

INTERNAL: How to determine reporting level of a payer with Change Healthcare (fka Emdeon)

07/24/2024 5:50 pm EDT

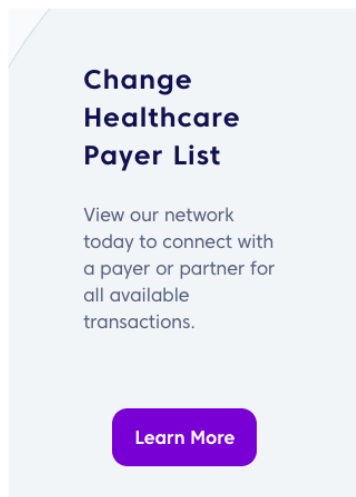
Payers determine on their own what type of information they return to us to populate in patient accounts. The differences are referred to as "reporting levels".

For Change Healthcare (fka Emdeon), they are as follows:

- 1) File Level Acknowledgement
- 2) Claim Level Acknowledgement
- 3) Claim Level Reject
- 4) Claim Level Accept/Reject
- 5) Claim Level Accept/Reject and Pending Status Information

To determine what level a particular payer is on, you need to look them up on the Change Healthcare site.

- <https://support.changehealthcare.com/customer-resources/payer-lists> If this link does not work, google "change healthcare payer list" and you should be able to find it.
- You want to select:



- You should see the following screen:

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Start typing the payer name to search

Advanced Search

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Payer Name	Alternative Payer Name	Payer ID	Payer Type	States	Service Name	Line Of Business
1199 National Benefit Fund		13162	COMMERCIAL	IL,NC,NJ,NY	Remittance Images	Hospital

- On the right side of the screen, you should see a settings gear:

Report Level 

- Once you click it, a box will open that gives you a listing of column settings. From this list check the box next to the report level and click on save settings.

Column Settings



Adjust which columns are visible

- Payer Name
- Alternative Payer Name
- Payer ID
- Payer Type
- States
- Service Name
- Line Of Business
- Service Date
- Accepts Secondary
- Report Level
- Service Modified
- Enrollment Status
- Enrollment Type
- Enrollment Method
- Service Notes
- More Service Notes
- Participation Status
- Pass Through Fee
- Search Options URL
- Enrollment Auth URL

Cancel

Restore Defaults

Save Settings

- Your screen will now include a column titled Report Level. This is where you can see the information each payer sends back.

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Advanced Search

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Payer Name	Alternative Payer Name	Payer ID	Payer Type	States	Service Name	Line Of Business	Report Level
AR Medicaid Encounters		SKAR2	MEDICAID	AR	Claims	Medical	2-Clm Level Ack
AR Medicaid Encounters		SKAR2	MEDICAID	AR	Claims	Hospital	2-Clm Level Ack
Aetna Better Health - PA Medicaid		23228	MEDICAID		Remittance (ERA)	Hospital	
Aetna Better Health - PA Medicaid		23228	MEDICAID		Claims	Medical	4-Clm Level A/R
Aetna Better Health - PA Medicaid		23228	MEDICAID		Claims	Hospital	4-Clm Level A/R



Report Level

2-Clm Level Ack

2-Clm Level Ack

4-Clm Level A/R

4-Clm Level A/R

Each payer product will list the information in the column when applicable.

The download legend option will give you a detailed description of all of the available section headers.

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Advanced Search

Download Legend

Export