

UHN Frequently Asked Questions

1. What is UHIN?

- The Utah Health Information Network (UHIN) is a broad-based coalition of healthcare insurers, providers and other interested parties including State government.
- UHIN participants have come together for the common goal of reducing healthcare administrative costs through data standardization of administrative health data and electronic commerce.
- UHIN has a centralized health data transactions system. UHIN is the hub for this system.

2. Why would I want to become a member of UHIN?

- UHIN is an effective way to lower administrative costs in your provider or billing office.
- There are several options for connecting to UHIN. Using UHIN's translation product UHINT or using an UHIN approved translation product to send claims electronically is one option. Another option is connecting directly through UHINet.
- UHIN offers its subscribers educational seminars that address such topics as Electronic Data Interchange, HIPAA Privacy and Security Awareness, HIPAA Transactions, How to use UHINT (UHIN's translator product) to send and receive transactions and other healthcare administrative simplification issues.
- UHIN participates on a national level with organizations such as the American National Standards Institute (ANSI), The Workgroup for Electronic Data Interchange (WEDI), Electronic Healthcare Network Accreditation Commission (EHNAC), Health Level 7 (HL7) as well as other healthcare organizations in order to bring value to its membership.
- UHIN passes all the HIPAA transactions. In addition, the healthcare community through UHIN has developed a voluntary set of data standards for additional electronic transactions. The result is administrative simplification: one format for all network users. UHIN standards become incorporated into Utah State rule via the Insurance Commissioners Office.

3. What is UHINet?

- UHINet is the new internet portal that membership can use to send and receive HIPAA Compliant transactions.
- Subscribers can connect with all Utah domiciled payers as well as an additional 450 national payers through UHINet.
- All data that is sent or received through UHINet is encrypted.
- With the help of a vendor or programmer, providers can connect directly to UHINet. Specific instructions for connecting to UHINet can be found on UHIN's website. The name of the document is the Directly Linked Trading Partner Document. A signed Non-Disclosure Agreement needs to be completed and submitted to UHIN prior to receiving passwords that have been assigned the document. To request the Non-Disclosure Agreement please send email to jnelson@uhin.com.
- For more information about connecting directly to UHINet please contact UHIN at (801) 466-7705.

4. What is UHINT?

- UHINT (UHIN Transactor) is an internet based product that can be used to interface between a medical billing system and UHINet (UHIN's internet portal).
- UHINT can be used several ways including:
 - Sending ANSI ASC X12N 4010 (HIPAA compliant) transactions. Vendors can sometimes produce an output of the X12N transactions. UHINT can then be used to submit the transaction simply by locating the transaction that was saved on the computer by the practice management system, highlighting the transaction and clicking on the submit button.
 - Translating print image and flat file transactions that are produced from the practice management system. In order to use this functionality a programmed map must be completed from the practice management system to UHINT. This can be done by a contracted programmer.
 - Direct Data Entry (DDE). The HCFA1500 Form, the UB92 Form and the Dental Claim Form are found on UHINT. This allows providers who submit low volumes of claims or providers that do not utilize a practice management system to submit claims.
 - Real time Eligibility and Claim Status transactions are also available on UHINT. The Eligibility Request (270) and Eligibility Response (271) as well as the Claim Status Request (276) and Claim Status Response (277) can be sent and received using UHINT, which means that you can send an Eligibility Request and within 30 seconds receive an eligibility response. UHINT also has expanded screens for Eligibility and Claims status that help you to ask more detailed questions (e.g. Has the deductible been met? Is there a co-payment required? Does a certain service require prior authorization? etc.).
- There is an educational seminar taught by UHIN staff that members are encouraged to attend. The class reviews downloading UHINT from the internet, completing the set-up process and utilizing UHINT. Educational courses are listed on the UHIN website (www.uhin.com) under the Education link. Please contact UHIN to reserve seats for the seminar. There is no charge for current UHIN members.
- UHIN also has a User's Guide that can be found on the UHIN website. Members wanting to access the user guide will need a password. Please contact UHIN at (801) 466-7705 to obtain this password.
- For more information about using UHINT, please contact the UHIN Help desk at (801) 333-2900.

5. What is a Practice Management System?

- A Practice Management System is an administrative product that allows medical providers the ability to manage their administrative actions.

- Benefits of use a Practice Management System include; not having to re-key repetitive data, accounts receivables management, appointment scheduling, reporting, billing management and electronic data interchange as well as several other benefits.
 - UHIN staff cannot recommend one Practice Management Vendor over another. However, UHIN has a list of several Practice Management Systems that are available and their contact information. To obtain this list contact UHIN at (801) 466-7705.
 - To Practice Management Vendors: contact Julie Nelson, UHIN's Marketing Manager at the above-listed number to be listed on the Practice Management Vendor list.
- 6. How do I become a member of UHIN?**
- Prospective members of UHIN must sign an Electronic Commerce Agreement (ECA).
 - The ECA can be found on UHIN's website (www.uhin.com) under the Getting Started link.
 - For additional UHIN membership questions, please contact the UHIN Help Desk at (801) 333-2900.
- 7. What does it cost me to join UHIN?**
- The Fees Attachment to the Electronic Commerce Agreement describes in detail the UHIN Fee Schedule. If you have further questions regarding the fees, please contact a UHIN representative.
- 8. What is a Non-Membership surcharge?**
- A non-membership surcharge is applied to any provider who is not listed with the Utah Medical Association, the Utah Association of Hospital and Health Care Providers, the Rural Hospital Association or Valley Mental Health. These organizations are owners of UHIN and as such have asked UHIN not to charge their members additional fees.
 - To calculate non-membership fees, refer to the UHIN Electronic Commerce Agreement (ECA) Attachment A – Fees.
- 9. How do I find out if the provider I bill for is a member of the Utah Medical Association (UMA)?**
- Contact the UMA at (801) 355-7477 or UHIN at (801) 466-7705 and have them look in a UMA member directory.
- 10. Why do I have to mail the contract in? It would be easier for me to fax.**
- The contract is a legal document and must have an original signature.
 - UHIN keeps these contracts on file. For copies of the executed contract contact UHIN at (801) 466-7705.
- 11. Once I have mailed my contract, what can I expect?**
- When the completed contract has been received, UHIN will then execute the contract. A copy of this contract along with a letter containing your Trading Partner number will be sent to you. These numbers are unique to your organization and need to be kept confidential.
 - Please contact UHIN at (801) 466-7705 to request your User Identification and password. You must have this in order to connect to UHIN.
 - If you plan on attending the UHINT class, your numbers can be made available for the class you plan on attending.
- 12. What if I still have questions after the software has been installed?**
- You can contact the Resource Center (Help Desk) at 333-2900 Monday through Friday, from 7a.m. – 6p.m.
- 13. What do I need to do when a provider has been added to the practice?**
- First, call UHIN so that your contract can be updated.
 - Second, call each of the payers and ask for their unique Trading Partner Number and any other unique payer number like the Provider Number (P33) and Group Number (G33). Enter those into the set-up screens of UHIN or ProClaim/AcClaim or your individual translator.
- 14. Why is it important for me to balance my reports daily?**
- By balancing daily you can be assured that the payer has received your transactions.
 - Reconciling reports is important because it enables you to track any transmission errors or payer front-end rejections that need to be resolved promptly.
 - If these reports are not downloaded on a regular basis, information from the payer regarding the report may not be available when you retrieve them.
- 15. Can any payer require that I send claims electronically?**
- Yes, any payer can choose not to accept claims on paper. This is not a UHIN initiative.
- 16. What is an electronic EOB/EOP/Remittance Advice?**
- It is a standardized report of paid or denied claims sent from the payer to the provider electronically.
- 17. Can my current clearinghouse send claims electronically to UHIN?**
- Yes, if they are currently contracted or become contracted with UHIN.