



EDI Transition to RelayHealth – UCare Provider Frequently Asked Questions (FAQ)

1) Will this require me to make any technical or business process changes to submit electronic claims for UCare members?

No technical or business process changes are anticipated to providers' existing electronic claim submission process. It should be business as usual for UCare providers.

2) How will the RelayHealth Pre-Adjudication solution benefit providers?

UCare is very committed to provider satisfaction and experience. We strongly considered the needs of our providers in our evaluation and selection process. Immediate provider benefits include:

- *Accelerates 5010 readiness and future regulatory compliance requirements.*
- *Supports administrative simplification and promotes administrative efficiencies.*
- *Improves the revenue management cycle by enabling a configurable claim validation system to support faster response times and enhance auto-adjudication and real-time adjudication capabilities.*
- *Easily connects with existing practice management systems, third party billing services and clearinghouses.*
- *Enables real-time eligibility and claim status capabilities.*
- *Facilitates "self service" access to payer data.*

More information can be accessed by visiting <http://www.fasttrack5010.com/>.

3) Why did UCare select RelayHealth?

UCare evaluated several industry leading vendors and solutions. After months of due diligence, UCare selected RelayHealth to meet short term and long term business objectives. Our short term goals are focused on a variety of regulatory compliance mandates including, but not limited to, preparing for 5010 testing and production readiness. Our long term objectives are focused on improving member and provider experience, improving providers' revenue cycle, expanding real-time services to providers, reducing system costs and promoting administrative simplification initiatives. The UCare management team decided that RelayHealth had the solutions and services that best fit the UCare vision and mission for supporting our members, providers and employees.

4) What is the RelayHealth Pre-Adjudication system?

The RelayHealth Pre-Adjudication system is an open and neutral connectivity platform that is delivered as Software as a Service to payers. Any practice management system, billing service or clearinghouse can easily connect with RelayHealth. The RelayHealth solution is an agile and integrated suite of applications and services that enables payers to improve transmission management, claim management, claim validation, web-based reporting and business intelligence, translation and routing management and hosting services.