



Contact us at:
781.290.1290
neheninfo@nehen.org



An Introduction to NEHEN's Administrative Solutions

July 2010



Contents

- **How could I benefit from administrative simplification?**
- **Who is NEHEN, and how can we help you?**
- **How can I learn more or speak to someone about NEHEN?**

- **Appendix**
 - Product comparison
 - How it works
 - Claims DDE overview
 - Transactions by payer list

How Could I Benefit From Administrative Simplification?

- **To answer this question, consider the following:**
 - How much of your staff's time is spent on checking patient insurance eligibility? Is your process streamlined and efficient, gathering correct co-pays and preventing claim denials in an automated fashion, or is it a manual process full of phone calls and one-off use of payers' free portals?
 - What do you do when Medicaid claims reject because a patient's insurer has suddenly changed?
 - How do you focus your collections staff on the most valuable claims that need resubmission or appeals?
 - Are you happy with your A/R days? What about your write-off rate?

**If you're unhappy with your performance in any of these areas,
NEHEN can help you to do better.**

How Might I Benefit From Administrative Simplification?

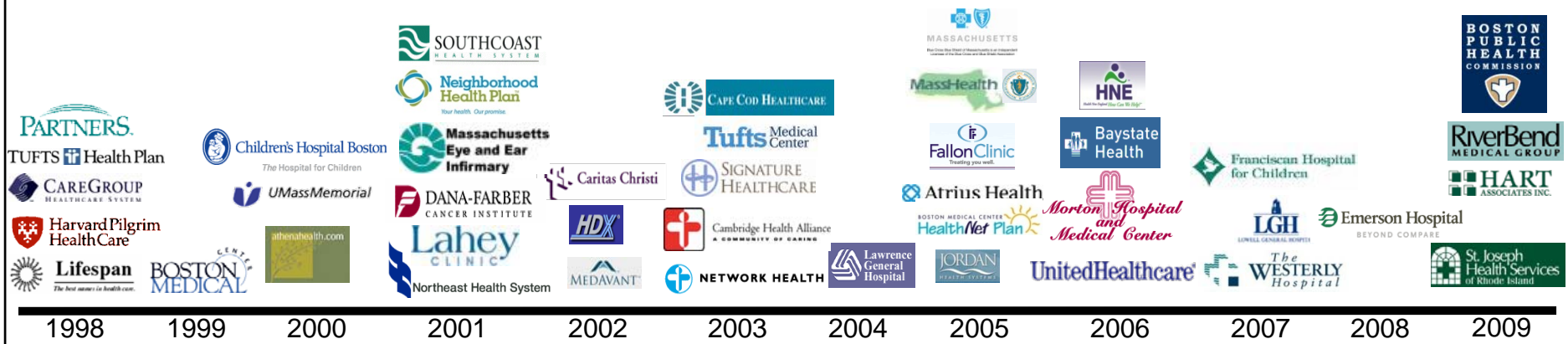
- **NEHEN's tools provide a cost savings opportunity in many categories**
 - **Save time** by sending batches of eligibility inquiries instead of doing one-offs
 - **Reduce claim denials** due to administrative error
 - **Reduce your write-offs** due to ineligibility and exceeding the filing limit
 - **Improve collection of co-pays** with better use of patient eligibility inquiry
 - **Improve reclamation of otherwise lost revenue** by focusing on exceptions and quickly finding the correct payer to send a claim to
 - **Reduce your labor costs** by reducing the time spent on manual transactions: eligibility, claim status inquiry, and receivables posting
 - **Reduce your A/R days and claims rework** by focusing on front-end weighted revenue cycle operations, which has a cascading positive effect on downstream claims activities
 - **Improve the patient experience and patient loyalty** through your efficient operation of the payment for services rendered process
- **NEHEN also represents an opportunity for providers to achieve HIE meaningful use requirements and improve continuity of care**

So Who Is NEHEN?

Since 1998, NEHEN is a collaborative, payer and provider-owned solution for connectivity and administrative simplification including:

- 50+ hospitals, 5,000+ physicians, 4.5M+ health plan members
- 8 health plan participants
- Connectivity to national insurers (Aetna, Cigna, Medicare, United, clearinghouse for all others)
- 150+ small provider subscribers, encompassing >3,000 users
- Clinical information exchange, such as clinical discharge summaries

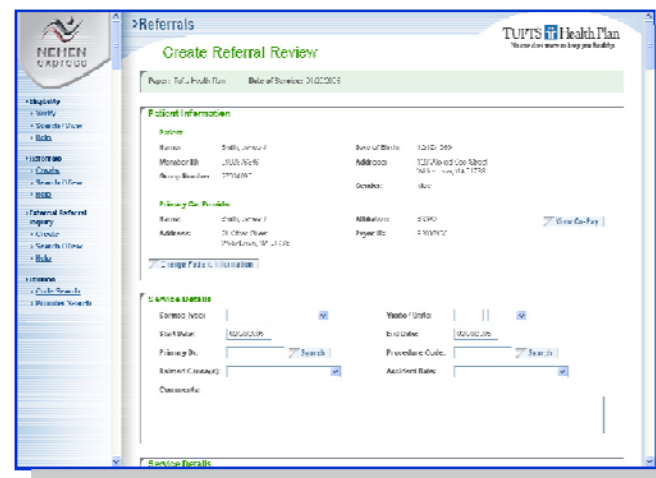
These organizations have been NEHEN members since...



What Can NEHEN's Tools Do For You?

- **Check Patient Eligibility in 4 Ways**
 - Go direct to many payers in real-time through a single web site, instead of a dozen or more free sites
 - Use our self-pay search (broadcast your inquiry)
 - Upload batches from spreadsheets or files
 - Integrate with Meditech, EPIC, etc. (*Classic* only)
- **Obtain Electronic Referrals**
 - Integrated eligibility check, code set search and provider search
 - Referral leakage module (*Classic* only)
- **Submit Claims**
 - Upload 837 files or type in a claim via DDE
 - Manage and track your claims in one place
 - Automate 837 submission (*Classic* only)
- **Inquire on Claim Status in 3 Ways**
 - Go direct to the insurer in real-time
 - Upload batches from spreadsheets or files
 - Integrate with your billing system (*Classic* only)

NEHEN has
no transaction fees for its
core services.
Also, **all features are
included** in your monthly fee!



- **View Claim Acknowledgments**
 - Automate the pick-up and display of claim acknowledgment or scrubber reports
- **Receive Electronic Remittance Advice**
 - Automate their pickup directly from payers
 - View the remits with printing and download options
 - Post the 835 back to your billing system
- **Manage Your Work With Reports**
 - *Exception Report* for eligibility and claim status inquiry
 - *Additional Payer Report* for Medicare and Medicaid
- **More Convenient Utilities**
 - Ad hoc ICD-9/CPT4 code search
 - Ad hoc provider NPI search

How Do I Learn More? Can I Speak With Someone?

- We have an informative web site: <http://www.nehen.org/>
- Our product information is at: <http://www.nehen.org/products/>
- Call us for more information, or if you have any questions:

NEHEN

781.290.1290

neheninfo@nehen.org

neheninfo@nehennet.org



APPENDIX

- Product comparison
- How it works
- Transactions by payer list



NEHEN Has Two Options for You



- Installed in your data center
- You directly connect to payers to exchange transactions
- You can integrate our open software with your other systems, write your reports
- Institutional-sized
- Any-payer connectivity
- Seat at the table for product direction, strategy



- All you need is a web browser
- You use our direct connections to 14 health insurance plans
- You integrate by uploading files
- Same tools, but no IT to own or maintain
- Convenient and sized for the smaller provider

NEHEN Classic vs. NEHEN Net Feature Comparison

Transactions	NEHEN Classic	NEHEN Net
Eligibility		
Real-time	✓	✓
* PMS-Integrated Real-time ¹	✓	
Self-Pay Search (broadcast inquiry)	✓	✓
Batch File Upload ²	✓	✓
* Automated Batch Processing ³	✓	
Claims		
* Automated Claim File Submission	✓	
Claim File Upload	✓	✓
Claim Tracking	✓	✓
Claim Status Inquiry		
Real-time	✓	✓
* PMS-Integrated Real-time ¹	✓	
Batch File Upload ²	✓	✓
Automated Batch Processing ³	✓	
Electronic Remittance Advice		
Pick-up, View, Download, Post	✓	✓
* Automated Posting ⁴	✓	
Referral & Authorization		
Specialty Care Referral Request	✓	✓
Outpatient Service Authorization	✓	✓
Inpatient Admission Pre-Certification	✓	✓
Home Health Referral	✓	✓
Referral Verification Inquiry	✓	✓

* *Classic-only Feature*

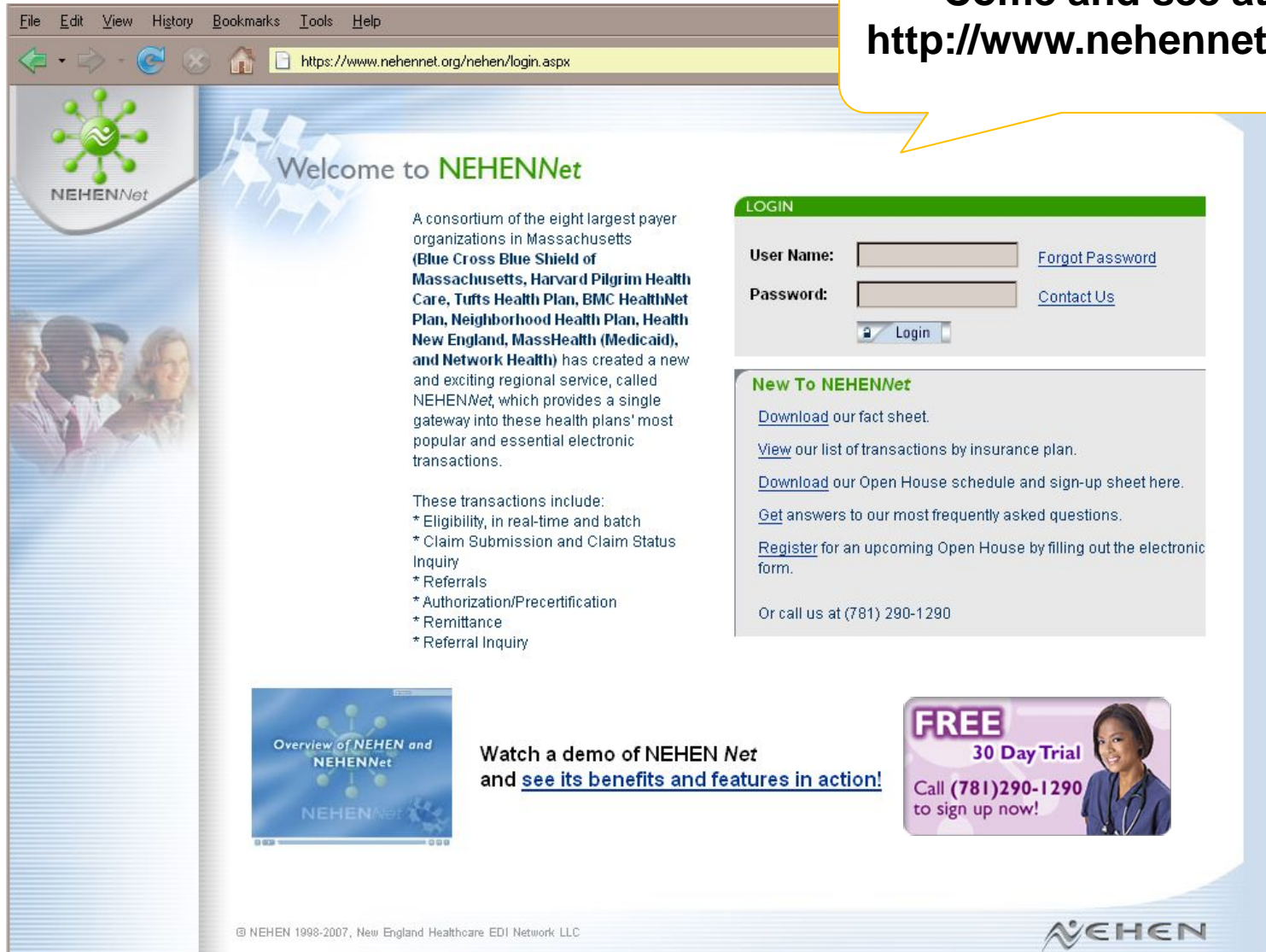
Footnotes

- 1 NEHEN's integration with your HIS or Practice Management System (PMS) depends on each vendor's capability to support each transaction and a member's desire to integrate with them. If you're unsure, ask us.
- 2 Utilizes a manual upload of a comma-separated or MS-Excel file
- 3 Utilizes extracts from your HIS or Practice Management System (PMS)
- 4 Available if auto-posting is supported by your HIS or Practice Management System (PMS)



What Is NEHENNet?

Come and see at
<http://www.nehennet.org>



The screenshot shows a web browser window with the URL <https://www.nehennet.org/nehennet/login.aspx>. The page features a navigation menu (File, Edit, View, History, Bookmarks, Tools, Help) and a search bar. The main content area includes a logo for NEHENNet, a welcome message, a list of member organizations, a list of services, a login form, and a 'New To NEHENNet' section with various links and a contact number. A video player is also present, showing an overview of the service.

Welcome to NEHENNet

A consortium of the eight largest payer organizations in Massachusetts (**Blue Cross Blue Shield of Massachusetts, Harvard Pilgrim Health Care, Tufts Health Plan, BMC HealthNet Plan, Neighborhood Health Plan, Health New England, MassHealth (Medicaid), and Network Health**) has created a new and exciting regional service, called NEHENNet, which provides a single gateway into these health plans' most popular and essential electronic transactions.

These transactions include:

- * Eligibility, in real-time and batch
- * Claim Submission and Claim Status Inquiry
- * Referrals
- * Authorization/Precertification
- * Remittance
- * Referral Inquiry

LOGIN

User Name: [Forgot Password](#)

Password: [Contact Us](#)

New To NEHENNet

[Download](#) our fact sheet.

[View](#) our list of transactions by insurance plan.

[Download](#) our Open House schedule and sign-up sheet here.

[Get](#) answers to our most frequently asked questions.

[Register](#) for an upcoming Open House by filling out the electronic form.

Or call us at (781) 290-1290

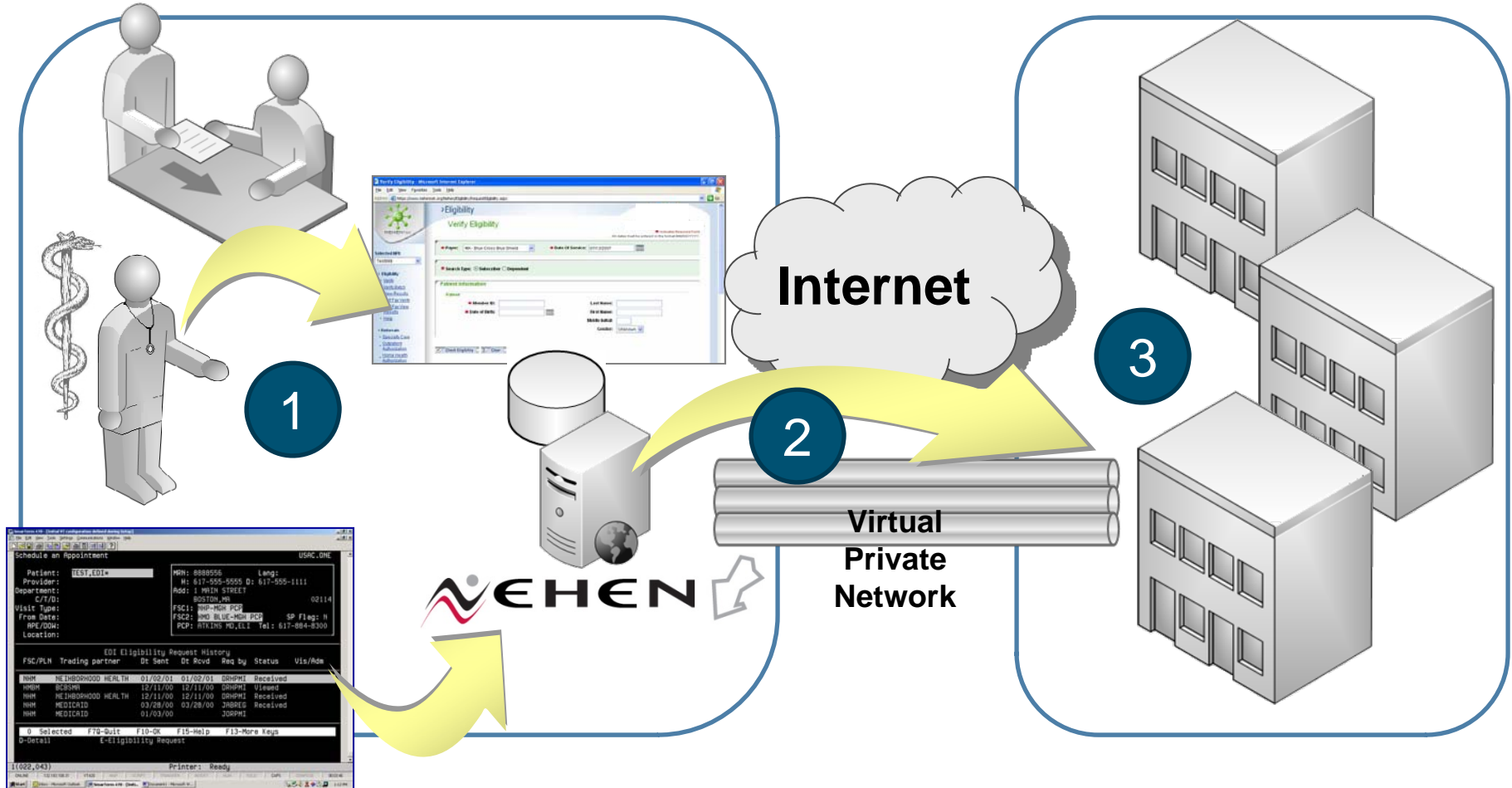
FREE
30 Day Trial
Call (781)290-1290 to sign up now!

Watch a demo of NEHEN Net and [see its benefits and features in action!](#)

© NEHEN 1998-2007, New England Healthcare EDI Network LLC

NEHEN

How NEHENClassic Works



- 1.** Your staff works within NEHENExpress, or directly in your PMS, to create inquiries
- 2.** Your NEHEN eGateway catches the inquiries and routes them to their destination
- 3.** Your insurance payers receive the inquiries directly and send back responses directly to the NEHEN eGateway at your site

NEHENNet Administrative Functionality by Payer

	Harvard-Pilgrim Health Care ¹	Neighborhood Health Plan	Tufts Health Plan	Medicaid of Massachusetts	BMC HealthNet Plan	Blue Cross Blue Shield, MA	Health New England	Network Health	Medicare	Aetna	CIGNA And Oxford	United Health Care	Blue Cross Blue Shield, NH
Eligibility Real time and batch upload	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Institutional Claim Submission Includes 997 and 277 Claim Ack.	✓	✓	✓	✓	✓	✓	✓						
Professional Claim Submission Direct data entry and 837 file upload w/ void & replace Includes 997 response file and 277 Claim Acknowledgement	✓	✓	✓	✓	✓	✓	✓						
Claim Status Inquiry Real-time & batch upload	✓	✓	✓	✓		✓			✓	✓	✓		
Electronic Remittance Advice File download and viewing	✓	✓	✓	✓	✓	✓	✓						
Specialty Care Referral	✓		✓			✓							
Outpatient Services and Authorization	✓ ²		✓ ²			✓ ²							
Admission Precertification	✓ ²		✓ ²			✓							
Home Health Referral	✓					✓							
Referral Inquiry	✓ ³		✓ ²			✓							

Footnotes:

1. Legacy-only products supported
2. MRI/CT not supported
3. MRI/CT referral inquiry supported for pre-existing referrals only

 Behavioral Health Supported

5/14/2010

NEHEN Classic Administrative Functionality by Payer

As of June 2010

Transactions by Payer	HPHC	NHP	Network Health	THP	BMC HealthNet Plan	BCBS - MA	Medicaid - MA	Health New England	United	Medicare	BCBS - RI	Medicaid - RI	BCBS - NH	Aetna	CIGNA	Anthem / UniCare	Oxford	Connecti-care	Fallon CHP	TRICARE
Eligibility	✓	✓	✓	✓	✓	✓ ¹	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Claim Submission: Institutional	✓	✓	✓	✓	✓	✓ ³	✓	✓	Planned	✓ ²	On Request	On Request	On Request	Planned	Planned	Planned	Planned			
Claim Submission: Professional	✓	✓	✓	✓	✓	✓ ³	✓	✓	Planned	✓ ²	On Request	On Request	On Request	Planned	Planned	Planned	Planned			
Claim Status Inquiry	✓	✓	Planned	✓	Planned	✓ ³	✓	✓	✓	Planned				✓	✓	Planned	✓			
Electronic Remittance Advice	✓	✓	✓	✓	Ready to Test	✓ ³	✓	Planned		✓ ²				Planned	Planned	Planned	Planned			
Specialty Care Referral Request	✓	Ready to Test		✓		✓ ³														
Outpatient Authorization	✓	Ready to Test		✓		✓ ³														
Admission Pre-Certification	✓	Ready to Test		✓		✓ ³														
Home Health Referral	✓					✓ ³														
Admission Notification									✓											
Referral Inquiry	✓			✓		✓ ³														

1 Includes *out-of-state* Blue Cross Blue Shield

2 NHC for both Professional and Institutional claims, more MACs available on request

3 Available via NEHENHub, contact NEHEN for more information

4 Available via 3rd-party, contact NEHEN for more information





www.nehen.org www.nehennet.org

www.csc.com/health_services