

## We're Improving the Availity Gateway Processing Experience *Changes Effective January 19, 2019*

On January 19, 2019, improvements to the Availity<sup>®1</sup> Gateway will be implemented to help us process your claims sooner by decreasing claim holds and allowing for a more seamless processing experience for you.

Currently, when we receive incomplete/inaccurate data, delays in processing time may result as we attempt to gather the correct data through time-consuming administrative activity (i.e., mailing letters, denial Explanation of Benefits, etc.). These latest updates will allow you and your trading partners to identify and resolve the data issues *before* the claim enters our system.

If you are already including the data below in your claims, these changes may be transparent. If a claim does not pass the edits, you will receive a message on your Electronic Batch Report (EBR) with details on steps to take to correctly submit the claim. **Prior to the January 19 release, you and/or your trading partners will want to validate that the below information is included on your electronic claims submissions.**

1. LMOD edit message: "Procedure cannot be billed without an appropriate anatomical modifier."
  - This edit applies to professional claims.
  - This edit will hit if a procedure code requiring an anatomical designation is billed without one of the following modifiers: E1-E4, FA, F1-F9, TA, T1-T9, LC, LD, LM, RC, RI, RT, LT, 50
  - Check loop/segment 2400 SV101-3 through SV101-6.
  - Rebill the claim electronically with the correct anatomical modifier.
  
2. RNPI edit message: "Procedure code cannot be billed when rendering provider NPI is identical to referring provider NPI."
  - This edit applies to professional claims.
  - This edit will hit if the claim service line contains a consultation procedure code: 99241-99245, 99251-99255 and the rendering provider's NPI matches the referring provider's NPI.
  - Check loop/segment 2400 SV101-2 to validate the procedure code.
  - Check loop/segment 2310B/2420A NM109 for rendering provider and 2310A/2420F NM109 for referring provider.

If you are unable to remediate by using your EBR report, contact Availity at 800-282-4548.

<sup>1</sup> Availity, LLC is a multi-payer joint venture company. Visit [availity.com](http://availity.com) to register.