

March 5, 2010

Electronic Funds Transfer (EFT) Update

Dear Keystone Mercy Provider:

As you may be aware, Keystone Mercy Health Plan is one of several Managed Care Organizations that are part of the AmeriHealth Mercy Family of Companies (AMFC). As such, the AmeriHealth Mercy Family of Companies has been working toward consolidating certain business functions to achieve operational efficiencies. One of the areas we are working to consolidate across our family of companies is electronic funds transfer (EFT).

If you are one of the health care providers who currently contracts with both Keystone Mercy and AmeriHealth Mercy Health Plans, this letter concerns you. If you receive EFT for one AMFC health plan, you must sign up for EFT for your other AMFC health plans. Electronic payment will revert to paper checks beginning May 31, 2010 if you do not enroll in EFT for electronic payments for all of your AMFC plans.

You may enroll in the EFT program for all of your AMFC health plans through Emdeon Business Services, our EFT partner. After logging onto the Provider Center at <https://www.keystonemercy.com>, simply click on the EFT link to Emdeon and you will be on your way to receiving funds electronically for all of your AMFC health plans. You may also log on to Emdeon directly at <http://www.emdeonepayment.com>. Emdeon's easy to follow EFT enrollment instructions will walk you through the process. The Keystone Mercy provider Center also contains frequently asked questions (FAQs) and Emdeon EFT informational materials.

Once you receive an e-mail confirmation that your EFT account has been activated, you can expect an electronic funds transfer within two weeks (for claim payments).

Emdeon Payment Manager

Once you begin receiving your payments electronically, you should be aware that your paper remittance advice will be discontinued after 90 days. However, you can always view and print your remittance advice (for claim payments) and/or capitation payment report (for capitation payments) online at Emdeon's website using Payment Manager, which features enhanced search capabilities.

Also, this may be a good time to consider Electronic Remittance Advice (ERA). Emdeon's friendly customer service staff can assist you in signing up for ERA by calling Emdeon at 1-877-Emdeon-6 (1-877-363-3666).

KEYSTONE MERCY

A Program of Keystone First and Mercy Health Plan



Together, EFT and ERA are a fast and convenient way to help streamline your lengthy administrative processes. As always, feel free to call us at 1-800-521-6007 if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "William C. Morsell".

William C. Morsell

Senior Vice President, Provider Network Management