



Torrance Hospital IPA

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To: All THIPA Providers
From: Joanne Moser, COO
Date: 6/15/2009
Re: Change in Computer Vendors- Reminder

THIPA will be changing computer vendors from Cap Management Systems to SynerMed in June. Our go live date with SynerMed is June 22nd. We will continue to use the same operating system, EZCAP that we have had for the last three years and consequently do not expect much change in our overall operations. Here are the timelines and changes that will affect you:

- June 12th CapConnect will be terminated. Please stop sending electronic referrals at **noon on the 12th**. You will need to **submit paper referrals from June 12th to the 22nd**. CapConnect will not be available after June 12th. The provider roster is available on www.thipa.com in the provider portal.
- June 15th we will have a check run with payment date of June 19th, but **we will not have a check run the week of June 22nd**. Your EOBs will be sent with your check or by email at thipaconnect. We are very current with our claims payments at about 8 days from received date and I hope this will not be too big an inconvenience. You do not need to change your claims submission. Both paper and electronic claims (from Office Ally) can be sent normally.
- June 17, 18 and 19th the claims department will be closed for the conversion. All other departments will be open.
- June 17, 18 19th **the UM department will be open**. You may continue to submit paper referrals. You will receive a completed authorization form faxed to you. You will have a permanent authorization number available on synermedconnect when we go live. No numbers will be issued during the transition.
- **June 22nd. Monday, June 22nd THIPA will be open for business as usual.** You can start using synermedconnect starting June 22nd. If you had an existing logon and password for CapConnect, please call Jasmine Roodbari at ext. 226 and she can give you your new password. If you need a logon and password for the new online referral and claim system which will be synermedconnect, please apply on line at <https://www.synermedconnect.com>. You should receive a logon and password within two business days. I think you will like this new system; it is faster and has many additional features. A tutorial is available on line at the above website. [Registration and System Use Assistance Document \(pdf\)](#) .
- **June 22nd Please start using the new UM fax number of 310-320-2174**

Thank you for your cooperation during this transition.