

Electronic Notification (eNotification) Frequently Asked Questions

Electronic Amendments

Why is Regence sending amendments electronically rather than by mail?

There are several advantages to electronic notification (eNotification):

- Electronic documents allow us to deliver agreement documents more quickly, providing you with the convenience of receiving them electronically rather than through the mail. This reduces turn-around time by eliminating the delay from postal delivery.
- You have the convenience of storing your downloaded agreement documents electronically (on your computer) or printing the hardcopy for your files.
- Electronic correspondence, including electronic agreement documents, enables us all to limit our effect on the environment by reducing the amount of paper products.

How are electronic amendments delivered?

Notification of electronic amendments or addendums will arrive in the email you specify. You can then access the documents securely online by clicking on the link in the email.

How will you obtain my email address?

We are in the process of collecting the email addresses of physicians, other health care professionals and facilities. It is important to submit the email address of the person responsible for receiving and responding to amendment and addendum documents. You can submit the appropriate email address to us by following these steps:

- Visit our *Provider Web Site* at www.id.regence.com/physician
- Click the *Contracts/Credentialing* section on the left navigation bar
- Click on the *Sign up to receive 2009 amendments electronically* link
- Complete the online form and click Submit

Why did I receive multiple emails for the initial eNotification solicitation effort?

We sent emails to addresses collected from registration with Regence Online Services for Providers. If an office had multiple users with Regence Online Services for Providers the office would have received multiple emails corresponding with the number of users.

I participate as part of a group agreement. Who in the group will the email go to?

Only one email will be sent to the owner of the group's Tax Identification Number (Tax ID), or to the email address you specify (e.g., a central group email or the email address of the person responsible for managing the group's contracts). A separate email will not be sent to each provider in the group.

Once you obtain my email address, will I be flooded with emails from Regence?

No. We will use your email address for eNotification only. You will not receive marketing materials, newsletters, etc., unless you have already requested them.

If you would like to receive an email notification when new editions of *The Connection*SM and our electronic newsletter, *The Connection Online*SM, are available to view, please visit our *Provider Web Site* and click on the Subscribe link in the Provider Library under Newsletters.

If I provide my email address now, may I “opt out” later?

Providing us with your email will make you part of our pilot to test eNotification. We will ask for your input regarding the process after you receive your first amendment and addendum documents from us electronically. While we believe eNotifications provide a more secure, timely and reliable method of delivering agreement materials, we will further evaluate this function and the “opt-out” option after the pilot, incorporating pilot participant feedback.

How can you ensure I receive my documents, not someone else’s?

When you submit your email address, please include your name, your National Provider Identifier (NPI) or your Regence Provider Identification Number (PIN) and your Tax ID. We match the submitted information to ensure you receive your documents.

Our group has multiple NPI numbers. Which one should we submit?

Submit the NPI number of the Tax ID owner.

Will there be any kind of training information on your Web site?

Yes. A step-by-step demonstration of the eNotification process is available in the Contracting/Credentialing section of the *Provider Web Site*. In addition, there is an eSignature option for Provider Agreements that will be featured in the step-by-step demonstration for future use.

About eNotifications

How secure is the eNotification feature?

Notification of documents will be sent to your email inbox where you will be directed to a Health Insurance Portability and Accountability Act (HIPAA) secure link to Regence BlueShield of Idaho’s *eContracting Center*. The documents are viewable only by you or whomever you give access to view them.

Receiving your electronic amendments and addendums

Who will the email come from?

The sender’s address will appear as either **eContracting@regence.com** or as **[sender’s name]@regence.com** (e.g., **johnbrown@regence.com**).

What subject line should I watch for?

The subject line will say: Agreement Documents for (Provider’s name) from Regence BlueShield of Idaho

What if the email is blocked by my spam blocker?

Please add “regence.com” to your email contact list to ensure emails with a suffix of @regence.com are not blocked or sent to your spam folder.

What documents will be in the email?

The email will contain information explaining what amendment document is available for viewing and how to view the amendment by clicking on a secure link. Each document may be easily downloaded in a PDF format.

What if I have questions about the amendment?

Our Provider Services department is always available to discuss the terms of your Agreement, or any other questions you might have. They can be reached at 1 (866) 731-1330.

What if I don't agree with the terms of the Amendment?

According to your agreement with us, you have 30 days to send written notice that you wish to terminate your agreement once you receive an amendment or addendum altering your agreement.

Getting started**When will you start sending agreement documents via email?**

We will initiate our eNotification pilot with amendments and addendums sent to physicians, other health care professionals and facilities in Nez Perce and Asotin counties on or before June 1. Depending upon the success of this initial effort, we will begin incorporating other providers at a later date.

If I sign up for this service will I continue to receive my amendments through the mail?

We will send the 2009 Amendment through the mail, in addition to sending it through email for this initial 2009 Amendment eNotification. If you sign up to receive the 2009 Amendment through eNotification, you will also receive a follow-up survey to provide us with feedback on the eNotification process after you have received your amendment.

Who may I contact if I have questions about the eNotification process?

Please contact your provider consultant at 1 (866) 731-1330.