Sagamore Health Network
Web Re-pricing

Last update: 4-10-2003

The following is an outline of the requirements, guidelines, and processes needed by the payors approved for Web Re-pricing. It should be noted that all payors must be pre-approved by Sagamore Health Network (SHN) before they are allowed to re-price claims using the internet application.

Proprietary Information and Confidentiality Agreement – Must be signed before a payor will be approved by SHN for Web Re-pricing.

ID Card - The ID cards must meet all of the criteria outlined in the SHN Product Manual. The address indicating where claims are mailed must be SHN's address. The Delegated Logo cannot appear on the card. This logo is only for payors that have been approved by SHN to re-price their own claims and have claims routed to them directly.

MIS Requirements

- A connection to the internet.
- Internet Explorer (preferred) or Netscape Navigator versions 5.0 or greater. In order to increase security and meet HIPAA guidelines, SHN will be increasing security. Internet browsers need to be capable of 128-bit encryption.
- Make minor browser adjustments, such as enabling JavaScript (most browsers have JavaScript enabled by default) and changing page setup left/right margins to ¼ inch.

Payor Login – The approved Web Re-pricer must secure a login name(s) and a password(s**)** from SHN. Each person re-pricing claims (processor) must have his/her own login name and password. If the payor wants to change a login name or password, the new login name and password must be assigned by SHN. A payor may have more than one processor use the internet application, but each processor can only use one login name and password. The login name may not exceed 20 characters. The password must be at least six characters long, with at least one letter and one number.

Claims Re-pricing:

The following steps are needed to re-price a claim using SHN's Web Re-pricing System. Copies of the Web Re-pricing screens are attached (see Figure A-H).

1) Type the login name and password into the Web Re-Pricing Login screen and click on the "Login" button (see figure A).

2) Complete the form required on the Web Re-Pricing screen and click on the "Re-Price" button (see figure B).

   Note – It is not always necessary to change the number of charge lines. Changing the number of charge lines is helpful when there are more than 10 charge lines to re-price. If you choose to change the number of charge lines, please make the change before you enter the claim's information. The web page will reset, and any information entered will be lost.

   Make sure to select the proper claim type (HCFA or UB). HCFA and UB claims require different data fields in order to re-price successfully. A legend is displayed at the top of the form. A " ^ " marks a field required by a HCFA claim. A " + " marks a field required by a UB claim. A " * " marks a field required by both HCFA and UB claim types. To assist with entering the claim's information, field labels have parentheses next to them to indicate the box number on a claim form for a HCFA and UB respectively.

   When entering information into the Payor Information section, the two fields are labeled "Route Code" and "Payor Reference Number". If more than one route code is available, be sure to select the correct route code in which the product is tied. For example, if the "Route Code" combo box read "SAG5555 (Plus)", that would indicate that the claim was for the Sagamore Plus network. In addition "SAG5555(Sel)" would signify Sagamore Select and "SAG5555(Pos) would signify Ambassador Care. The "Payor Reference Number" is an optional field that can be used to track your claim using an internal identifier (payor's claim number).

   When a processor clicks on the "Re-Price" button and the information entered is missing or invalid, the system displays a "pop-up" box with the name of the field that contains missing or invalid information. If the information entered is invalid, the "pop-up" box will explain why the information is invalid and it will put the cursor in the corresponding field to be updated.

3) The Web Re-Pricing system will attempt to re-price the claim based upon the information entered. Whether or not a claim receives a re-price amount, SHN keeps a record of the claim's information. The Web Re-Pricing system will return one of three possible results:

   - Re-Priced (see figure C) – this screen displays the entered claim's information along with re-price information. This includes the contract code, re-price method, and re-priced/allowed amount(s). (Printing from this screen requires print margins of ¼ inch.)

   - In-Process (see figure D) – this screen displays a SHN claim number for tracking the claim, along with a message of why the claim did not re-price successfully. In this instance, SHN claims processors will work this claim to its completion. In order to track the processing of this claim, see Step 4 (Web Re-Price Get Status). Claims are typically completed by SHN claims processors within 24 hours.

- Send Claim To SHN (see Figure E) – this screen displays a SHN claim number for tracking the claim, along with a message of why the claim did not re-price successfully. In this instance, SHN claims processors will need the claim in its entirety to work the claim to its completion. The screen will also display a message to send the entire claim to SHN for processing. There is no need to check the status of this claim since SHN is unable to complete it via the Web.

4) To view the status of a claim click on the "Web Re-Price Status" hyperlink at the top of the page. Enter search criteria (SHN Claim Number, Patient Last Name and/or Member Certification Number) and the number of days worth of claims to be viewed (claims will be available to this application for a maximum of 60 days). Then, click on the "Get Status" button (see Figure F). A list of claims returned by the performed search are displayed (see Figure G). The list of claims are sorted by the date in which they were received by SHN (the date the claim information was entered). However, claims can be resorted by clicking on any column heading. The "Status" column describes what stage a claim is in.

    - Re-Priced – the claim re-priced successfully
    - In-Process – a SHN claim processor is working the claim
    - Send Claim To SHN – SHN needs the entire claim in order to work the claim to its completion
    - Out of Network – a SHN claim processor determined the provider to be out of the SHN network.

    Click on a SHN claim number hyperlink to view a claim.

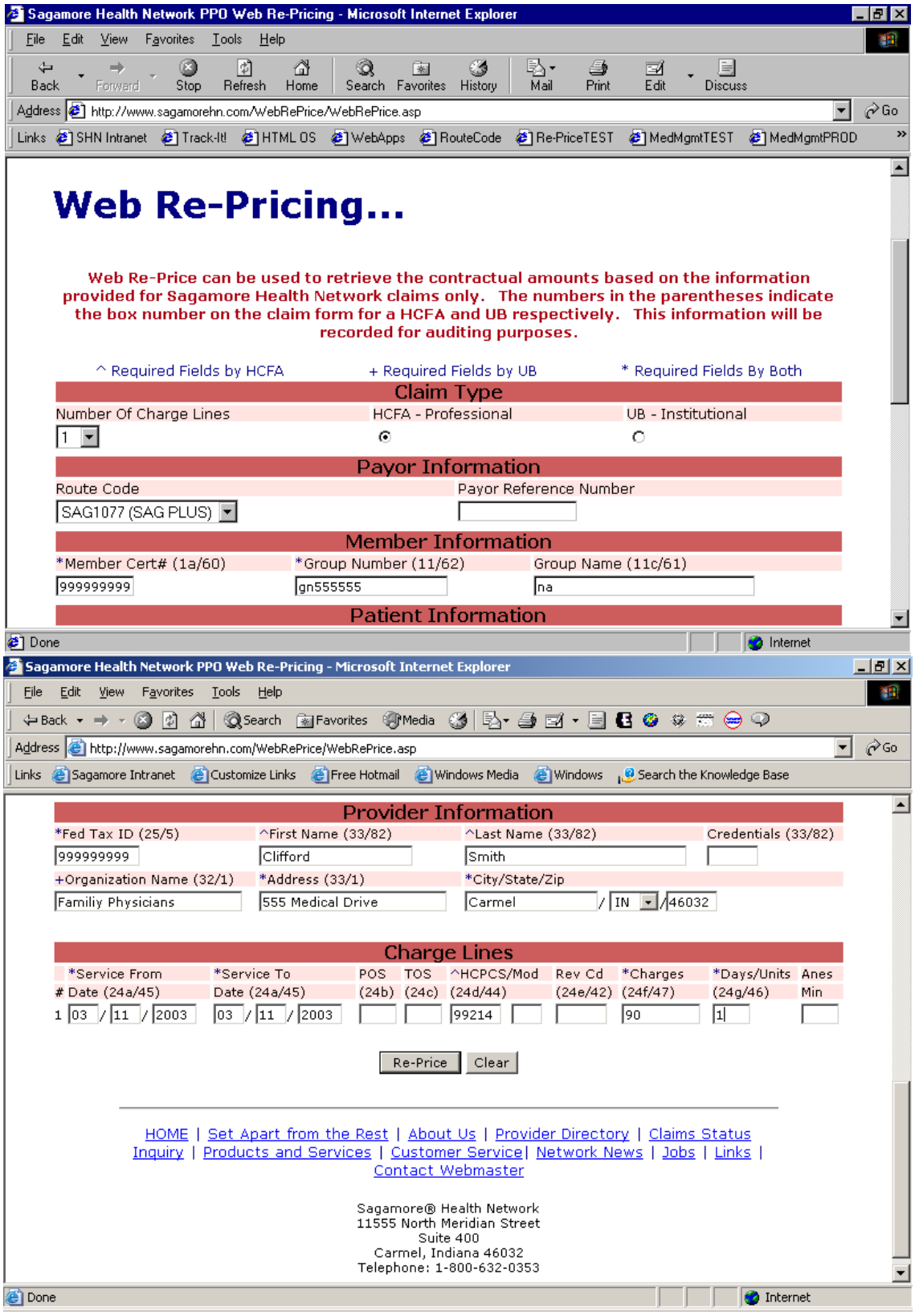
5) To enter the next claim click on the "Web Re-Pricing" hyperlink at the top of the page.

Payor Logout – The processor must logout of the system by clicking on the "Logout" hyperlink at the top of the page after the re-pricing of claims is completed. Logging out ensures that no other person can re-price claims under that login name and password. A confirmation screen will be displayed ensuring that logging out was successful (see Figure H).

Figure A

Internet Re-Price Login - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://claims.sagamorehn.com/bpitney/webprojects/WebReprice/WebRePriceLogin.asp
Go
Links SHN-SAGACCTS SHN-ProviderExtract SHN-Intranet Track-It! IUPUI Home Topics Internet Re-Price Login
Web Re-Pricing Login...
Web re-pricing allows payors to handle claims that have been directed to their locations prior to being handled by Sagamore Health Network. This allows claims to be handled quicker and more cost-effective than mailing them to be re-priced. Payors should contact their Marketing representative for more details.
Login:
Password:
Login
Follow this link in order to view the Web Re-Pricing User's Document.
Get Acrobat Reader
This document requires a PDF reader. Make sure your computer has this software installed before proceding. If you need a FREE copy of Acrobat Reader, you can get it by clicking the following icon and downloading it to your computer.
HOME | Set Apart from the Rest | About Us | Provider Directory | Claims Status
Internet

Figure B


Sagamore Health Network PPO Web Re-Pricing - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://www.sagamorehn.com/WebRePrice/WebRePrice.asp
Go
Links SHN Intranet Track-It! HTML OS WebApps RouteCode Re-PriceTEST MedMgmtTEST MedMgmtPROD
Web Re-Pricing...
Web Re-Price can be used to retrieve the contractual amounts based on the information provided for Sagamore Health Network claims only. The numbers in the parentheses indicate the box number on the claim form for a HCFA and UB respectively. This information will be recorded for auditing purposes.
^ Required Fields by HCFA
+ Required Fields by UB
* Required Fields By Both
Claim Type
Number Of Charge Lines
HCFA - Professional
UB - Institutional
1
Payor Information
Route Code
Payor Reference Number
SAG1077 (SAG PLUS)
Member Information
*Member Cert# (1a/60)
*Group Number (11/62)
Group Name (11c/61)
999999999
gn555555
na
Patient Information
Done
Internet
Sagamore Health Network PPO Web Re-Pricing - Microsoft Internet Explorer
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Address http://www.sagamorehn.com/WebRePrice/WebRePrice.asp
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Provider Information
*Fed Tax ID (25/5)
^First Name (33/82)
^Last Name (33/82)
Credentials (33/82)
999999999
Clifford
Smith
+Organization Name (32/1)
*Address (33/1)
*City/State/Zip
Familiy Physicians
555 Medical Drive
Carmel
IN
46032
Charge Lines
*Service From # Date (24a/45)
*Service To Date (24a/45)
POS (24b)
TOS (24c)
^HCPCS/Mod (24d/44)
Rev Cd (24e/42)
*Charges (24f/47)
*Days/Units (24g/46)
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Re-Price
Clear
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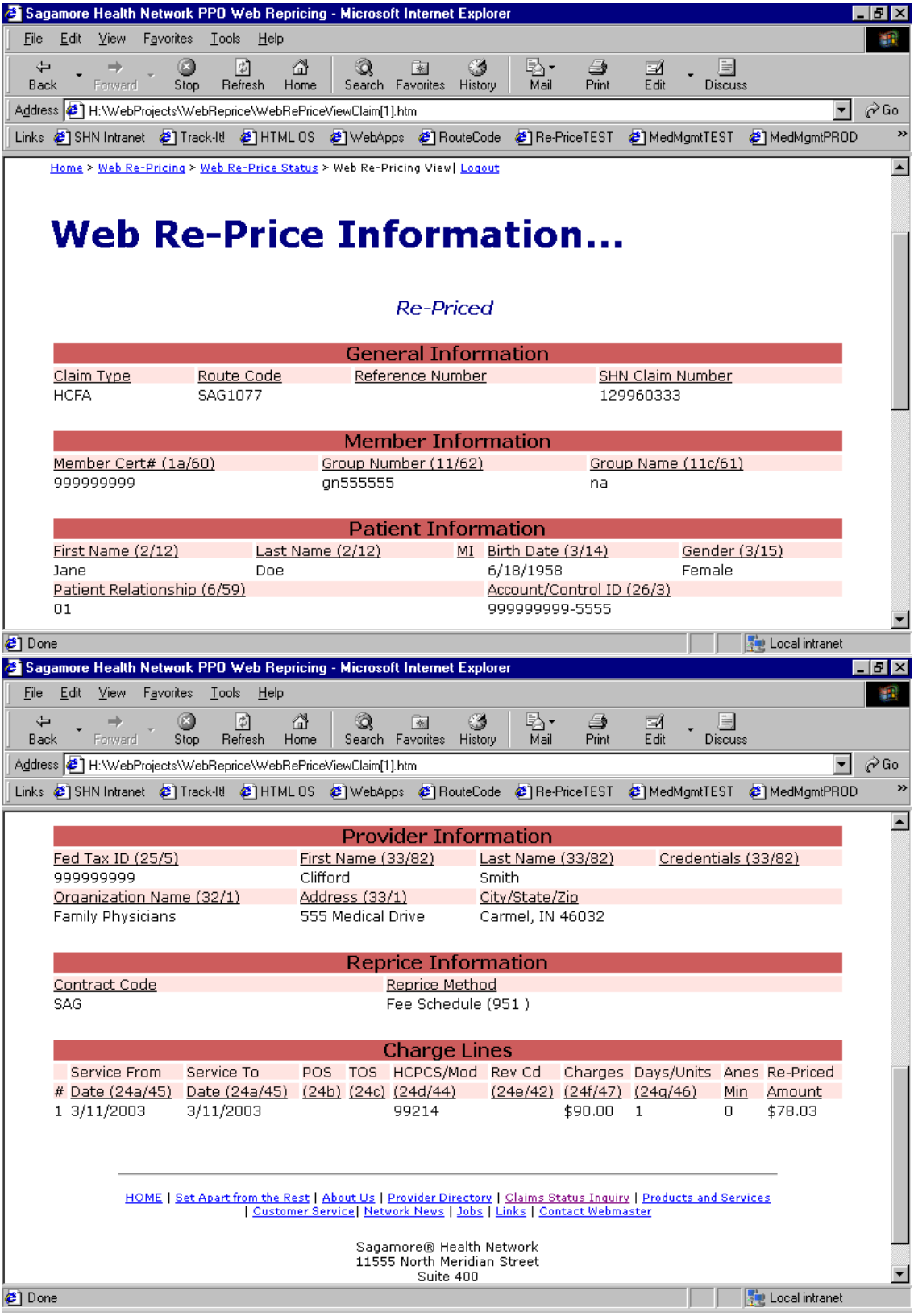
11555 North Meridian Street
Suite 400
Carmel, Indiana 46032
Telephone: 1-800-632-0353
Done
Internet

Figure C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Route Code
SAG1077
Reference Number
SHN Claim Number
129960333
Member Information
Member Cert# (1a/60)
999999999
Group Number (11/62)
gn555555
Group Name (11c/61)
na
Patient Information
First Name (2/12)
Jane
Last Name (2/12)
Doe
MI
Birth Date (3/14)
6/18/1958
Gender (3/15)
Female
Patient Relationship (6/59)
01
Account/Control ID (26/3)
999999999-5555
Done
Local intranet
Sagamore Health Network PPO Web Repricing - Microsoft Internet Explorer
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Go
Links SHN Intranet Track-It! HTML OS WebApps RouteCode Re-PriceTEST MedMgmtTEST MedMgmtPROD
Provider Information
Fed Tax ID (25/5)
999999999
First Name (33/82)
Clifford
Last Name (33/82)
Smith
Credentials (33/82)
Organization Name (32/1)
Family Physicians
Address (33/1)
555 Medical Drive
City/State/Zip
Carmel, IN 46032
Reprice Information
Contract Code
SAG
Reprice Method
Fee Schedule (951)
Charge Lines
| Service From Date (24a/45) | Service To Date (24a/45) | POS (24b) | TOS (24c) | HCPCS/Mod (24d/44) | Rev Cd (24e/42) | Charges (24f/47) | Days/Units (24g/46) | Anes Min | Re-Priced Amount
1 | 3/11/2003 | 3/11/2003 | | | 99214 | | $90.00 | 1 | 0 | $78.03
HOME | Set Apart from the Rest | About Us | Provider Directory | Claims Status Inquiry | Products and Services | Customer Service | Network News | Jobs | Links | Contact Webmaster
Sagamore® Health Network
11555 North Meridian Street
Suite 400
Done
Local intranet

Figure D

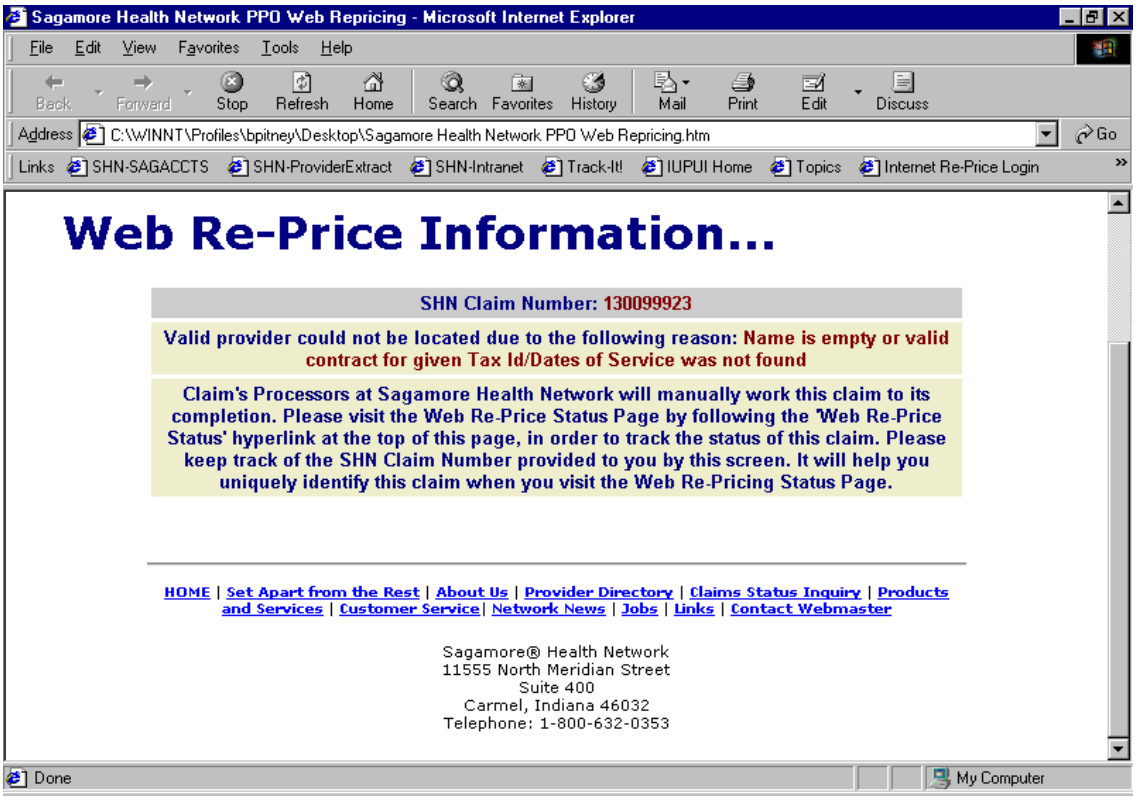


Figure E

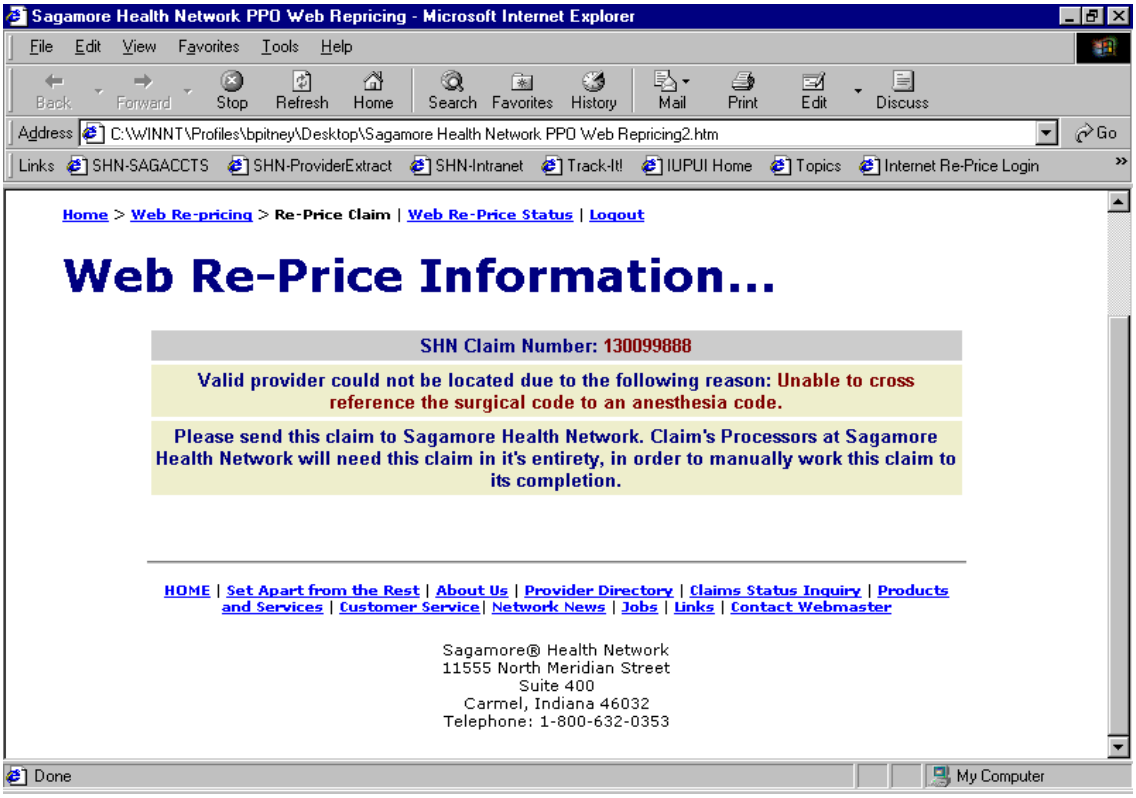


Figure F

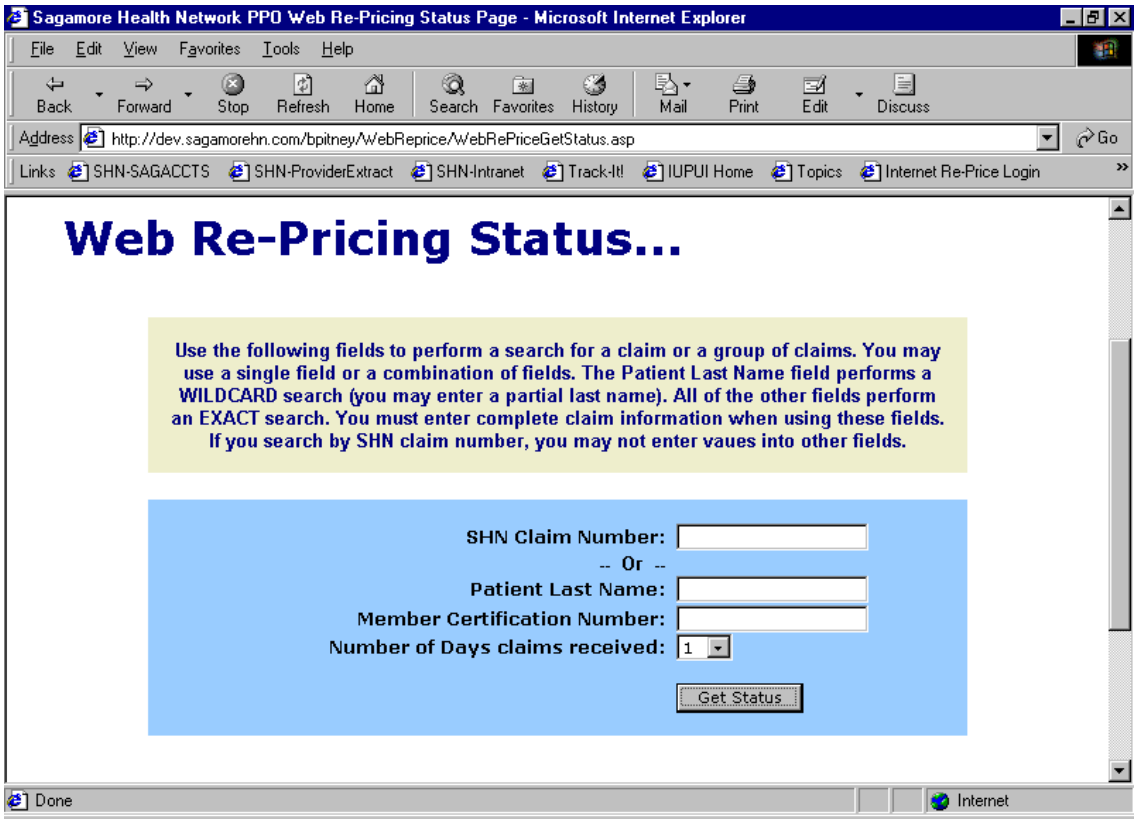


Figure G

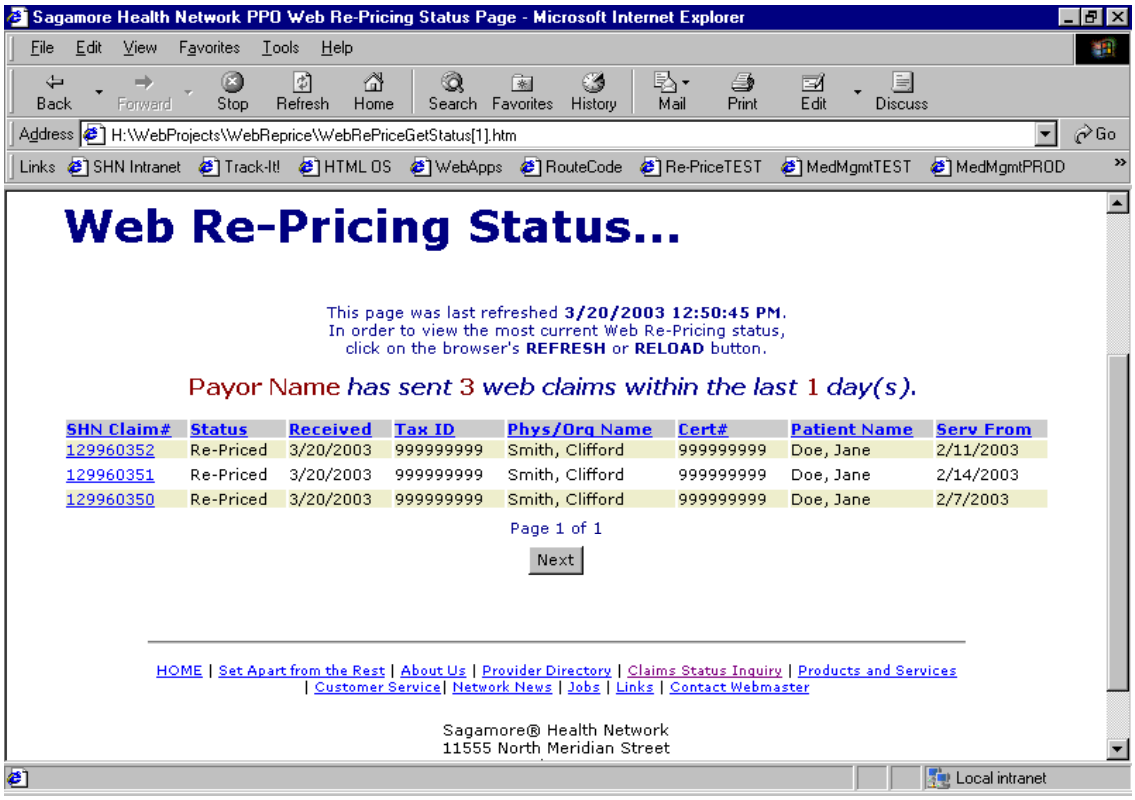
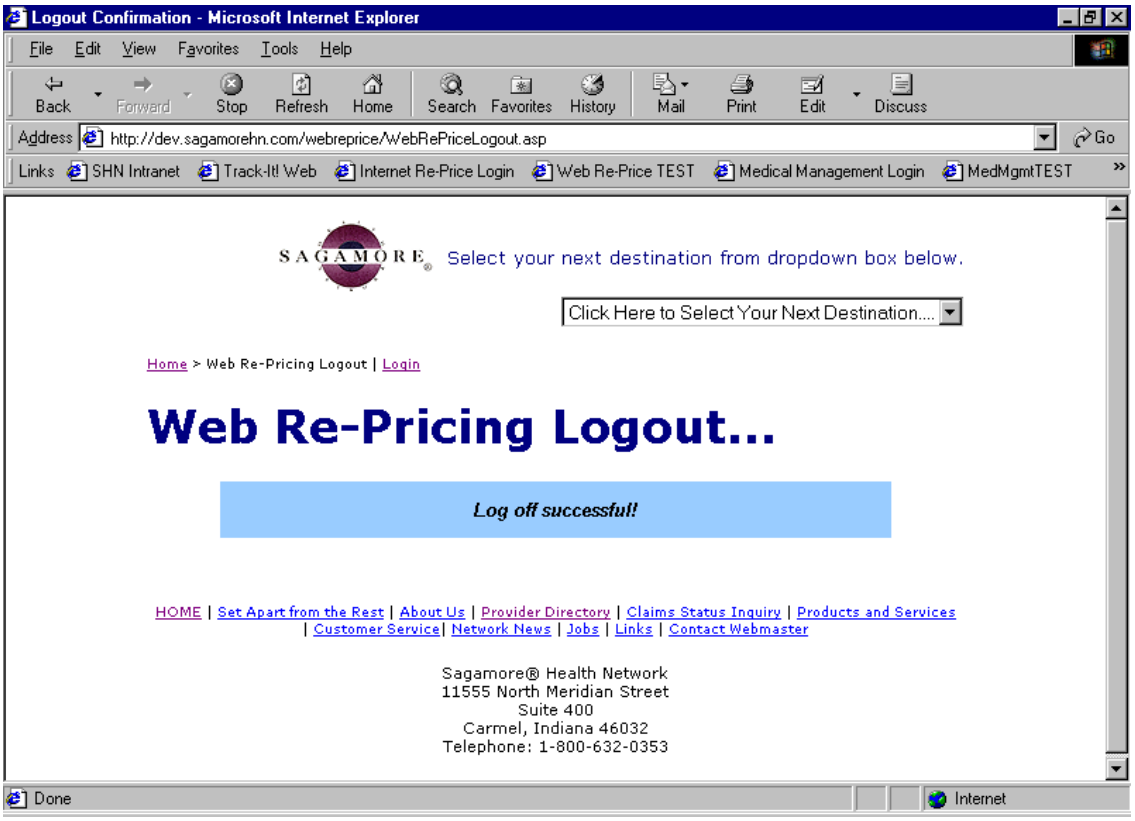


Figure H


Logout Confirmation - Microsoft Internet Explorer
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Internet