EDIFECS COMMUNICATION

Migration from Old system OTVM to New system Edifecs - 837 Translator tool (Adjudication Process)

At the end of April, we will be migrating from our current vendor OTVM to our new vendor Edifecs, to validate our EDI 837 files for the adjudication process. Edifecs is a more stable and robust tool for our long term business needs. We are excited to see what new opportunities and solutions Edifecs can provide for us, in addition to processing our EDI 837 files against industry standards.

This communication is to prepare you for the cut-over from the old tool to the new tool, so that we are prepared to help with the transition proactively and help support after Go-Live.

IMPACT TO PROVIDERS:

Please know that we are not altering a system that providers log into and use, nor are we changing our claims approval process. However, there may be a short term impacts to our claim process.

Our IT team has been working conscientiously to align the current edits that exists in OTVM, with the edits in Edifecs. Through our discovery process, there may be some edits that have been inadvertently missed and may cause some claims to hit a rejection or have errors that may not have occurred via OTVM. Any impacts are expected to be short-term, as we refine functionality within our new tool, and will continue to be refined after Go-Live.

With that said, IT is currently working on a remediation plan to monitor and fix the errors/rejected claims quickly, while we refine our new system for the long term. We appreciate your patience during this migration, please follow the guidance below to contact us for future technical support issues.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to IT.Support@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS