



Provider Bulletin

for the Adult Mental Health Division

IMPORTANT ANNOUNCEMENT!

HIPAA 5010 – AMHD GO LIVE!

February 3, 2012

This announcement applies to only those providers who submit electronic claims to the Adult Mental Health Division (AMHD).

AMHD is upgrading its computer system to support the processing of 837 professional claims in the HIPAA 5010 version. The system upgrade process will result in some planned down time, as well as operational changes. While this schedule may be subject to change with short notice, AMHD wanted to make our plans available to you.

Please advise your staff of the following timetable:

Tuesday, February 7, 2012 from 4:30 AM to 11:00 AM

- **Provider Connect will be unavailable.**
- The Access Center will provide verbal authorization for Crisis Services and provide replacement authorization letters, including the authorization number, later in the same day.
- AMHD Utilization Management will begin processing authorization requests after 11:00 AM.

Wednesday, February 8, 2012 Conference Call, 2:00 PM

- AMHD will hold a **conference call** to update the status of our implementation plans and answer any questions. We recommend that your staff who request authorizations and/or prepare claim files attend.
- **1-888-482-3560; Access Code 9616720**

Sunday, February 12, 2012 from 4:30 AM to 5 PM

- **Provider Connect will be unavailable.**
- The Access Center will provide verbal authorization for Crisis Services and provide replacement authorization letters, including the authorization number, later in the same day.

Monday, February 13, 2012

- **Provider Connect may be unavailable.**
- Providers must submit all claims files, whether in the 4010 or 5010 version using a new naming convention, as described below.
- Providers who have not completed testing of version 5010 837P files may:
 - Submit files in the version 4010 files through March 31, 2012 using this file naming convention:
 - PROD.837.4010.asolognumber.YYYYMMDD.txt
 - Submit test version 5010 files using this naming convention:
 - TEST.837.5010.asolognumber.YYYYMMDD.txt
 - Once a provider receives confirmation that AMHD will process their version 5010 files, providers may submit version 5010 files using this naming convention:
 - PROD.837.5010.asolognumber.YYYYMMDD.txt
 - The ASO Log number will be formatted without any punctuation; therefore, 08-010 would be formatted as 08010.
 - **Effective 2/13/12, AMHD only process files that follow these naming conventions.**

Please contact John Jansen directly if you have any questions regarding this announcement. He may be reached at (808) 306-8091 or email at john.jansen@doh.hawaii.gov.