N22_A ~ S22_A
 2) No orders or other valid Profile, Manual Civilian Emergency
 3) Need to review business rules an logic

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PIP 1.0 01DOD- US Military Profile Table

01DOD / 02DOD- US MILITARY ~ PIP Profile					
A- Army ~ F- Air Force ~ M- Marines ~ N- Navy ~ S- Space Force					
PROFILE NAME	#	COSMETIC	MAC	OHI	PATCAT
01 AD	01-A	COSMETIC	MAC	NO	A11_1 ~ F11 ~ M11 ~ N11 ~ S11
01 THC	01-B	NO	MAC	NO	A24 ~ F24 ~ M24 ~ N24 ~ S24
01 RETIRED (RET LOS)	01-C	COSMETIC	MAC	OHI-1	A31_1 ~ F31 ~ M31 ~ N31 ~ S31
01 AD FAMILY MBR	01-D	COSMETIC	MAC	OHI-1	A41 ~ F41 ~ M41 ~ N41 ~ S41
01 RETIRED FAMILY MBR 01 NGR RETIRED FAMILY MBR	01-E 01-F	COSMETIC	MAC	OHI-1	A43 ~ F43 ~ M43 ~ N43 ~ S43
01 AD FAMILY MBR SB	01-G	COSMETIC	MAC	OHI-1	A45 ~ F45 ~ M45 ~ N45 ~ S45
01 RETIRED FAMILY MBR SB	01-H	COSMETIC	MAC	OHI-1	A47 ~ F47 ~ M47 ~ N47 ~ S47
01 THC FAMILY MBR and SB 01 RES/GUARD THC FAM and SB	01-I 01-J	NO	MAC	NO	A25 ~ F25 ~ M25 ~ N25 ~ S25
01 UNREMAR FRM SPOUSE	01-K	COSMETIC	MAC	OHI-1	A48 ~ F48 ~ M48 ~ N48 ~ S48

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PIP 1.0 02DOD- US Military RES/Guard Profile Table

02 RES/GUARD THC	02-A	NO	MAC	NO	A24 ~ F24 ~ M24 ~ N24 ~ S24
02 [AD] RES/GUARD	02-B	COSMETIC	MAC	NO	A12_1 ~ F12_A ~ M12_A ~ N12_A ~ S12_A
02 [AD] RES/GUARD (Mobilized)	02-C	COSMETIC	MAC	NO	A15_1 ~ F15_A ~ S15_A
02 RES/GUARD RETIRED (PDRL)	02-D	COSMETIC	MAC	OHI-1	A32_1 ~ F32_1 ~ M32_1 ~ N32_1 ~ S32_1
02 RES/GUARD RETIRED (RET TDRL)	02-E				A33_1 ~ F33_1 ~ M33_1 ~ N33_1 ~ S33_1
02 [AD] RES/GUARD FAMILY MBR	02-F	COSMETIC	MAC	OHI-1	A41 ~ F41 ~ M41 ~ N41 ~ S41
02 [AD] RES/GUARD FAMILY MBR SB	02-G	COSMETIC	MAC	OHI-1	A45 ~ F45 ~ M45 ~ N45 ~ S45
02 NGR RETIRED FAMILY MBR SB	02-H	COSMETIC	MAC	OHI-1	A47 ~ F47 ~ M47 ~ N47 ~ S47
02 (02-I) EXCEPTION: Health Plan NO DIRECT CARE ~ DO NOT SELECT ~ NO OTHER VALID BENEFIT ~ CIVILIAN EMERGENCY					
01 (01-L) EXCEPTION: Health Plan TRICARE USFHP – PATIENT PAY					

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PIP 1.0 01DOD- Medal of Honor Profile Table

01DOD- MEDAL OF HONOR ~ PIP Profile					
A- Army ~ F- Air Force ~ M- Marines ~ N- Navy ~ S- Space Force					
PROFILE NAME	#	COSMETIC	MAC	OHI	PATCAT
[AD] MEDAL OF HONOR RECIPIENT	01-M	COSMETIC	MAC	NO	A11_1 ~ F11 ~ M11 ~ N11 ~ S11
[AD] MEDAL OF HONOR FAMILY MBR	01-N	COSMETIC	MAC	OHI-1	A41 ~ F41 ~ M41 ~ N41 ~ S41
[AD] MEDAL OF HONOR/FAMILY MBR SB	01-O	COSMETIC	MAC	OHI-1	A45 ~ F45 ~ M45 ~ N45 ~ S45
EXCEPTION: HEALTH PLAN NO DIRECT CARE ~ DO NOT SELECT ~ NO OTHER VALID BENEFIT ~ CIVILIAN EMERGENCY					

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PIP 1.0 01DOD- OTHER UNFRM SVC Profile Table

01DOD / 02DOD- OTHER UNFRM SVC- ~ PIP Profile					
B- NOAA ~ C- Coast Guard (CG) ~ P- Public Health Services					
PROFILE NAME	#	COSMETIC	MAC	OHI	PATCAT
01 AD 01 MEDAL OF HONOR	01-P	COSMETIC	n/a	n/a	B11 ~ C11 ~ P11
01 RETIRED (RET LOS)	01-Q	COSMETIC	n/a	n/a	B31 ~ C31 ~ P31
01 THC 01 NGR THC	01-R 01-S	NO	n/a	n/a	C24
01 AD FAMILY MBR 01 MOH FAM MBR	01-T 01-U	COSMETIC	n/a	n/a	B41 ~ C41 ~ P41
01 AD FAMILY MBR SB 01 MOH FAM MBR SB	01-V 01-W	COSMETIC	n/a	n/a	B45 ~ C45 ~ P45
01 RETIRED FAMILY MBR	01-X	COSMETIC	n/a	n/a	B43 ~ C43 ~ P43
01 RETIRED FAMILY MBR SB	01-Y	COSMETIC	n/a	n/a	B47 ~ C47 ~ P47
01 THC FAMILY MBR and SB 01 NGR THC FAMILY MBR and SB	01-Z 01-AA	NO	n/a	n/a	C25
01 UNREMAR FRM SPOUSE	01-AB	COSMETIC	n/a	n/a	B48 ~ C48 ~ P48

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PIP 1.0 07DOD- No Direct Care Benefits

- 07DOD- No Direct Care Benefits
 - Civilian Emergency- No Tricare Benefits or Other Benefits
 - Profile- 07DOD- NO DIRECT CARE BENEFITS
 - ✓ Sequence 1- CIVILIAN EMERGENCY 000
 - ✓ Sequence 2- MEDICAL INSURANCE HEALTH PLAN ~ Always 2nd
 - ✓ Sequence 3- CIVILIAN EMERGENCY FINAL BENEFIT
 - DEERS returns Profile and Health Plan Civilian Emergency
 - ✓ If not, Manual Profile and Health Plan

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PIP 1.0 07DOD- No Direct Care Benefits Example

- Example 07DOD No Direct Care Benefits

PROFILE from DEERS or MANUAL 07DOD- NO DIRECT CARE BENEFITS		HEALTH PLAN from DEERS or MANUAL NO ACTIVE TRICARE HEALTH PLAN		
Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 07DOD-NO DIRECT CARE BENEFITS				
	1	CIVILIAN EMERGENCY 000	SELF PAY	CIVILIAN EMERGENCY
	2	CIVILIAN EMERGENCY FINAL BENEFIT	SELF PAY	Self Pay

- Example 07DOD No Direct Care Benefits with MIHP

PROFILE from DEERS or MANUAL 07DOD- NO DIRECT CARE BENEFITS		HEALTH PLAN from DEERS or MANUAL Medical Health Insurance - Sequence 2 NO ACTIVE TRICARE HEALTH PLAN		
Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 07DOD-NO DIRECT CARE BENEFITS				
	1	CIVILIAN EMERGENCY 000	SELF PAY	CIVILIAN EMERGENCY
	2	AETNA	AETNA	OHI
	3	CIVILIAN EMERGENCY FINAL BENEFIT	SELF PAY	Self Pay

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PIP 1.0 07DOD- Secretarial Designee

PROFILE MANUAL 07DOD- SECRETARIAL DESIGNEE		HEALTH PLAN MANUAL NO MEDICAL INSURANCE		
Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 07DOD- SECRETARIAL DESIGNEE				
	1	SECRETARIAL DESIGNEE SERVICE RATE	SECDES-SERVICE	SECRETARIAL DESIGNEE
	2	SECRETARIAL DESIGNEE FINAL BENEFIT	SELF PAY	Self Pay

PROFILE MANUAL 07DOD- SECRETARIAL DESIGNEE		HEALTH PLAN MANUAL Medical Health Insurance - Sequence 2 NO ACTIVE TRICARE HEALTH PLAN		
Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 07DOD- SECRETARIAL DESIGNEE				
	1	SECRETARIAL DESIGNEE SERVICE RATE	SECDES-SERVICE	SECRETARIAL DESIGNEE
	2	AETNA	AETNA	OHI
	3	SECRETARIAL DESIGNEE FINAL BENEFIT	SELF PAY	Self Pay

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PIP 1.0 07DOD- MAC

- UBO staff will add MAC Profile and Health Plan.

Profile ▲	Seq	Health Plan	Payer	Financial Class
▲ 07DOD- MAC				
	1	MAC CMAC OR MAC WORK COMP	MAC	MAC
	2	MAC FINAL BENEFIT	SELF PAY	Self Pay

Diagram annotations: A bracket above the first two columns is labeled "PROFILE MANUAL 07DOD- MAC". A bracket above the last three columns is labeled "HEALTH PLAN MANUAL NO MEDICAL INSURANCE".

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PIP 1.0 Medical Insurance Health Plan

CREATE ABACUS REPORT

- ABACUS Report
- Prepare:
 - ABACUS Custom Tools: Claims Billed By Patient Insurance
 - Create HIC-ID Crosswalk to JIHP

OPEN SYSTEMS

- ABACUS and GENESIS
- Launch:
 - ABACUS ~ Patient and Demographics
 - GENESIS ~ Revenue Cycle ~ Registration Perspective

TRANSITION STEPS

- Replace HIC-ID with JIHP
- Select Patient from ABACUS Claims Billed Patient Insurance Excel Report
- ABACUS Patient Demographics has DOD-ID/EDIPN and Medical Insurance
- Registration Perspective- Terminate HIC-ID and Add JIHP Medical Health Plan

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PIP 1.0 MIHP JIHP ~ ABACUS

- Joint Insurance Health Plan (JIHP)
 - Replace medical HIC-ID format with JIHP.
 - HIC-ID format end date soon.
 - Reference DHA UBO SOP H1 xxxx for detailed steps.
- ABACUS Custom Tool Report
 - Run report for list of billed Medical Insurance Policies.

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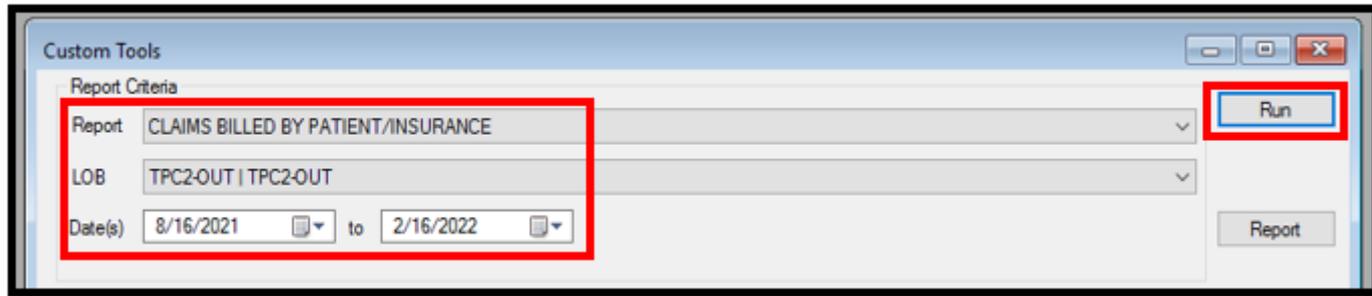


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PIP 1.0 MIHP ABACUS Report

- ABACUS Custom Tools Claims Billed by Patient Insurance
 - Dates: Minus six months to Today
 - ✓ Filter Bill Type to uncheck PHR
 - Export as a CSV File ~ Scrub Data



The screenshot shows a software window titled "Custom Tools" with a "Report Criteria" section. The "Report" dropdown is set to "CLAIMS BILLED BY PATIENT/INSURANCE". The "LOB" dropdown is set to "TPC2-OUT | TPC2-OUT". The "Date(s)" field shows a range from "8/16/2021" to "2/16/2022". A red box highlights the "Report" and "LOB" dropdowns, and another red box highlights the "Run" button. A "Report" button is also visible at the bottom right of the window.

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PIP 1.0 MIHP HIC-ID – JIHP Crosswalk

- Create HIC-ID to JIHP crosswalk.

HIC ID	GENESIS				
AETKY0010	AETNA PPO	PO BOX 14079	LEXINGTON	KY	40512
AETTX0031	AETNA PPO	PO BOX 981106	EL PASO	TX	79998
BCBWA0001	BC WASHINGTON PREMIERA PPO	PO BOX 33932	SEATTLE	WA	98133
CIGTN0087	CIGNA PPO	PO BOX 182223	CHATTANOOGA	TN	37422
EMPMT0001	EMPLOYEE BENEFIT EBMS MGMT PPO	PO BOX 21367	BILLINGS	MT	59104
FIRWA0002	FIRST CHOICE HEALTH PPO	PO BOX 12659	SEATTLE	WA	98111
FIRWA0003	FIRST CHOICE HEALTH PPO	PO BOX 2289	SEATTLE	WA	98111
GEHTX0002	GEHA ASA AETNA SIGNATURE PPO	PO BOX 981707	EL PASO	TX	79998
	GEHA AETNA PPO	PO BOX 21542	EAGAN	MN	55121
HEAWA0004	HEALTHCARE MANAGEMENT ADMINISTRATORS HMA PPO	PO BOX 85008	BELLEVUE	WA	98015
KAIWA0006	KAISER FOUNDATION HEALTH PLAN OF WA HMO	PO BOX 34585	SALT LAKE CITY	UT	84130
KAIWA0007	KAISER FOUNDATION HEALTH PLAN OF WA HMO	PO BOX 34585	SALT LAKE CITY	UT	84130
PREWA0012	BC WASHINGTON PREMIERA PPO	PO BOX 91059	SEATTLE	WA	98111
REGWA0024	BS WASHINGTON REGENCE PPO	PO BOX 30271	SALT LAKE CITY	UT	84130
SEAWA0001	NONE ?	PO BOX 91076	SEATTLE	WA	98111
SHAOR0001	NONE ?	PO BOX 1747	REDMOND	OR	97756
TRUWA0003	TRUSTEED PLANS SERVICE CORP PPO	PO BOX 2590	TACOMA	WA	98401
UMRUT0003	UNITED MEDICAL RESOURCES UMR PPO	PO BOX 30541	SALT LAKE CITY	UT	84130
UNIUT0016	UNITED HEALTHCARE PPO	PO BOX 30555	SALT LAKE CITY	UT	84130

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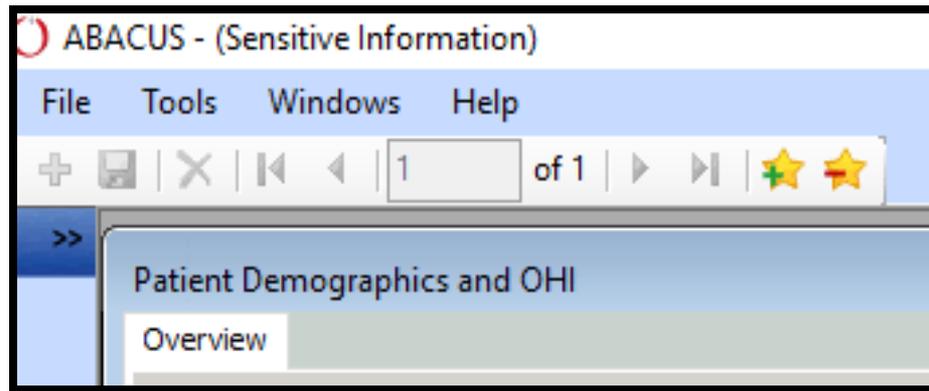


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PIP 1.0 MIHP ABACUS Patient Demographics

- ABACUS Patient and Demographics.



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PIP 1.0 MIHP Registration Perspective Layout

- Registration Perspective = 'Person Level'

The screenshot displays the 'Registration' perspective for patient ZZTEST, INVOICEONE (DOB: 01/01/1990). The interface includes a search bar, navigation tabs, and a table of insurance profiles. A yellow box highlights the search bar with the text 'Quick Search ~ Magnifying Button'. A green box highlights the 'Registration' tab. A purple box highlights the 'Insurance' tab. An orange box highlights the 'Demographics' tab. A pink box highlights the table of insurance profiles.

Profile	Seq	Health Plan	Payer	Financial Class	Subscriber
DOD-NO DIRECT CARE BENEFITS					
	1	CIVILIAN EMERGENCY	SELF PAY	CIVILIAN EMERGENCY	ZZTEST, INVOICEONE
	2	GEHA AETNA PPO	GOVERNMENT EMPLOYEES HEALTH ASSOCIATION	Commercial/OHI	ZZTEST, INVOICEONE

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PIP 1.0 MIHP Registration Training Hint

- Training Hint

Training Hint:

Click the red **X** button to exit and not save current updates, it will not affect existing data.



Training Hint:

If there is not an External MPI Pop-up, Cerner Rhapsody is not providing current updates from DEERS. Wait until External MPI is working, there is a 30 minute window for each patient before the next MPI is performed. If the MPI is not popping up this also means the MIHP is not being associated with the Profile.

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PIP 1.0 MIHP Registration Demographics

- ‘Demographics’ tab – ‘Insurance’ tab
 - HIC-ID Format

Demographics Transaction History Viewer Guarantor Balance Summary Patient Cases Timeline

Modify Patient - DoD

Patient Alerts and Statuses Military Information Relationships Guarantor **Insurance**

Medicare Coverage Wounded Warrior

NO

+ Add View Remove Manage Profiles Submit Eligibility Eligibility Details

Profile	Seq	Health Plan	Payer	Financial Class	Subscriber	Member Number	Group Number
01DOD-US MILITARY RETIRED FAMILY MBR							
	1	EMPLOYEE BENEFIT TRUST MT 31074 - MD (EMPMT0001)	EMPMT	Commercial/OHI			
	2	TRICARE PRIME FAMILY MBR NAVY	TRICARE	Tricare			
	3	TRICARE FINAL BENEFIT	SELF PAY	Self Pay			
Priority							
	1	602 Direct Care and TRICARE Mail Order and Retail Pharm	TRICARE	Tricare			

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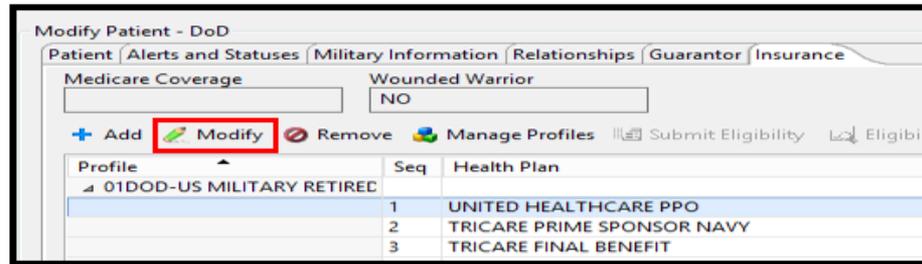


PIP 1.0 MIHP Registration Modify Button Terminate

- Terminate Medical Insurance Health Plan-
 - Modify Pencil button in 'Demographics' tab



- Choose HIC-ID to Terminate ~ Modify button in 'Insurance' tab



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PIP 1.0 MIHP Registration Terminate Date

- Terminate Policy with Yesterday's date (T-), or actual date.
 - MIHP is now in Historical Profile.

The screenshot shows a web form for MIHP registration. The 'Plan Details' section includes a 'Begin Date' field with the value '11/01/2018' and an 'End Date' field which is highlighted with a red box. To the right of the 'End Date' field is a blue button labeled 'Add Yesterday Date'. Further to the right is a red-bordered box containing the text 'Or, Actual Date'. The form also includes fields for 'Health Plan Name' (EMPLOYEE BENEFIT TRUST MT 31074 - MD), 'Payer' (EMPMT), 'Address Line 1' (PO BOX 21367), 'Country' (US), 'Zip Code' (59104), 'City' (BILLINGS), 'State' (MT), 'Contact Number' ((360) 475-4272), 'DBN/OHI Member Nbr', and 'Group Number' (0000229).

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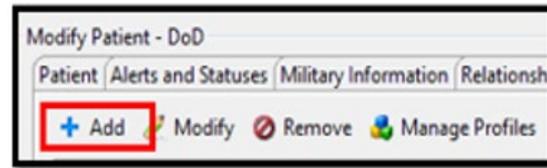


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PIP 1.0 MIHP Registration Add Button

- Add New Insurance Health Plan with JIHP format.
 - Choose Modify Pencil button in 'Demographics' tab
 - Select Profile - Choose + Add



Training Hint:

If the patient is not the subscriber, searching for their data prior to adding the insurance health plan may be easier. If MIHP is set-up in ABACUS the data to search for the subscriber is there. Genesis does not have the sponsor relationship crosswalks as CHCS did. Add additional steps as we learn more.

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PIP 1.0 MIHP Registration Health Plan Selection

- Health Plan Selection-
 - Choose correct address

The screenshot displays the 'Health Plan Selection' window. At the top, there is a table of 'Eligible Plans (1)' with columns for Health Plan, Group Number, Group Name, Sponsoring Employer, Insurance Office, Type, Address, Payer, and Financial Comm. Below this is the 'Health Plan Search' section. A search box is set to 'Starts With' with the text 'EMPLOYEE BENE'. A 'Search' button is visible. Below the search box is a table of search results. The first result, 'EMPLOYEE BENEFIT EBMS MGMT PPO', is highlighted. Red boxes highlight the search criteria and the address field of the selected plan, which is 'PO BOX 21367 BILLINGS MT 59104 4068695555'. A 'Select Health Plan' button is located at the bottom right of the window.

Health Plan	Insurance Office	Type	Address	Payer
EMPLOYEE BENEFIT EBMS MGMT PPO		Business	PO BOX 21367 BILLINGS MT 59104 4068695555	EBMS EMPLOYEE BENEFIT M
EMPLOYEE BENEFIT MGMT MT - RX (EMPMT0001)			<Unspecified Address>	EMPMT
EMPLOYEE BENEFIT TRUST MT 31074 - MD (EMPMT0001)				EMPMT

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PIP 1.0 MIHP Registration Begin Date

- Begin date is today's date, if Termination was yesterday's date.

The screenshot shows a software window titled "Add Insurance". It has a "Sponsor" tab and an "Insurance" section. Under "Health Plan", there is a search box. The "Details" section contains the following fields: Plan Financial Class (Commercial/OH), Plan Type (OH), Health Plan Name (EMPLOYEE BENEFIT EBMS MGMT PPO), and Payer (EBMS EMPLOYEE BENEFIT MANAGEMENT). The "Health Plan Address" section includes Address Line 1 (PO BOX 21367), Address Line 2, Country (US), Zip Code (59104), City (BILLINGS), State (MT), Contact, Number (4068695555), and Extension. The "Plan Details" section includes Begin Date (03/04/2022) and End Date. Below this is a table with columns for DBN/OH Member Nbr, Group Name, and Group Number, and a Name field. The table content is redacted with a blue box. There are OK and Cancel buttons at the bottom right.

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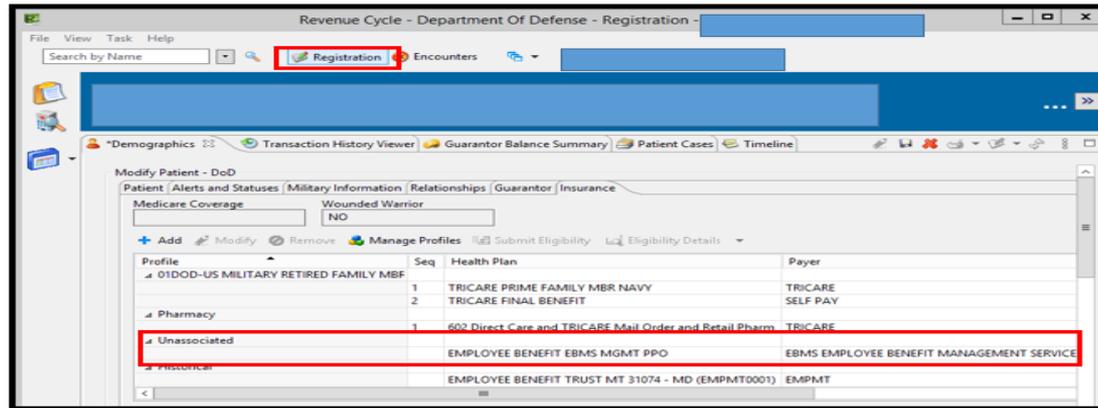


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PIP 1.0 MIHP Registration Unassociated

- MIHP is now in Profile 'Unassociated'-
 - 1) Save data and close record, next MPI launch system will update
 - 2) Manually sequence



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PIP 1.0 MIHP Registration JHP in Profile

- MIHP is now in Profile-
 - 01DOD- US Military and Others ~ Sequence 1
 - Other XXDOD- Sequence 2

Modify Patient - DoD

Patient | Alerts and Statuses | Military Information | Relationships | Guarantor | Insurance

Medicare Coverage Wounded Warrior

+ Add View Remove Manage Profiles Submit Eligibility Eligibility Details

Profile	Seq	Health Plan
01DOD-US MILITARY RETIRED FAMILY MBF		
	1	BS WASHINGTON REGENCE PPO
	2	TRICARE PRIME FAMILY MBR NAVY
	3	TRICARE FINAL BENEFIT

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PIP 1.0 MIHP Encounters Perspective

- Encounter Perspective = ‘Encounter/Visit Level’
 - First- Registration Perspective Update MIHP
 - Second- Encounter Perspective Update Profile or MIHP

The screenshot displays a software window titled "Revenue Cycle - Department Of Defense - Encounters - ZZTEST, INVOICEONE". The "Encounters" menu item is highlighted with a red box. Below the menu, the patient's name "ZZTEST, INVOICEONE" is shown along with "Male", "32 years", and "DOB: 01/01/1990". A navigation bar contains "Encounters", "Encounter Details", "Imaging", and "Patient Cases". A table below lists encounter details:

Encounter	Facility	Encounter Type	Begin Date	End Date	Resource	Guarantor	Client	Primary Health
11891106	0126A	Outpatient	03/15/2022 8:39 AM	03/15/2022 8:52 AM	CERNER, CERNER, test	ZZTEST, INVOICEONE		CIVILIAN EMER
11890619	0127A	Outpatient	03/10/2022 5:43 PM	03/10/2022 6:30 PM	MOONEY, MICHAEL ALEXANDER	ZZTEST, INVOICEONE		TRICARE COBR
11889888	0127C	Day Surgery	03/04/2022 1:00 AM	03/04/2022 6:45 AM	3M Test, Physician Assistant	ZZTEST, INVOICEONE		GEHA AETNA P

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PIP 1.0 MIHP Encounters Patient Encounters

- ‘Encounters’ tab provides list of patient Encounters.

Revenue Cycle - Department Of Defense - Encounters - ZZTEST, INVOICEONE

File View Task Help

Search by Name [] [] Appointments Registration **Encounters** Patient Account Charge Entry [] *ZZTEST, INVOICEONE []

ZZTEST, INVOICEONE Male 32 years DOB: 01/01/1990 ... >>

Encounters [] Encounter Details [] Images [] Patient Cases []

Encounter: 11891106, 03/15/2022 8:39 AM-03/15/2022 8:52 AM

Filters

Encounter	Facility	Encounter Type	Begin Date	End Date	Resource	Guarantor	Client	Primary Health
11891106	0126	Outpatient	03/15/2022 8:39 AM	03/15/2022 8:52 AM	CERNER, CERNER, test	ZZTEST, INVOICEONE		CIVILIAN EMER

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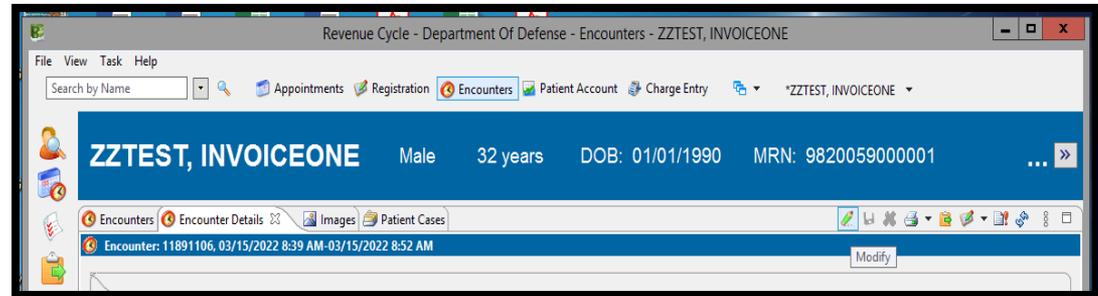
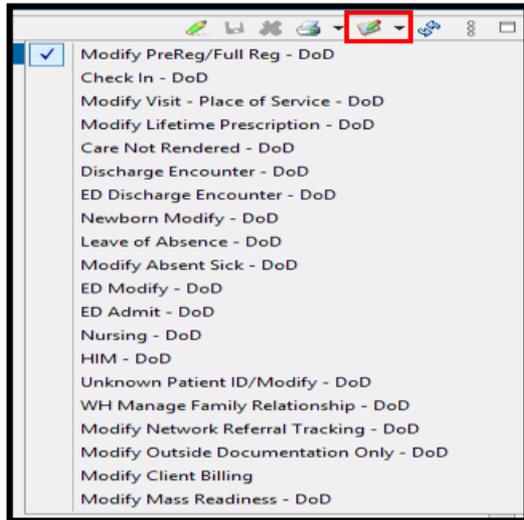


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PIP 1.0 MIHP Encounters Conversation - Modify

- ‘Encounter Details’ tab ~ Conversation and Modify



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PIP 1.0 MIHP Encounters Change Profile

- ‘Encounter Details’ tab - ‘Insurance’ tab ~ Change Profile

Encounter: 24321979, 03/11/2022 07:50-03/11/2022 23:59

Modify PreReg/Full Reg - DoD

Encounter Details | Patient Identifiers | Guarantor | Insurance

BENCAT: 3 Retired | PATCAT: N31 2 USN RET LOS ENLIS

TRICARE/OGP Verify Status: Verified - DEERS | OHI Verify Status: Required

Medicare Coverage: | Wounded Warrior: NO

+ Add | Modify | Remove | Sequence Insurances | **Change Profile** | Submit Eligibi

Seq	Health Plan	Payer	Financial Class
1	TRICARE PRIME SPONSOR NAVY	TRICARE	Tricare
2	TRICARE FINAL BENEFIT	SELF PAY	Self Pay

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Requesting New Health Plan(s)

- MHS Genesis Medical Insurance Health Plan Format:
 - Transition of the PIP will occur on 02/20/2022.
 - Medical HIC-ID formats are end-dated for 03/31/2022
 - New format will be the Joint Insurance Health Plan (JIHP), the JIHP is a joint collaboration with the VA as Cerner Bedrock is a shared database of health plans/insurance carriers.
 - New Other Health Insurance Policies will need to be added with the new JIHP format.

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Requesting New Health Plan(s) cont.

- Request Insurance Health Plan:
 - ABACUS will continue to use the HIC-ID format for both Medical and Pharmacy.
 - A net new insurance health plan request may include a JIHP format for Genesis and a HIC-ID format for ABACUS. This includes new pharmacy insurance health plans.

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Requesting New Health Plan(s) JIHP

- All net new health plans, to include pharmacy will follow the JIHP format within MHS Genesis, the medical will be 100% JIHP as of 1-February-2022, the pharmacy will be a mixture with the goal to be 100% JIHP format.
- ABACUS HIC-ID will be required for both medical and pharmacy, once an MTF transitions to RevX-CPA billing then medical will no longer require a HIC-ID and to be added ABACUS.
- There is a standard process to request a new or update an existing health plan; this will assist in keeping a clean health plan database.

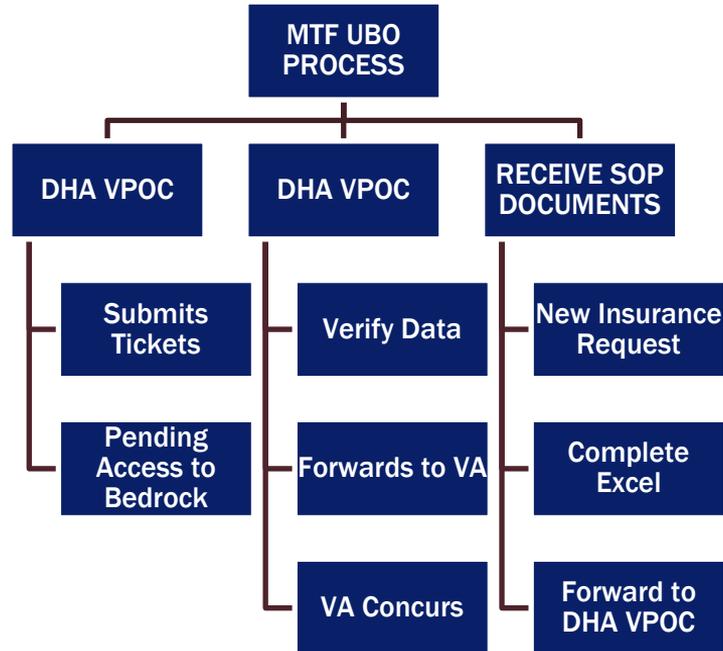
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New Insurance Request – Process Flow



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Cerner Bedrock Health Plan List

- Joint Insurance Health Plans (JIHP) within Cerner bedrock require mapping to each MTF DMIS within MHS Genesis. Most JIHP mapped to every MTF DMIS, there will be exceptions. There will be a report within MHS Genesis to verify if a health plan is in Cerner bedrock, or not. If a health plan is in Cerner bedrock, then a request goes to DHA UBO VPOC. VA requires separate health plans for additional nuances for their patients.

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Cerner Bedrock Health Plan List (cont.)

If health data is not in local Genesis.

1. Run Cerner Bedrock Health Plan List to see if health plan is in Cerner RevX Health Plan (not developed yet).
2. If health plan is on report, request health plan to add to local Genesis; complete 'CPA UBO SOP F2 JIHP Insurance Health Plan Request v' -Excel.
3. If health plan is on report, but new address is required, complete 'CPA UBO SOP F2 JIHP Insurance Health Plan Request v' -Excel.
 - Include Health Plan ID, plus address to add. The insurance names must be exact, if not request new health plan.
4. Miscellaneous Health Plan refer to DOD RevX SOP Insurance Billing for process; then complete 'CPA UBO SOP F2 JIHP Insurance Health Plan Request v' -Excel.

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Insurance Health Plan Search – Medical

1. First, Search for insurance health plan in ABACUS.
2. ABACUS-
 - a. Health plan is in ABACUS.
 - b. Health plan is not in ABACUS
3. Search for insurance health plan in Genesis, either HIC-ID format or JIHP format.
4. Health plan is not in Genesis.
5. Genesis and ABACUS New JIHP request, if applicable.
6. Verify Insurance:
7. Provide Verification of Insurance Name and Address-
 - a. Capture Screenshot of insurance name and address, or
 - b. Copy of insurance card with no PII/PHI, or
 - c. Phone notes
8. Complete the “Insurance Request Form”; follow steps below.
 - a. ‘CPA UBO SOP F2 JIHP Insurance Health Plan Request v’ -Excel
9. Email request to DHA UBO Verification Point of Contact (VPOC)

dha.ncr.j-1-8.mbx.ubo-health-plan-requests@mail.mil

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Example – Medical Insurance Request Form

INSURANCE REQUEST FORM ~ REQUIRED INFORMATION	
Name of Carrier	GEHA
Health Plan Processor	UNITED HEALTH CARE
Type of Plan	PPO
Health Plan Name / Alias (Medical Three Above)	GEHA UNITED HEALTH CARE PPO
Insurance Name Plan Organization (Payer)	GOVERNMENT EMPLOYEES HEALTH ASSOCIATION
Plan Service Type	MEDICAL
Plan Financial Class	OHI
Plan Type	OHI
Address (Zip code +4)	PO BOX 30783, SALT LAKE CITY, UT 84130-0783
Phone Number	877-343-1887
Electronic Data Interchange (Professional SSI)	39026-NOCD
Electronic Data Interchange (Institutional SSI)	39026-NOCD
Pharmacy BIN - PCN	N/A
MTF Name	DHA Sunshine Medical Center
DMIS	5555
Requestor	Rain Biller
Email ~ Phone Number	Rain.H.Biller.civ@mail.mil 360-777-5555
Date	1-Nov-2021
Comment	Request New Insurance Health Plan: Genesis and ABACUS.
Verification (Insurance Screenshot or phone call)	Screenshot included- 2021 Data
Add ABACUS HIC-ID or put "Need HIC-ID".	Need HIC-ID ** OR ** GEHUT0000

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Example – Pharmacy Insurance Request Form

INSURANCE REQUEST FORM ~ REQUIRED INFORMATION	
Name of Carrier	CAREMARK
Health Plan Processor	
Type of Plan	RX ONLY
Health Plan Name / Alias (Medical Three Above)	CAREMARK RX ONLY 610415 73227
Insurance Name Plan Organization (Payer)	CAREMARK RX
Plan Service Type	PHARMACY
Plan Financial Class	OHI
Plan Type	OHI
Address (Zip code +4)	PO BOX 52197, PHOENIX, AZ 85072-0000
Phone Number	(800) 516-1885
Electronic Data Interchange (Professional SSI)	N/A
Electronic Data Interchange (Institutional SSI)	N/A
Pharmacy BIN - PCN	610415 - 73227
MTF Name	DHA Sunshine Medical Center
DMIS	5555
Requestor	Rain Biller
Email ~ Phone Number	Rain.H.Biller.civ@mail.mil 360-777-5555
Date	1-Nov-2021
Comment	Request New Insurance Health Plan: Genesis and ABACUS.
Verification (Insurance Screenshot or phone call)	29Nov21 Called 800-555-7777 Caremark - Verified BIN-PCN
Add ABACUS HIC-ID or put "Need HIC-ID".	Need HIC-ID ** OR ** CARAZ0000

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Example – Medical Health Plan: Naming Convention

1. Name of Carrier: AARP
 2. Health Plan Processor: United Healthcare
 3. Type of Plan: PPO
 1. Health Plan name is “AARP United Healthcare PPO”
 2. Note- Use abbreviation UHC if characters exceed 60.
 4. Insurance Name Plan Organization: AARP
1. Name of Carrier: AETNA
 2. Health Plan Processor: AETNA
 3. Type of Plan: PPO
 1. Health Plan name is “AETNA PPO”
 2. Note- Use abbreviation UHC if characters exceed 60
 4. Insurance Name Plan Organization: AETNA

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Example – Blue Cross Blue Shield Health Plan

- Name of Carrier:
 - BC – BLUE CROSS
 - BS – BLUE SHIELD
 - BCBS – BLUE CROSS BLUE SHIELD
- Health Plan Processor
 - PREMIERA
 - REGENCE
 - ANTHEM.

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Example – Blue Cross Blue Shield Health Plan (cont.)

- Type of Plan: PPO ~ HMO ~ FEP
 - Health Plan Name is “BCBS OHIO ANTHEM FEP” OR “BCBS OHIO ANTHEM PPO”
- Insurance Name Plan Organization:
 - BLUE CROSS BLUE SHIELD OHIO ANTHEM
 - BLUE CROSS WASHINGTON PREMIERA
 - BLUE CROSS BLUE SHIELD UTAH REGENCE
- For a listing of BCBS companies see:
 - <https://www.bcbs.com/bcbs-companies-and-licensees>

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Example – Pharmacy Health Plan: Naming Convention

- Name of Carrier: CVS CAREMARK
- Add: RX ONLY
- BIN: 55555
- PCN: 78910
 - Health Plan Name: CVS CAREMARK RX ONLY 55555 78910

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SSI Group Clearinghouse

- SSI Group Clearinghouse is Defense Health Agency (DHA) new electronic intermediary for electronic billing and responses, the SOP will include set-up of Payer-ID for 837 - Electronic Billing Professional and Facility (Institutional); soon it will have the set-up for 835 – Electronic Remittance Advice. The SOP will only address 837 set-up, the 835 set-up will occur just prior to go-live.

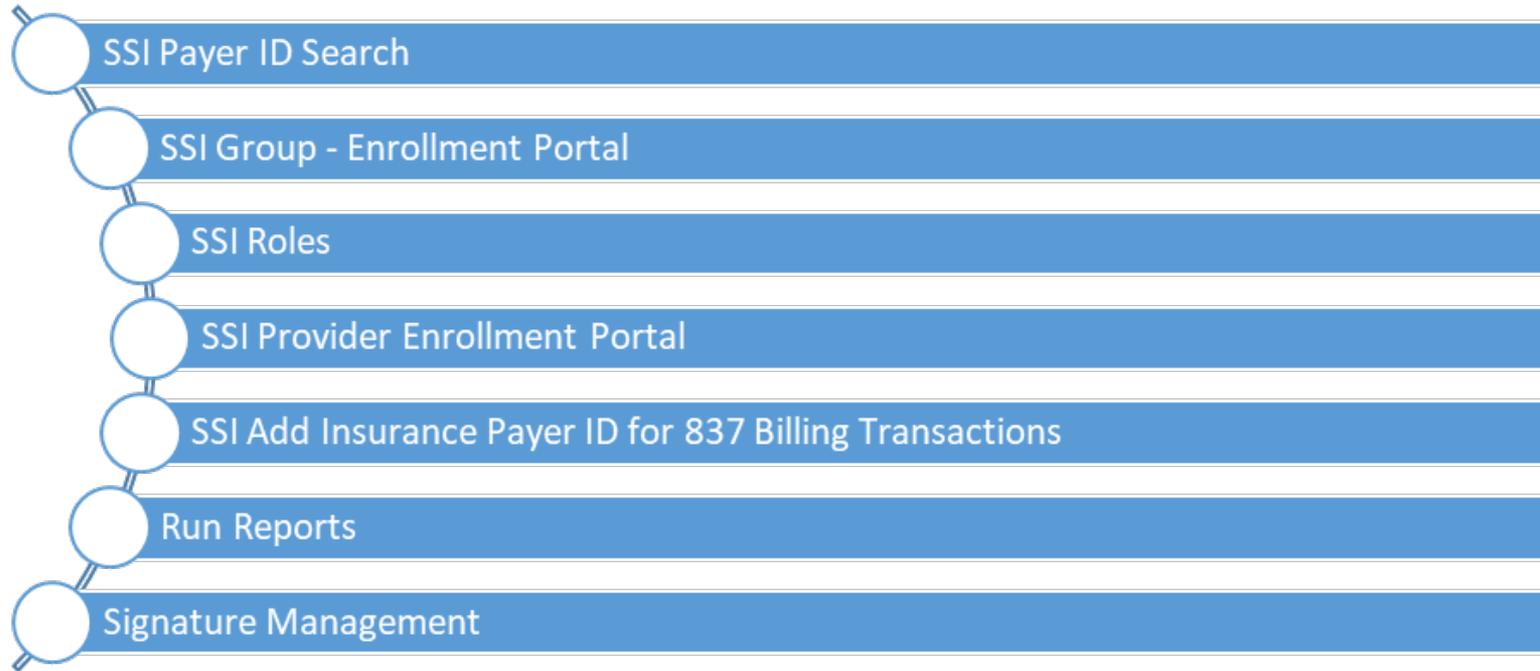
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SSI Group Clearinghouse cont.



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SSI Group Clearinghouse- Payer ID

- SSI has its own Payer IDs, the payer ID is part of the data collection required for Cerner Bedrock Health Plan set-up
- Paper claims and pharmacy claims do not have a Payer ID; some of the medical plans may not have one.

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SSI Payer ID Search – Screenshot SSI Search Screen

- Access SSI at <https://cws.ssigroup.com/payerlist/>
 - The Search screen opens with several options; the following steps provide examples of navigating the system.

SSI Batch Production Payer List | SSI Real-time Production Payer List | SSI Dental Transport Payer List | Claimsnet Production Payer List

Payer Name
Enter Payer Name
Type in the payer name you are searching for then hit the tab key

Type
Select a type

SOP
Select a SOP

Payer ID
Select a Payer ID

Claims (837)
 In Production Enrollment Required Clear

ERA (835)
 In Production Enrollment Required Clear

Claim Status (276/277)
 In Production Enrollment Required Clear

Reset | View Legend | Export To Excel

Hover over each icon to see legend

SSI

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SSI Payer ID Search – Screenshot 'Payer ID' Field

- 'Payer ID' Field- Easiest way to find SSI Payer ID, enter the Payer ID from website, ABACUS, or other. Not exact.



Payer ID

Select a Payer ID

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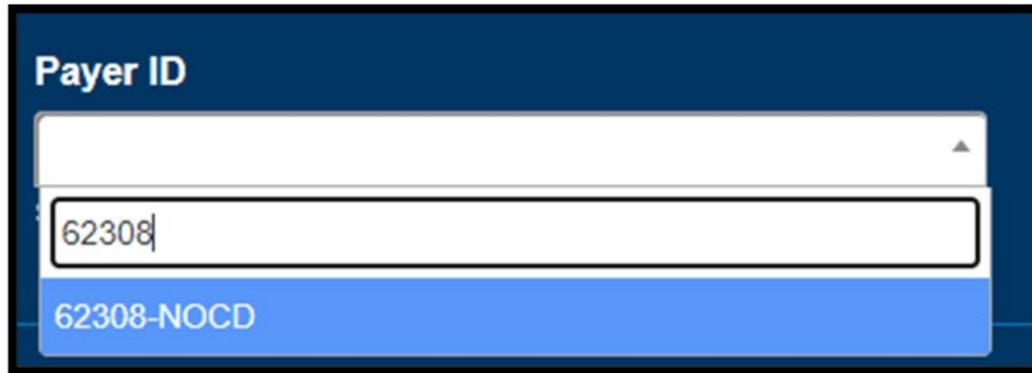


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SSI Payer ID Search – Screenshot 'Payer ID Field' - Search by Payer ID

- Search By Payer ID
 - Enter Payer ID, 62308-NOCD, select the 62308-NOCD. SSI Payer ID appended with “NOCD”.



Payer ID

62308-NOCD

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SSI Payer ID Search

- CIGNA data displayed, do not assume the Institutional (INST) and Professional (PROF) are always the same.
 - Type: INST and PROF
- Payer Name: CIGNA, not Behavioral Health there is not electronic billing for behavioral health.
- SOP: COM is for Commercial.
- SSI Payer ID: SSI Payer ID logic, add this to request. Do not take Payer ID and add –NOCD without research.
- Payer Health Plan ID: Payer ID from payer.
 - Claims 837- When there is a green check mark, electronic billing is available.
 - Secondary Available- Secondary insurance coverage billed electronically when the green check mark is present.

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SSI Payer ID Search – Screenshot SSI Payer ID Search Results

- File Level Acknowledgement- Payer response of receiving / accepting claim when the green check mark is present.
- Claim Level Reporting- 277 this is not used.

Type	Payer Name	SOP	SSI Payer ID	Payer Health Plan ID	Claims (837)	Secondary Available	File Level Acknowledgement	Claim Level Reporting
INST	CIGNA/CIGNA BEHAVIORAL HEALTH	COM	62308-NOCD					
INST	CIGNA	COM	62308-NOCD	62308	✓	✓	✓	277
PROF	CIGNA	COM	62308-NOCD	62308	✓	✓	✓	277

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SSI Payer ID Search – Screenshot 'Payer ID – Clearing' Search Field

- 'Payer ID – Clear' Search Field
 - Click drop-down, drag the right **?? To the top, select the thin blue line.



The screenshot shows a search interface for 'Payer ID'. The title 'Payer ID' is displayed in white on a dark blue background. Below the title is a search input field containing the text '62308-NOCD'. A dropdown menu is open below the input field, showing a list of search results. The first result, '00046-NOCD', is highlighted with a blue bar. A thin blue line is visible at the top of the dropdown menu, indicating the selection point. The number '27' is partially visible in the bottom left corner of the dropdown menu.

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SSI Payer ID Search – BCBS

- Search for Blue Cross – Blue Shield (BCBS)
- Payer Health Plan ID
 - ABACUS clearinghouse did not use BCBS ID; the Search did not provide results with Payer ID.
- Contact local Blue's for their Payer Health Plan ID, there may be more than one.
 - THIS IS IMPORTANT! Ensure all of your BC and BS are correct in Cerner Bedrock; needed for SSI set-up.
- Payer Name “Premera” provided large results. Premera is Washington State Blue Cross.

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SSI Payer ID Search – Screenshot Premera Search Results

- Payer Name “Premera” provided large results.
 - Premera is Washington State Blue Cross.

The screenshot shows a search interface with a dark blue header. The search field contains the text 'premera' with a red wavy underline. Below the search field, there is a text prompt: 'Type in the payer name you are searching for then hit the tab key.' Below the search area is a pagination bar with buttons for 'First', 'Previous', '1', '2', '3', '4', '5', '...', '109', 'Next', and 'Last'. The '1' button is highlighted in blue.

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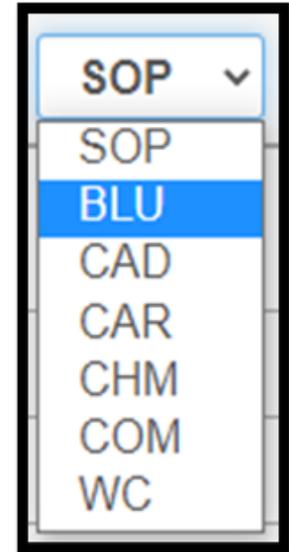


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SSI Payer ID Search – Screenshot Selecting BLU

- Field SOP selected BLU from list. For new Search, select SOP again.
- SOP – All
 - BLU – Blue Cross / Blue Shield
 - CAD – Medicare / Medicare Advantage – DHA UBO does not bill for this, exception emergency department
 - CAR – State Medicaid - DHA UBO does not bill for this, exception emergency department
 - CHM – Tricare - Government
 - COM – Commercial
 - WC – Workmans Compensation



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SSI Payer ID Search – Screenshot Payer Name – Alphabetize

- Payer Name Field- Select the up/down arrows to alphabetize.



- The Blue's Search will differ per state and blue payer.

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SSI Payer ID Search – Screenshot Washington State Blues

- Washington State start with WA.
 - WA BLUE CROSS – Premera is not in name.
 - WA REGENCE BLUE SHIELD – Has Regence in name.
 - WA BLUE CROSS SSI Payer ID is 99999-0904
 - WA REGENCE BLUE SHIELD SSI Payer ID is 99999-0299

Type	Payer Name	BLU	SSI Payer ID	Payer Health Plan ID	Claims (837)	Secondary Available
PROF	WA BLUE CROSS	BLU	99999-0094	00430	✓	✓
INST	WA BLUE CROSS	BLU	99999-0094	00430	✓	✓
INST	WA REGENCE BLUE SHIELD	BLU	99999-0299	00932	✓	
PROF	WA REGENCE BLUE SHIELD	BLU	99999-0299	00932	✓	

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SSI Payer ID Search – Screenshot of California Blue Cross Blue Shield

- California Blue Cross – Blue Shield differ from Washington

Payer Name

ca blue cross

Type in the payer name you are se

SOP ▾ ↕

INST	CA BLUE SHIELD	BLU	94036-NOCD	94036	✓	✓	✓	277 PLR	✓
PROF	CA BLUE SHIELD	BLU	94036-NOCD	94036	✓		✓	277 PLR	✓

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SSI Payer ID Search – Screenshot of California Blue Cross Blue Shield (cont.)

INST	ANHEM CA BLUE CROSS	BLU	47198-NOCD	47198						✓
PROF	ANHEM CA BLUE CROSS	BLU	47198-NOCD	47198						✓
INST	ANHEM CA BLUE CROSS	BLU	47198-NOCD	47198	✓		✓	277		
PROF	ANHEM CA BLUE CROSS	BLU	47198-NOCD	47198	✓		✓	277		

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SSI Payer ID Search – Screenshot GEHA Aetna Signature Administrators (ASA)

Aetna Signature Administrators (If the subscriber lives in any of the following states: Alaska, Arizona, California, Colorado, Connecticut, Georgia, Kentucky, Maine, Massachusetts, Michigan, Nevada, New Hampshire, New Jersey, New York, Ohio, Oregon, Pennsylvania, Rhode Island, Vermont, Washington)

EDI Submitter #06603

GEHA-ASA

P.O. Box 981707, El Paso, TX 79998-1707

Phone: (800) 821-6136

Payer ID

06603-NOCD

06603

06603-NOCD

Type	Payer Name	SOP	SSI Payer ID	Payer Health Plan ID	Claims (837)	Secondary Available	File Level Acknowledgement	Claim Level Reporting	Claim Status (276/277)	ERA (835)
INST	ASAGEHA	COM	06603-NOCD	06603	✓	✓	✓	277		
PROF	ASAGEHA	COM	06603-NOCD	06603	✓	✓	✓	277		

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SSI Payer ID Search – Screenshot GEHA UHC Choice Plus

UnitedHealthcare Choice Plus (If the subscriber lives in any of the following states: Delaware, Florida Louisiana, Maryland, North Carolina, Oklahoma, Texas, Virginia, Washington DC, West Virginia and Wisconsin)

EDI Payer ID 39026

UnitedHealthcare Shared Services

P.O. Box 30783, Salt Lake City, UT 84130-0783

UHC Provider Services Phone: (877) 343-1887

UnitedHealthcare Options PPO (If the subscriber lives in any of the following states: Alabama, Arkansas, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Minnesota, Mississippi, Missouri, Montana, Nebraska, New Mexico, North Dakota, South Carolina, South Dakota, Tennessee, Utah, Wyoming)

EDI Payer ID 39026

UnitedHealthcare Shared Services

P.O. Box 30783, Salt Lake City, UT 84130-0783

UHC Provider Services Phone: (877) 343-1887

UnitedHealthcare Choice Plus (all 50 states)

EDI Payer ID 39026

UnitedHealthcare Shared Services

P.O. Box 30783, Salt Lake City, UT 84130-0783

UHC Provider Services Phone: (844) 586-7309

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SSI Payer ID Search – Screenshot GEHA UHC Choice Plus (cont.)

Payer ID

39026-NOCD

Select a Payer ID

Type	Payer Name	SOP	SSI Payer ID	Payer Health Plan ID	Claims (837)	Secondary Available	File Level Acknowledgement	Claim Level Reporting	Claim Status (276/277)	ERA (835)
INST	UMR	COM	39026-NOCD	39026	✓	✓	✓	277		✓
PROF	UMR	COM	39026-NOCD	39026	✓	✓	✓	277		✓

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SSI Payer ID Search – Screenshot GEHA FEHB Medical

If the patient has Medicare primary coverage, mail to GEHA:
GEHA FEHB Medical
P.O. Box 21542
Eagan, MN 55121

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Preparing for JHP Transition

- If you are a site that has not yet transitioned to MHS GENESIS, when your site goes live your health plans and insurance carriers will switch to the JHP format
- DHA UBO VPOC will be providing you information in advance of Go-Live so that all necessary JHP and medical insurance is ready as you switch
- Steps are detailed in Section 6.0 of the *H1 Insurance Transition SOP*

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JIHP Pre Go-Live Process

ABACUS Report

- Receive HIC-ID Report from VPOC

Analyze Data

- Identify Health Plans in Genesis
- Identify Health Plans Not in Genesis

Insurance Health Plans Not in Genesis

- Verify Insurance Health Plan
- Complete all required fields per SOP

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Resources

Link to SOPs on DHA LaunchPad (CAC required):

<https://info.health.mil/bus/brm/ubo/SitePages/LearningCenter.aspx>

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Questions?

- Send any questions you have to UBO.Helpdesk@IntellectSolutions.com and ask any questions you have here!

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