

## **Infotech Global, Inc. (IGI)**

PrimeWest Health, along with other Minnesota health plans, has contracted with Infotech Global, Inc. (IGI) to offer providers a web-based tool for claim submission at no cost to the provider. This tool may be used by any provider, regardless of size, who submits professional (CMS 1500) or institutional (UB 04) claims.

### **What are the benefits of this tool?**

- Once registered, providers can immediately begin entering claims using the online tool, which is similar to the standard paper forms.
- All provider and member information is retained for easy future access.
- The tool flags any errors that providers can immediately correct to ensure compliance with State and HIPAA requirements.
- Providers can review the report menu to verify that the claim was accepted, rejected, or is pending review by PrimeWest Health. If the claim is rejected, the reason it was rejected will be included on the report.

### **Registration and training**

If you want to register to conduct electronic claims transactions through this free tool, follow the registration process found on the MN E-Connect website.

This site also offers training information and a demonstration of the system, as well as answers to commonly asked questions. You can access this helpful information by clicking *Training/Seminars* under the “New Users” header.

In addition, IGI conducts weekly webinars each Thursday.

### **Support and contact information**

If you need assistance using the tool, **IGI recommends you submit your inquiries to them via email**. This allows IGI to accurately document, and therefore better understand, any problems you may be experiencing. Please include your account information in the email.

You may also contact IGI via phone or fax (be sure to include your account information).

- IGI Support Email (recommended): **[mneconnect.support@igiusa.com](mailto:mneconnect.support@igiusa.com)**
- IGI Support Phone: **1-877-444-7194** (toll free)
- IGI Support Fax: **1-732-909-2445**

If you have questions, you may also call the PrimeWest Health Provider Services Contact Center at **1-866-431-0802** (toll free).