

Requirement Analysis Document

1. Introduction

1.1 Purpose

This document provides a detailed analysis of the requirements for recent feature updates to the Availity Essentials platform, focusing on remittance viewing, claims status, and portal consolidation.

1.2 Scope

The analysis covers three primary feature updates announced by Sentara Health Plans:

1. Remittance Viewing Expansion
2. Claims Status Inquiry Feature
3. Virginia Premier Portal Retirement

2. Detailed Requirement Analysis

2.1 Remittance Viewing Feature

Functional Requirements:

- System must support viewing of remittances for services with dates starting January 1
- Remittances should be accessible through Availity Essentials platform
- Users must be able to view, download, and potentially print remittance documents

Non-Functional Requirements:

- Performance: Quick loading of remittance documents
- Security: Secure access based on user credentials
- Compatibility: Accessible across different devices and browsers

Constraints:

- Limited to remittances from January 1 onwards
- Dependent on user's access level and permissions

2.2 Claims Status Inquiry Feature

Functional Requirements:

- Enable search of claim status within 1-year submission window

Requirement Analysis Document

- Provide detailed claim status information
- Support multiple search parameters (claim number, date, etc.)

Non-Functional Requirements:

- User Interface: Intuitive and easy-to-navigate
- Performance: Quick response times for status queries
- Accessibility: Compatible with assistive technologies

Constraints:

- Status search limited to 1-year historical data
- Alternative support through provider services (1-800-229-8822)

2.3 Virginia Premier Portal Consolidation

Functional Requirements:

- Complete migration of existing functionalities to Availity Essentials
- Provide alternative solution for claim reconsiderations
- Support registration with Optum for Medicare and Medicaid claims

Non-Functional Requirements:

- Minimal disruption to existing workflows
- Seamless data transfer
- Comprehensive user communication and support

Constraints:

- Portal retirement effective December 31, 2024
- Dependent on successful Optum registration process

3. User Requirements

3.1 User Types

1. Healthcare Providers
2. Billing Departments

Requirement Analysis Document

3. Administrative Staff

3.2 User Expectations

- Easy access to financial and claims information
- Reliable and secure platform
- Minimal learning curve for new features
- Comprehensive support during transition

4. Acceptance Criteria

4.1 Remittance Viewing

- 100% accessibility of remittances from January 1
- Accurate and complete document rendering
- Secure user authentication

4.2 Claims Status Inquiry

- Accurate claim status information
- Search functionality working within specified parameters
- Clear error handling for unsearchable claims

4.3 Portal Consolidation

- No loss of critical functionality during migration
- Successful user registration on alternative platforms
- Minimal user complaint rate

5. Potential Risks and Mitigations

5.1 Technical Risks

- Data migration challenges
- Integration complexities
- Performance issues

Requirement Analysis Document

5.2 User Adoption Risks

- Resistance to platform changes
- Learning curve for new features
- Potential confusion during transition

6. Preliminary Test Strategy

- Comprehensive functional testing
- User acceptance testing
- Performance and security testing
- Compatibility testing across devices and browsers

7. Assumptions

- Users have basic digital literacy
- Existing user accounts will be migrated
- Optum registration process will be straightforward

8. Open Questions

- Exact timeline for full feature rollout
- Detailed migration process for existing user data
- Specific support channels during transition

9. Recommendations

- Phased feature rollout
- Comprehensive user training and communication
- Robust support system during transition period

10. Approvals and Sign-offs

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Reviewed By: N/A (Simulated Analysis)