



New Claims Editing Software

CHPW would like to notify you of an upgrade to our claims system. In November 2016, we replaced the claim editing/auditing software with new, National Correct Coding Initiative (NCCI) editing software called Claims Editing System (CES) by Optum. This change helps ensure the most current coding; improve the accuracy of processed claims; reduce potential manual adjudication; and streamline the reimbursement process. The change to the new software should be seamless to our provider community.

Please note that you will see new CHPW messaging (reason codes) with associated Claim Adjustment Reason Codes (CARCs) and Remittance Advice Remark Codes (RARCs) for claims submitted after the CES implementation.

If you have questions about claims, please contact Customer Service:

- Washington Apple Health (Medicaid), (800) 440-1561
- Fully Integrated Managed Care (FIMC), (866) 418-1009
- Community HealthFirst™ (Medicare), (800) 942-0247

If you have questions about reason codes, please contact EDI.Support@chpw.org.