Submission Guide

Electronic Filing

The Piedmont WellStar HealthPlan claims processing system allows provider access to submitted claims information, including the ability to view claim details such as claim status (i.e. was there an error on submission?) and the claim number to be used as a reference indicator.

Electronically filed claims may be submitted in the following ways:

Individual Claim Entry

Individual claim entry is available to network providers with established Provider OnLine accounts. This feature allows direct submission of both professional (CMS-1500) and institutional (UB-04) claims via a user--friendly interface, using the Internet's highest level of security to make the process safe and easy. In order to use Prelog, providers must complete a brief e-learning course and a short post-course assessment. Upon successful course completion, the provider's office can enter claims and verify acceptance.

Electronic Data Interchange (EDI)

The Piedmont WellStar HealthPlans also accepts electronic claims in data file transmissions. Electronic claim files sent directly to The Piedmont WellStar HealthPlans are permitted only in HIPAA standard formats.

Providers who have existing relationships with clearinghouses such as Emdeon, Relay Health and others can continue to transmit claims in the format produced by their billing software. The Piedmont WellStar HealthPlans payer ID is 251PD. These clearinghouses are then responsible for reformatting claims to meet HIPAA standards and passing the claims on to the Piedmont WellStar HealthPlans.

For all EDI submissions, the NPI (National Provider Identifier) number is required. When care is coordinated, the referring provider's name and NPI are required.

Submission of Claims Directly to The Piedmont WellStar HealthPlans

Providers are able to submit claims directly without incurring clearinghouse expenses. These claims are loaded into batches and immediately posted in preparation for adjudication. Via the Provider OnLine EDI tools, these batches can be viewed in several standard report formats.

In order to submit EDI files directly to the Piedmont WellStar HealthPlans, providers must:

1. Have an existing Provider OnLine account or register for a new provider or submitter account by filling out the application form at PWPlans.org, available after December 15, 2013
2. Use billing software that allows the generation of a HIPAA-compliant 837 professional or institutional file
3. Have a sample 837 file exported from their billing system containing only The Piedmont WellStar HealthPlans claims
4. Have a computer with Internet access
5. Have the ability to download and install a free Active-X secure FTP add-on
6. Complete testing with the Piedmont WellStar HealthPlans