Updates to Availity Gateway Improve Processing Experience
Changes Effective Aug. 18, 2018

Updates to the Availity®[1] Gateway, effective with the Aug. 18 release, will decrease claim holds and allow for a more seamless processing experience.

Currently, when we receive incomplete/inaccurate data, delays in processing time may result as we attempt to gather the correct data through inefficient administrative activity (i.e., sending letters, denial Explanation of Benefits, etc.). These latest updates 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 Aug. 18 release, you and/or your trading partner may want to validate the below information is included on your electronic claims submissions.**

Two new edits will be activated Aug. 18, requiring the submission of origin and destination modifiers on ambulance claims containing HCPCS A0425-A0436. For additional billing information on ambulance transportation and mileage codes, please see payment policy 018-61 at floridablue.com/providers/tools-resources/payment-policies.

1. ddrmAM edit message: "Per CMS guidelines, HCPCS Code xxxxx is identified as an ambulance code and requires an ambulance origin and destination modifier appended."

   - This edit applies to professional claims.
   - Edit will hit if claim contains procedure codes A0425-A0436, but lacks the origin and destination modifiers
   - Check loop/segment 2400 SV101-3

2. ddrARMf edit message: "Invalid or missing required ambulance origin and destination modifier(s)."

   - This edit applies to facility claims.
   - Edit will hit if claim contains procedure codes A0425-A0436, but lacks the origin and destination modifiers
   - Check loop/segment 2400 SV201-3

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

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[1] Availity, LLC is a multi-payer joint venture company. Visit availity.com to register.