

ECap

Frequently asked questions

1. What is the effective date of this change?

A. August 5, 2010

2. What is my capitation payment date?

A. The fifth of every month. If you previously received your capitation payment later in the month, you will benefit from an earlier payment date.

3. When will I begin to see these changes?

A. You will begin to see the changes to capitation payment in your August 2010 capitation package.

4. How many capitation packages will I receive?

A. Until the system consolidation is complete, physicians and other health care professionals will receive checks from both the existing and new systems. During this transitional period, you may receive up to six capitation packages.

5. Why does my August reporting say that everyone is new?

A. August reporting will show all patients as "New" because they are entered into a "new" system. Beginning in September 2010, members transferring into a practice, newly enrolled members and members migrating onto the new platform will show as "New."

6. How can I sign-up for EFT?

A. Any physician or other health care professional who returned a complete and clean application by July 30, 2010 will be enrolled for EFT beginning in October, 2010. Applications received after July 30, 2010 will be added to the EFT rolls as we are able to accommodate additional providers on the system. If your practice submitted an incomplete or incorrect EFT application, the Provider Relations team will be notifying your practice of the errors and what will need to be done to correct the application.

