

2022 GPMA Webinar *Frequently Asked Questions*

What is the timeline of the claims transition?

If Date of Service (DOS) is in 2021, continue with your current process (AllyAlign Health, AAH) through through Jan. 31, 2022.

On Feb. 1, 2022, AAH will stop accepting new 2021 claims. They will continue to work corrected claims and adjustment requests that have already been received and are in process in their systems.

Submit claims for DOS 2022 with Payor ID RP035. These will process through our 2022 claims clearinghouse, Change Healthcare.

If DOS for 2022 are sent to the incorrect vendor (AAH) in error, the claim will reject, indicating "Route to Change Healthcare with RP035 payer ID."

When are the new member ID's effective?

Claims sent to current vendor (AAH) should continue to use current member ID (DOS in 2021 submitted between Jan. 1, 2022-Jan. 31, 2022).

Claims sent to new vendor (RAM) with Payor ID RP035 should use the new member ID (DOS in 2022, or DOS in 2021 sent after Jan. 31, 2022).

How often will claims processed through the new claims vendor, RAM?

Weekly

Where do I send my 2022 paper claims?

P.O. BOX 981813, El Paso, TX 79998-1813

Where do members send premium payments?

P.O. Box 5076, Sioux Falls, SD 57117-5076

When can I begin submitting 2022 claims through the new process with the new Payor ID?

The connection with Change Healthcare will be finalized on Jan. 13, 2022. If 2022 claims are submitted prior to Jan. 13, 2022, they will be rejected but will be reprocessed by them on Jan. 13, 2022.

Where can I find information on the Great Plains Medicare Advantage plan?

Visit our website at www.greatplainsmedicareadvantage.com

Where do I go for claim status and member eligibility?

New Provider Portal | eHealthsuite - <https://ehealth-shp.healthsuiteadvantage.com/>

What is the process for enrollment for both 835/ERAs and EFT payments? See instructions below. If you're already enrolled through Zelis/Redcard this will carry over and there is no need to re-enroll.

Great Plains Medicare Advantage has a partnership with RedCard to send 835/ERA transactions. To enroll, go to: <https://enroll.ach835.com/new>

You will continue to receive paper remittances for 30 days and three remittances after ERA enrollment. After this timeframe has expired, paper remittances will no longer be sent. However, these documents will continue to be available electronically through [RedCard's portal](#). RedCard's portal allows staff the ability to search, view or print each remittance as needed.

Questions? Contact RedCard's Provider Service Center at:

Phone: [1-844-292-4066](tel:1-844-292-4066)

Email: support@ach835.com

Who can I contact if I have questions on the claims transition?

Call 844-637-4760 or e-mail Katie Mertes: kmertes@sanfordhealth.org