



To: IEHP Contracted Providers
From: IEHP – Provider Relations
Date: March 29, 2018
Subject: **Important Claims Information**

IMPORTANT NOTIFICATION!

IEHP is committed to providing accurate processing of claims for our providers. With the implementation of our new claims and customer relationship management system, we have developed integrated partnerships with Change Healthcare (formerly McKesson) for their ClaimsXten software and Optum for their EASYGroup software. The integration of these products will enable a more consistent application of edits and institutional claim payments. We appreciate your partnership with us as we implement our new systems.

HOW WILL THIS CHANGE IMPACT YOUR ORGANIZATION?

As part of its new core claims system, IEHP will implement ClaimsXten software to evaluate medical claims for appropriate coding. The integration of this software coupled with IEHP's core system capabilities will assist IEHP's efforts to ensure professional claim payment integrity and consistency with national and industry coding standards.

IEHP will continue to periodically update its policies and claims payment systems to align with the National Correct Coding Initiative (NCCI) as well as the below national publications and industry standards. Adherence to national correct coding methodologies supports IEHP's continuing efforts to control improper coding leading to inappropriate claim payment:

- Centers for Medicare & Medicaid Services (CMS) guidelines
- DHCS' Medi-Cal Provider Manual
- Coding policy defined in the American Medical Association's CPT manual
- Health Care Common Procedure Coding System (HCPCS)
- International Classification of Diseases, 10th Edition (ICD-10)

Implementation of Optum EASYGroup

IEHP is implementing EASYGroup software to group and price institutional claims that are paid at Medicare and Medi-Cal prospective payment system (PPS) methodologies. EASYGroup is Optum's newest version of the WebStrat PPS software currently used by IEHP.

PPS methodologies supported by EASYGroup include:

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| • APR-DRG (Medi-Cal) | • MS-DRG (Medicare) | • Skilled Nursing Facility |
| • Home Health | • End Stage Renal Disease | • Inpatient Rehab Facility |
| • Long Term Acute Care | • Critical Access Hospital | • ASC Ambulatory Surgical Center |
| • ASC Ambulatory Surgical Center | (inpatient/outpatient) | |

If you have any questions or issues, please contact the Provider Relations Team at (909) 890-2054.