

ELECTRONIC DATA INTERCHANGE

Electronic precertification tutorial

to help you successfully submit electronic
precertification requests



Welcome

At Evernorth, we want to help you make the most of your time, and provide the tools to help you lower your administrative costs.

Using electronic precertification and referral submission (the ANSI 278 transaction) is faster than using paper, it allows Evernorth to process your requests faster, and is less expensive than manual and phone requests.

This course will provide you with information about submitting electronic precertification requests to Evernorth.



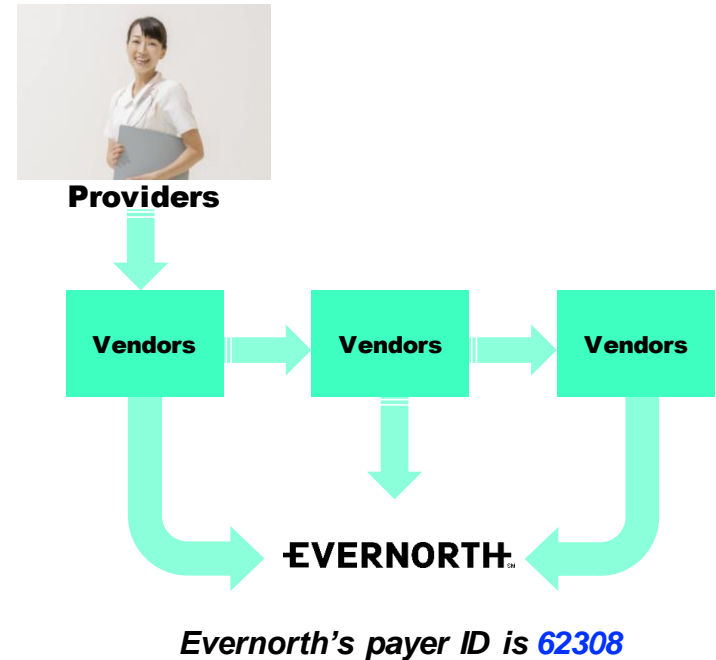
What is electronic data interchange?

Electronic data interchange (EDI) is the electronic exchange of health care information between providers and facilities, payers, and vendors.

With EDI, patient information is transferred between providers and payers in a standard and secure way.

Research* shows that health care providers who use EDI transactions can save time and money by reducing:

- + Paperwork and eliminating printing and mailing expenses
- + Number of phone calls and faxes when precertification and referral requests are submitted electronically



EDI includes electronic precertification and referral requests, also known as the **ANSI 278 transaction**. **

*Source: Council for Affordable Quality Healthcare (CAQH), "2020 U.S. Healthcare Efficiency Index®", 2021

**This is an industry-wide, standard electronic transaction.

Precertification

Definition: The process of submitting a request for coverage prior to:

- Hospital admissions
- Certain inpatient services
- Selected outpatient procedures, treatments, and services

Purpose: To determine the patient's eligibility, benefit coverage, medical necessity, location, and appropriateness of service.

Our response: May be “pending,” “approved,” or “denied.”



INFORMATION TO INCLUDE ON YOUR 278 REQUEST*

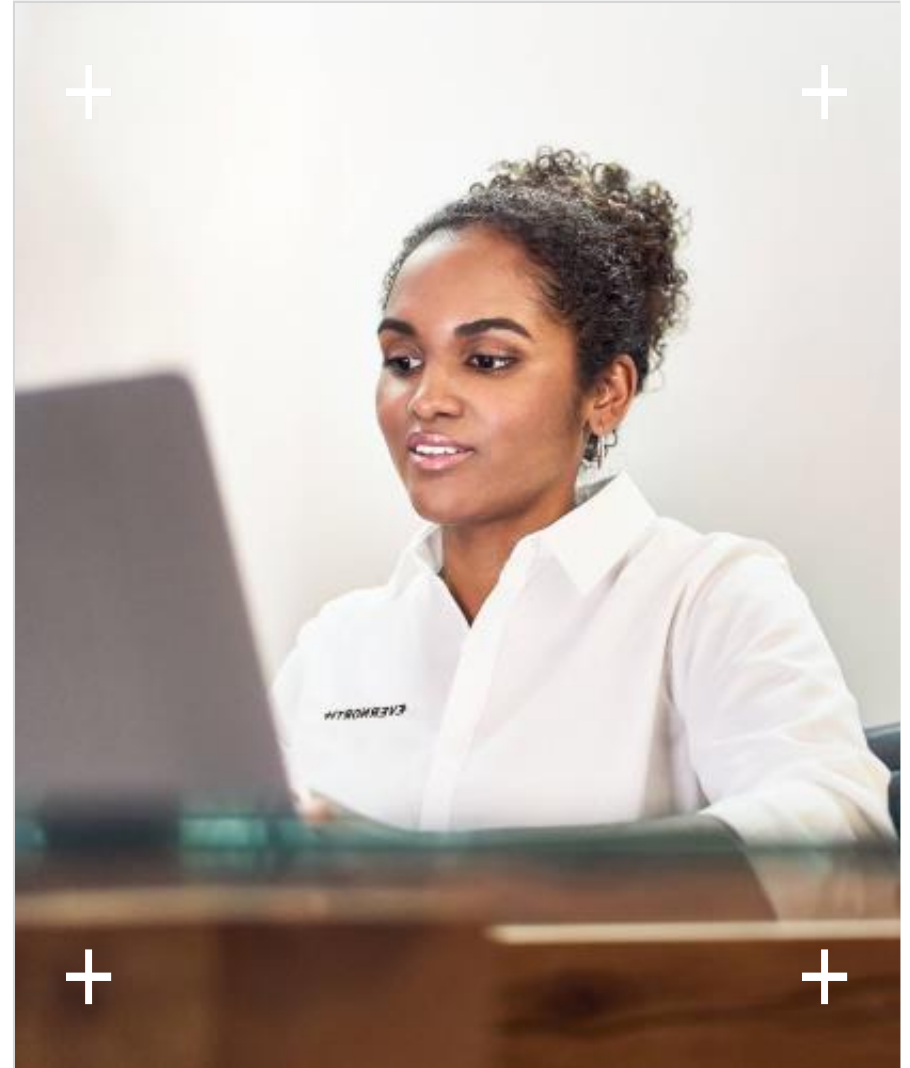
Add the information in the tables below to help
Evernorth process your **precertification** request as
quickly as possible.

Requester information:

Requester name
Requester address
Requester city, state, ZIP code
Requester contact information
Requester provider information

Subscriber information:

Subscriber name
Subscriber ID (from the patient's ID card)
Subscriber address
Subscriber city, state, ZIP code



**The elements described on this page are not required in the ANSI278 transaction. However, when they are provided, it may help us to process your requests faster and more efficiently.*

INFORMATION TO INCLUDE ON YOUR 278 REQUEST* (CONT.)

Add the information in the tables below to help Evernorth process your **precertification** request as quickly as possible.

Dependent information *if different from subscriber*

Information about the dependent involved in the precertification request:

Dependent ID (from the patient's ID card)
Dependent address
Dependent city, state, ZIP code
Dependent date of birth
Dependent gender
Dependent relationship to subscriber

Patient event detail information

Information about the health events involved in the precertification request, as appropriate:

Previous review authorization number
Date of birth
Patient diagnosis
Onset of current symptoms or illness date
Accident date
Event date
Admission date
Discharge date
Last menstrual period date

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INFORMATION TO INCLUDE ON YOUR 278 REQUEST* (CONT.)

Add the information in the tables below to help Evernorth process your **precertification** request as quickly as possible.

Patient event provider information

Information about the provider requesting precertification:

Requesting provider name
Requesting provider address
Requesting provider city, state, ZIP code

Service level information

Information about the details of the service being requested for precertification:

Previous precertification reference number
Service date

Service provider information

Information about the provider delivering the treatment requested for precertification:

Servicing provider name
Servicing provider supplemental identification
Servicing provider address
Servicing provider city, state, ZIP code
Servicing provider contact information

To avoid delays in processing your precertification requests, please confirm your EDI vendor is using “AR” for admission review or “HS” for health services review in the Request Category Code field (UM01 segment).

**The elements described on this page are not required in the ANSI278 transaction. However, when they are provided, it will help us to process your requests faster and more efficiently.*

278 Real-Time and Batch Transactions

Real-time transactions

When you submit your precertification or referral request in a 278 real-time transaction, you will receive an electronic response within 20 seconds (average time), indicating the request has been pended for review. You will receive a final response with the outcome of your request via fax or phone.

Batch transactions

You can submit multiple precertification and referral requests directly to Evernorth in one ANSI 278 transaction through your EDI vendor. You will receive an electronic response by 7:00 a.m. EST on the third-business day from the time the 278 transaction is received.

Every effort is made to either approve or deny (and not pend) requests. Approved requests for precertification will contain the authorization number.

If you are interested in using the 278 batch transaction, please contact your EDI vendor.



CONGRATULATIONS!

You have completed the Electronic Data Interchange Electronic Precertification Submission tutorial.

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