

Questions You Should Ask Your Vendor/ Clearinghouse/Billing Intermediary

- Are you supporting HIPAA? If so, which transactions and version?
- What is your current status for format compliance with HIPAA?
- Has your software been certified by a third party certification vendor and by the payers?
- When will my software be available to use?
- How will I receive my HIPAA compliant software?
- Will my system require hardware as well as software upgrades?
- Cost and support? What is included, what is not?
- Will my software allow me to submit claim transactions directly to MassHealth?
- Will I need to establish relationship with new vendors/clearinghouses to support this transaction?
- Will my software allow me to submit Coordination Of Benefit (COB) claims?
- Will my software allow me to submit void and replace transactions?
- Will my software allow me to receive and integrate an 835 transaction?
- When can I test with payers?