



Innovative Integrated Health, Inc. (IIH)
NEW CLAIMS PROCESSING SYSTEM & PROVIDER PORTAL
Frequently Asked Questions (FAQs)

1) When will IIH be transitioning to its new claims processing system?

IIH will be transitioning away from PeakTPA to its QuickCap claims processing system beginning on 10/4/2024. IIH will officially go live with QuickCap on 11/1/2024. With QuickCap, providers will have access to a portal (“Provider Portal”) with several available features (see #9).

After 10/4/2024, PeakTPA will no longer be receiving claims on behalf of IIH and claims received by PeakTPA will not be processed. Any claims and appeals/disputes will not be accepted and will be discarded by PeakTPA. Providers should not submit any correspondence to PeakTPA or use the 99660 payer ID after 10/4/2024.

2) How can I submit claims, appeals/disputes, and corrections to IIH after 10/4/2024?

After 10/4/2024, there are three ways to submit claims:

- a) Via paper* - send to mailing address below:
Innovative Integrated Health, Inc.
P.O. Box 869008
Plano, TX 75086
- b) Electronically: Through your clearinghouse with **IIH’s new payer ID **IIHPO****. IIH is working diligently with its partner to ensure the new payer ID is published and visible to providers beginning on 10/5/2024. Providers shall **NO longer use the payer ID **99660**** to submit electronic claims after 10/4/2024.
- c) Manually through IIH’s Provider Portal (i.e. QuickCap) after the provider is effectively registered in the Provider Portal.

Note, that there will be a short blackout period between 10/5/2024 and 10/13/2024 when IIH will not have visibility over submitted claims. IIH expects being able to receive claims as early as 10/14/2024.

*IIH encourages providers to submit dental claims electronically for faster processing times.

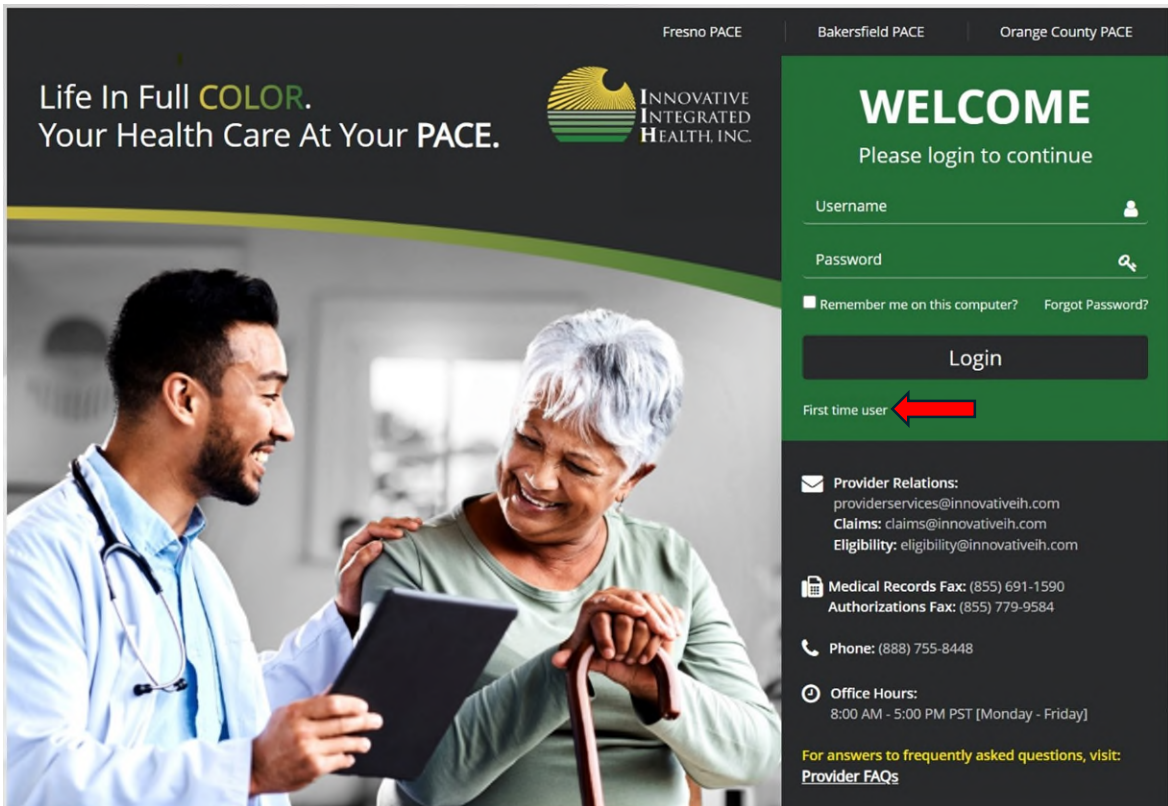
3) When will IIH officially go live with QuickCap, and what does that mean?

IIH will go live with QuickCap on 11/1/2024 which means claims processing and payments will resume effectively beginning on 11/1/2024. IIH and its systems partners will continue

to perform configurations through the end of October 2024 and cannot guarantee receiving/beginning to process submitted data prior to 11/1/2024.

4) When can I register for the Provider Portal?

The earliest date to register for the Provider Portal is 10/14/2024, however the system will be “live” with the ability to see your data on 11/1/2024. The URL for the Provider Portal registration is <https://portal.pacebyiih.com/>



5) Will there be training on how to utilize the portal?

Yes, training is expected to be offered through the month of October for all users (internal and external). We recommend all providers wait until training is completed prior to submitting claims, corrections, and/or disputes.

6) Must I complete a new Electronic Funds Transfer (EFT) enrollment agreement form?

Yes, every provider needs to complete a new EFT enrollment agreement form to receive payments electronically. This agreement form can be accessed through the Provider Portal (once a provider is registered) or on the website at www.innovativeih.com. Providers will receive paper checks until the EFT enrollment process is complete.

7) When will the last payment be issued by PeakTPA on behalf of IIH?

The last payment to be issued by PeakTPA on behalf of IIH will be the week of 10/21/2024.

8) When will the earliest payment be issued through QuickCap?

The earliest payment to be issued through QuickCap will be the week of 11/4/2024.

9) What are the available features of the new Provider Portal?

- View and search authorizations (authorization submission is not available at this time)
- Submit claims and monitor claims status
- Verify participant's active or inactive coverage with IIH for specific dates of service
- Retrieve check and explanation of payment information
- Submit provider appeals/disputes
- Review IIH's provider directory

10) Where do I get important documents/resources?

Important documents and resources such as the EFT enrollment agreement form can be obtained directly from the Provider Portal (once registered) or on the website at www.innovativeih.com.

If you have questions not addressed in this guide, please contact an IIH representative for more guidance.

- For Provider Relations: providerservices@innovativeih.com
- For Claims: claims@innovativeih.com
- For Eligibility: eligibility@innovativeih.com