

Discontinuation of PC-ACE Software

As part of our transition to the HM Health Solutions (HMHS) platform and the Availity Provider site, Blue Cross Blue Shield of Wyoming (BCBSWY) has decided to discontinue support of the PC-ACE software for BCBSWY business. PC-ACE is most commonly used to create batch electronic claims for submission to multiple payers including (but not limited to): BCBSWY, Medicare, and Medicaid.

The Availity Provider site, free of charge for our BCBSWY participating providers, will replace current PC-ACE functionality. This change will only impact usage for BCBSWY transactions. You may continue to use PC-ACE software for other payers.

The Availity Provider site will streamline claims processing and remittance delivery. It will also provide the following gains in functionality for providers:

- “Remittance Viewer” provides human-readable views of electronic remittance advice without the import and translate functionality that is required in PC-ACE.
- Reporting preferences can be configured to allow users to receive human-readable versions of claim acknowledgement reports.
- Eventually, the “Claim Status Inquiry” and “Eligibility and Benefits” functionalities will be available using the same tool. At the present time, providers will still use THOR for eligibility and benefits inquiries.

Although we feel the Availity Provider site is the optimal replacement for PC-ACE users, there are a few options outside of the Availity Provider site.

- You may consider contracting directly with ABILITY, the vendor for PC-ACE software, for continued use of PC-ACE software for BCBSWY business. For more information about ABILITY, please visit their website, <https://abilitynetwork.com>.
- You may also consider contracting with another third-party software vendor or clearinghouse.
- For transmission of files, you could use Availity’s web upload capability or pursue contracting with other third-party vendors for connectivity support.

The decision to contract directly with ABILITY or any other third-party vendor may incur additional costs, which will need to be discussed with the vendor you choose.

It’s important to note that after June 15, 2018 the PC-ACE function will no longer be supported. All providers should transition to Availity by then. We look forward to working with you and will make sure that this transition is a success. As always, you may also reach out to the Provider Relations team with questions at provider.support@bcbswy.com or by calling 888-666-5188.