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Fiscal Agent Transition Is Coming - Have You Checked Your Email?

CLIENT ADVISORY

Last month, we issued a Client Advisory regarding the upcoming transition of Fiscal Agent and Provider Enrollment functions for the Department of Medical Assistance services ("DMAS") from First Health Services Corporation ("First Health") to ACS State Healthcare ("ACS"). DMAS officials promised a simple transition, with few inconveniences to enrolled providers. Nonetheless, Electronic Data Interchange ("EDI") submitters will still have to complete a few simple technical transition requirements. ACS recently posted the first information on those technical transitions on the DMAS website at: <http://www.dmas.virginia.gov/fa-trans.htm>.

The posted materials, and the transition activities they explain, are as follows:

- **A copy of an ACS Service Center Letter sent to EDI Submitters currently utilizing First Health (posted here: http://www.dmas.virginia.gov/downloads/pdfs/fa-trans_edi.pdf).** The letter announces a pending period of testing of EDI Batch Processing documents, which is expected to last through April. It also

explains that in preparation for the test, ACS will be assigning and communicating a new password to each EDI submitter to the email address where the submitter received the ACS letter. The EDI submitter's User ID will remain as its currently assigned four-digit service center number. EDI submitters can expect to receive the new password by the end of March 2010.

- **A copy of new FAQs, posted by ACS (posted here: http://www.dmas.virginia.gov/downloads/pdfs/fa-trans_faqs.pdf).** These FAQs explain key points regarding how ACS operates.
- **A copy of the trading partner agreement letter sent by ACS to all EDI submitters (posted here: http://www.dmas.virginia.gov/downloads/pdfs/fa-trans_tpa.pdf).** The letter states that the existing Electronic Transaction Agreements for Service Centers will continue uninterrupted throughout the contract period unless and until service centers receive communication from VA DMAS or ACS otherwise. EDI submitters are expected to return a signed response



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confirming that they will continue providing the same services to VA DMAS as a partner of ACS that they are presently doing for First Health under the same terms and conditions.

A key takeaway from these documents is the fact that ACS operates almost exclusively via email. EDI submitters who are not accustomed to operating in this manner may need to be educated as to the new importance of email checking and retaining when dealing with ACS. More importantly, if their email contact information is not

correct or if they have not been receiving communications from ACS regarding the transition, they should follow the instructions in the provided FAQ to assure that they are in the ACS email system.

If you have any questions regarding these documents or the fiscal agent transition, please contact Emily Towey (etowey@hdjn.com), Rachel Suddarth (rsuddarth@hdjn.com), or Emy Trende (etrende@hdjn.com) at 804.967.9604. In addition, please explore our website at www.hdjn.com.

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