

ProviderAlert

To: Select Health Providers

Date: November 4, 2025

Subject: Select Health is introducing a new solution, Clinical Insights (CI), a part of its Care Optimization program.

Summary: Select Health will introduce a new solution designed to alert providers when diagnosis codes are potentially missing from a claim.

Effective **December 4, 2025**, Select Health has contracted with Edifecs to enable a pre-adjudication claims completeness examination solution called “CI.”

CI validates gaps within the existing claims submission process utilized today without any new software installed or additional portal logins. As part of Select Health’s Care Optimization programs, Select Health is placing more focus on the upfront claims submission process to drive more complete and accurate clinical documentation and coding of chronic conditions. This is within the provider’s existing billing workflow and channel of submission.

This upfront focus will help to deliver:

- Complete view of a member’s historical chronic health conditions.
- Less provider office disruption through traditional chase list inquiries.
- More timely claims processing.
- Improved quality of care for our members.

In an effort to ensure that all providers are well informed about this new initiative, Select Health and Edifecs have collaborated to offer informational sessions via webinar.

These sessions will:

- Define the Edifecs Clinical Insights (CI) technical solution.
- Define why we are using this solution.
- Identify benefits and potential outcomes.

Registration is required

After registering, you will receive a confirmation email with instructions on joining the webinar.

Date	Time (EST)	Registration Link
11/13/2025	3:00 - 4:00 PM	https://amerihealthcaritas.zoom.us/meeting/register/iTAi7GWvR0ixD0EisMZRvQ
11/17/2025	2:00 – 3:00 PM	https://amerihealthcaritas.zoom.us/meeting/register/-7bSzoQqTtia98lu7jm81w
11/20/2025	2:00 - 3:00 PM	https://amerihealthcaritas.zoom.us/meeting/register/ruXHfDEzTLamwY5L7rCa4g

More detailed information about this new solution can be found in the FAQ attachment for this alert PDF posted on our website at <https://www.selecthealthofsc.com/provider/newsletter-and-updates>.

If you need assistance regarding this communication, or other issues, please contact your Account Executive.