



Facts you should know about AultCare Electronic Claims:

- To get started: view the AultCare 837 companion guide located at [www.aultcare.com](http://www.aultcare.com) under the HIPAA tab.
- Before sending an 837 claims file, the AultCare non-disclosure and trading partner agreement must be completed. These are used to protect data confidentially and can be found at [www.aultcare.com](http://www.aultcare.com) under the HIPAA tab.
- Testing of the 837 claims file must be completed before sending production files.
- Before going live with 837 files, the claim data will be validated with test scenarios. This quality process ensures a high rate of accurate claim processing in the production environment.
- Test files should contain twenty test claims. Send a hard copy of the twenty claims to facilitate the test validation process.
- Using the document '837 HCFA Test Scenario Form.doc', fill out the provider/vendor comment column with comments to clarify testing issues or questions you have and return the document to AultCare. This form gives a list of the different testing scenarios that AultCare reviews before approving a file for production.
- When creating the test file not all of the claims scenarios are applicable to every practice, but you are encouraged to test as many variables as possible.
- AultCare does not accept secondary claims electronically at this time, but eventually will. Secondary payer information is reviewed during testing. Supply a primary claim with other coverage information supplied in the test file.
- AultCare, AultCare HMO, McKinley Life Insurance, Primetime Medical Insurance, Primetime Health plan, Mediplan, and Cardinal Administrative Service's claims can all be submitted in the same 837 file.
- Your claims will process faster if you supply accurate and complete eligibility information. For example, member ID, complete names, birthdates, and gender.
- The 837 claims file provides the capacity to supply prior payment, first consult date, line and claim notes, COB, and other coverage information.
- Remember to inform AultCare regarding changes that affect submission. Some examples would be change in vendor, software version, submission method, and tax id changes.