Beacon Go-Live Frequently Asked Questions

I've seen two dates. July 1st and July 5th. Which is it?
Beacon Health Solutions will be able to start receiving claims (DOS 7/1/18 and forward). However, the full transition is not set to be complete until July 5th, which is our go-live date where claims will begin to be processed, benefits and eligibility questions can be answered and the provider portal becomes accessible.

When can we expect to see our first claims check?
First claims payments will begin the week of July 20th.

How can we enroll in the EFT program for faster claims payment?
Please visit our [website](#) to enroll securely. You may complete the form and upload a blank, voided check to enroll or you can print the form and return it via mail or fax to Beacon Health Solutions. If you do not enroll in our EFT program, your checks will be mailed to you via USPS.

Currently we receive EFT's via ECHO/Optum for Silverback TPA processed claims, will this interfere or affect claims processing in any way with the new TPA?
No. Providers will continue using Silverback's claim portal as well as EFT's via ECHO/Optum for all DOS *prior to 7/1/18*. These processes will not change for those applicable DOS only as there will be a run-out period with Silverback.

Will you all be sending Electronic Remittance Advices (ERA)?
At this time, we are not set up to send providers an ERA. We will continue mailing Explanations of Payment (EOP) via the United States Postal Service on a weekly basis. We do hope to be able to offer this enhancement in the near future. Stay tuned for future updates.

What will happen if we send claims for dates of service prior to July 1, 2018?
Our clearinghouse will reject the claims automatically and send a rejection notice back to your clearinghouse. For mailed claims, those claims will be securely transferred to Silverback TPA for processing.

Will your members be getting new ID cards?
Yes, their new cards will begin mailing this week for use beginning on July 1. The member ID's now will have a T before their assigned number. This will affect how you enter authorizations into Acuity Connect. Please be sure to enter the preceding "T". To see a sample ID card copy, please visit our [website](#).

What is HealthAxis?
HealthAxis is the platform used by Beacon Health Solutions for claims, benefits and eligibility, etc. You'll see this name often, as it is also the platform for the provider portal you will be using.

Currently the EOP's don't' always show all the information we need to properly post claim payments, adjustments, etc. Will this change with Beacon?
Yes, the EOPs that will be returned to the Providers for every claim (paid, denied, adjusted, refunded) will have specific fields for each value including "Charged", "Allowed", "Member Liability", "Coinsurance", "Deductible", "Copay", "Withhold", "Paid Amount", and when applicable will list the "Interest Amount", "Adjustment Amount" and/or "Refund Amount".

Is there an enrollment for claims submission?
Providers must work with their EMR and clearinghouse vendor to set up their processes to submit claims electronically. The payer id is 88250.

My EMR/PM system is stating the new payer ID is invalid. What is wrong?
You will need to work with your clearinghouse vendor to make sure they have updated THEIR files with this brand-new payer ID for HealthTeam Advantage. Without your clearinghouse entering it on their end, your system will fail to recognize it.

With a "no check" payment, will there be a way to see why it was a $ 0.00 payment even though it was paid (a no check)?
Yes, each claim/claim line item will have at least one reason code and definition listed to explain the reason for payment or non-payment.

I am an administrator. When I am able to request access for the provider portal, which user access do I request?
When you sign up you must click on VENDOR ADMINISTRATOR, then put in your Tax ID. *You should not be putting in any NPI #'s to get access*. The access is driven by each practice's Tax ID number. Therefore, you are only allowed one vendor administrator per Tax ID. That vendor administrator will then add other users.