Que Training

Agenda

1. **About Integra Partners**

2. **Claims Process Overview**

3. **Submitting Claims through Integra Partners**

ABOUT INTEGRA PARTNERS

About
Integra Partners

Streamlined Network Management

Integra Partners is an Independent Practice Association (IPA), who eliminates administrative inefficiencies in traditionally complex Durable Medical Equipment health care services. We are an intermediary between than 3,000+ vendors at the local, regional, & national level for all DMEPOS services and over 55 health plans.

We do not adjudicate claims on behalf of the Payer, but work closely with Payers and Providers to delivery integrated solutions to ensure more clean claims submissions.
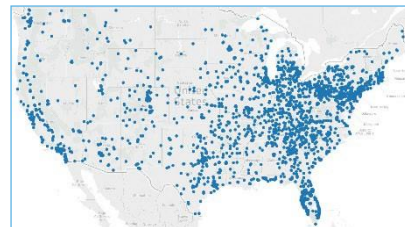
20 MM
Covered Lives

1.5 MM
Orders Processed Annually

3000
DMEPOS Services

385K
Members Serviced Annually

3000+
National Provider Network

60+
Plan LOBs Using Integra's Network

Claims Services
We Offer

Please submit all claims to Integra Partners

Claims Customer Support

- Work denied claims with the payer on your behalf
- Use analytics and reporting to identify and resolve systemic issues with Payers
- Offer a dedicated claims support staff to resolve questions and concerns

Que

- Que is Integra Partners' proprietary claims processing system designed to effectively drive 99% clean, and electronic claims submissions.
- Que is compatible with other Practice Management systems through Electronic Data Interchange (EDI)

CLAIMS PROCESS OVERVIEW

Integra Partners'
Claims Submission Process Overview

1

You receive a patient referral, check benefits and eligibility and request a prior authorization (if applicable) directly from the health plan.

Receive patient referral → Check patient's benefits and eligibility with health plan → Request prior authorization from the health plan

2

Then, add the patient to Que. By adding your patient to Que, we can quickly send the authorization to your office once the health plan sends it to Integra. Once you receive the authorization, you are ready to service the member.

Add patient to Que → Receive auth → Provide services to patient

3

Now, enter a claim in Que. Please be sure to attach all necessary documentation directly to the claim. Integra ensures compliance with health plan requirements so that your claim is properly adjudicated. Integra will post responses from the health plan directly to the claim and work with you should any corrections need to be made.

Create claim in Que or submit claim via EDI → Attach all necessary documents in Que & submit claim via EDI → Claim adjudication, followed by Payer response posted in Que for provider review

4

If the health plan has paid the claim, the provider will be reimbursed at the contracted rate minus Integra's fee.

If paid... → Integra posts payment amount to claim in Que → Integra disburses payment to provider

Payment Cycle

On average, approved claims are paid to the provider 45 days after initial submission.

Claims adjudicated by the Payer during week 1 will be reconciled by Integra Partners on week 2. Payments for approved claims will be sent to providers on Mondays and Thursdays. Providers will receive payments on Tuesdays and Fridays.

This timeline may vary based on whether the claim is submitted by paper or electronically.

SUBMITTING CLAIMS THROUGH INTEGRA PARTNERS

What is Que?

Que is Integra Partners' proprietary claims processing system.
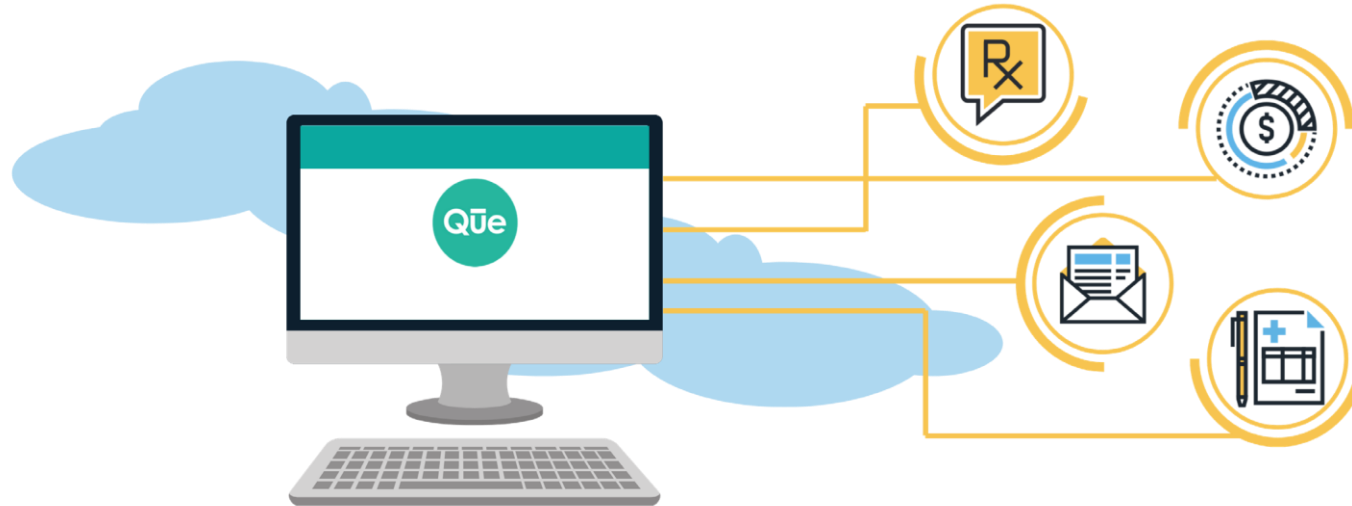
We designed Que to enhance the transparency, coordination, and delivery of patient care by providers, allowing you to submit and track claims all in one place.

As a reminder, do not send claims directly to the plan. Please send claims to Integra Partners through Que.

My Dashboard Overview

Que

My EDI | My Claims | My Fees | My Patients | My Reports | My Profile | Settings | Users | Logout

Hello AdminAMS

Announcement

All MetroPlus claims, for all LOBs, with a date of service (DOS) on or after 12/01/2018, now need to be submitted directly to MetroPlus.

Providers will also receive payment directly through MetroPlus.

Please see article #1682, or our FAQ in the Que Help Center for more details.

Needs Attention (581)
Displaying Claims that Need Attention

59	Rejections	$9,266.41	>
331	More Information Needed	$52,310.47	>
144	Eligibility	$16,480.11	>
39	Need Authorization Data	$8,669.13	>
8	Timely Filing	$1,959.02	>

View All Claims that Need Attention

Recent Payments (0)
Displaying the last 30 days

Payments Within the Last 30 Days: $0.00

View All Payments

EDI (0)
Displaying 7 Days of EDI Claims

No EDI Claims in Last 7 Days

View All My EDI Claims

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Claims that require your immediately attention before they can be processed

Important updates from Integra, or our Health Plans

EDI submission summary
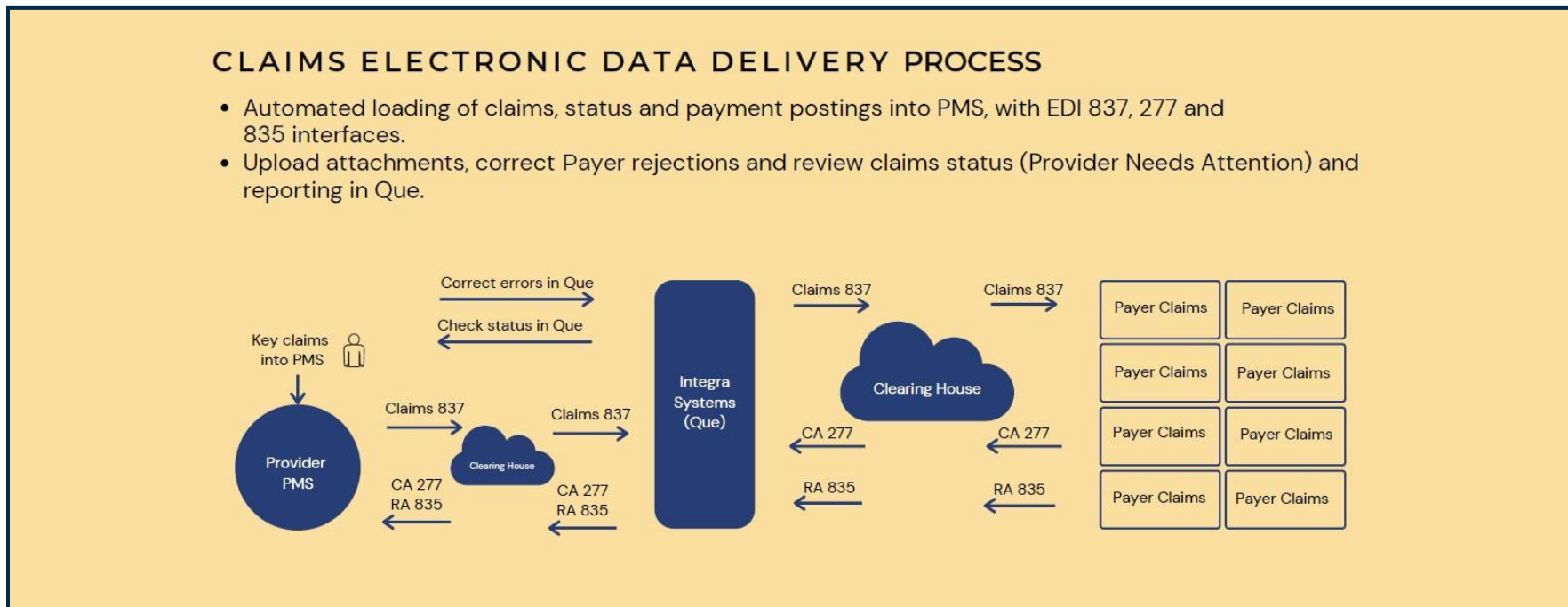
Provider Disbursement Widget shows 4 most recent payments issued by Integra

Confidential – Not for Distribution

Claims EDI Process Overview

For more information on EDI including system configuration and electronic EOBs, please discuss the accompanying document, "EDI Enrollment and Planning Guide" with your EDI specialist and/or PMS support agent.

My EDI

The **My EDI tab** is an informational resource only. It is your dedicated EDI rejected claims inventory featuring charts, tables and tools that display processed and rejected claims, rejection codes and descriptions.

On this page, you may also add notes to claims, search for claims, and even export rejected claims data in an excel file format.

To Recap

Who We Are

Integra Partners provides claims submission for Providers contracted in our network. Therefore, please submit all claims directly to Integra through Que

Our Claims Process Overview

Approved claims are paid to the provider 45 days after initial submission.

Submitting Claims Through Integra

Que is Integra's proprietary claims processing system. Que is compatible with other PMS systems through EDI. During our live Que demo, we demonstrated different functions within QUE.

CONTACT INFORMATION

Contact Us!

Customer Service

For general inquiries, please contact the customer service team Monday through Friday between 8:30 AM and 8:00 PM EST at:

888-729-8818
administration@accessintegra.com

Claim Inquiries

https://accessintegra.com/crmform/

Credentialing Inquiries

Credentialing@accessintegra.com

EDI Support

edihelp@accessintegra.com

Onboarding & Training

ClientSolutions@accessintegra.com

Disbursement Support

Accounting@accessintegra.com

Email Writing Tips:
- **Subject Line:** Your organization's name & NPI, issue/request summary and priority
- **Body:** Provide detailed steps, claim number and explain all the screenshots (do not include PHI) and share the web link (URL)