

## **News Release**

**September 9, 2004**

### **Humana Chooses Availity for National Clearinghouse Consolidation**

*Humana claims and encounters are being routed through the Availity<sup>®</sup> Gateway*

JACKSONVILLE, FL – In an effort to improve and streamline electronic transactions, Humana (NYSE: HUM) has selected Availity as the primary gateway for its electronic claim and encounter transactions. Under this national initiative, Availity receives Humana's electronic submissions either from other clearinghouses or directly from health care providers. As part of this process, other clearinghouses are being asked to send their claim and encounter submissions destined for Humana through Availity. Availity verifies HIPAA compliance and then submits these transactions to Humana on a real-time basis.

Availity optimizes e-health between health care professionals, health plans, and other health care stakeholders through a secure Internet-based exchange. The Availity Gateway supports both real-time web and batch electronic data interchange (EDI) HIPAA-compliant transactions, including claims and encounters, with multiple payers, which are available at no charge to providers.

APS Medical Billing Professional Consulting, athenahealth, Inc., Electronic Network Systems (ENS), eTactics, Inc., Gateway EDI, Inc., HealthLogic Systems Corporation, IDX Systems Corporation, Macro Doctor, LLC, Mars Medical Systems, Inc., McKesson Information Solutions LLC, MCS Clearinghouse, Misys Healthcare Systems (via M. Transaction Services), NDCHealth Corporation, Payerpath Inc., Per-Se Technologies Inc., Proservices Health Information Technologies (Passport), ProxyMed Inc., Quadax Incorporated, The Consult, Inc., The Health Information Network (THIN), The SSI Group Inc., WebMD, XactiMed, Inc., and ZirMed Inc. have agreements in place to send some or all of their electronic transactions through the Availity Gateway before arriving at Humana.

Humana has made the decision to consolidate its clearinghouses to increase HIPAA compliant transaction throughput, improve provider workflow, increase the quality and quantity of information exchanged, and reduce technical complexity. Availity accepts both HIPAA-compliant 837 claim files and non-compliant files, such as the National Standard Format (NSF), which Availity transforms into the HIPAA compliant format before delivering them to Humana. Increasing the number of compliant transactions is expected to improve the claim first pass rate. Secondly, Availity submits claims to Humana in real-time, which decreases the cycle time for claims processing. Because Availity can return a single claim for correction instead of an entire batch, providers are able to correct individual claims and resubmit them in a more timely manner, while all remaining claims from the batch have been forwarded for processing. Availity has expanded its award-winning technical platform to process more transactions in real-time and combine traditional EDI batch workflow with real-time web portal workflow. Lastly, Humana is interested in streamlining and reducing the overall technical complexities associated with electronic claims processing. This will be achieved by reducing the number of direct connections to Humana.

"Availity has been processing a majority of Humana's national electronic claims and encounters and is completely prepared to handle the additional volume," says Julie Klapstein, Availity chief executive officer. "It is Availity's continued mission to not only deliver each claim and encounter without incident, but also ensure they are HIPAA compliant."

The clearinghouse consolidation effort affects only claims and encounters. It has no impact on other types of transactions, including claims that providers submit directly to Humana via Humana.com. The transition to Availity is intended to be transparent to providers and therefore should not require them to

alter their current claim and encounter submission process. Providers may continue submitting their transactions to their existing clearinghouses, which in turn will forward Humana transactions through Availity. However, providers have the option of submitting transactions directly to Availity, at no cost, if they so desire and are not contractually obligated elsewhere.

**About Availity – Patients. Not paperwork.®**

Availity optimizes the flow of information between health care providers, health plans, and other health care stakeholders through a secure Internet-based exchange. The Availity® Gateway supports both real-time web and batch electronic data interchange (EDI) transactions, is committed to complying with HIPAA regulations, and has proven to be fast and efficient. Availity health plan transactions are free to providers. Value-added services include credentialing data maintenance, also free to providers, and online prescription refill authorizations. Availity is the recipient of the 2004 ITFlorida Excellence in IT Leadership for NE Florida Award, the 2003 eHealthcare Leadership Award, the 2003 E-Fusion Award, the 2003 TETHIE Award, and the 2003 AstraZeneca-NMHCC Partnership Award. For more information, including an online demonstration of the Availity Gateway, visit [www.availity.com](http://www.availity.com) or call 1.800.AVAILITY (282.4548).