



August 18, 2009

Q: When will the ClearConnect business be fully migrated to Availity?

A: The exact timing is undetermined at this point; however, we anticipate that the transfer of ClearConnect's business will be completed in 2010.

Q: Will Availity charge for services currently provided without charge by ClearConnect?

A: Availity does not charge providers for HIPAA mandated transactions. Please see Availity's web site at www.Availity.com for additional information about products and services.

Q: I am a PC ACE Connect user. How does this affect me?

A: The migration plan for PC ACE users is still to be determined, however, ClearConnect will continue to support PC ACE Connect for a period of time.

Q: I submit to more than one Payer via ClearConnect. Will I be able to continue submitting to my current Payers through Availity?

A: Availity is currently working to add ClearConnect direct payers as well as other Minnesota payers to their portfolio. For a full list of current payers please see Availity's list of Health Plan Partners at <http://availity.com/about-availity/our-partners/>.

Q: When and how will I begin to submit through Availity?

A: ClearConnect and Availity are working in tandem to migrate current ClearConnect users to Availity. ClearConnect and Availity will contact you to register your connection, establish connectivity and do any necessary testing.

Q: Who will I contact for transaction support during the transition from ClearConnect to Availity?

A: Until you are migrated to Availity, you will continue to contact ClearConnect via the ClearConnect Trading Partner Community at <https://sites.edifecs.com/index.jsp?clearconnect> or the ClearConnect Service Desk at 651-662-5742. Once you are connected to Availity, Availity can be contacted at 800-Availity