Frequently Asked Questions

General Information

1. Why did the AMA decide to discontinue AMA Coding Online products?

As the trusted source of Current Procedural Terminology (CPT®) for the last 50 years, the AMA has decided to focus resources on enhancing and maintaining the CPT code set and related coding reference content like CPT® Assistant and CPT® Changes.

2. Why did the AMA partner with Optum360®?

The AMA carefully reviewed a variety of online coding products with many factors in mind, including: user interface, code and code content searching and return functionality, access to multiple code sets, frequency of data updates, ongoing corporate investment in product development and enhancements, data integration and transition resources such as training and customer service.

While there are many viable choices, the AMA feels that Optum360's EncoderPro.com product line most closely aligns to the current features of the AMA's CodeManager® products. Optum360 also offers a series of options for adding CPT Assistant® and CPT® Changes to EncoderPro.com to provide an easier transition for customers and will offer the AMA CPT® Content Module which will offer access to CPT® Assistant, CPT® Changes and CPT® Knowledge Base. In addition, the EncoderPro.com product line offers many enhancements when compared to AMA Coding Online products, especially in regards to ICD-10: EncoderPro.com provides one-click access to ICD-10-CM and -PCS content, ICD-10 mapping content that provides the most accurate ICD9/10 (and ICD10/9) alternatives above and beyond the CMS General Equivalency Mapping information and an optional ICD-10 Map Manager add-on product to streamline the mapping process.

3. I just renewed or purchased an AMA Coding Online product. Why wasn't I informed of this change?

Unfortunately, we were not able to reveal the agreement until all terms were fully agreed upon. That being said,

AMA CodeManager Online subscribers, may continue to use the product through January 31, 2016. AMA CodeManager Online subscribers may also sign-up for a free trial to EncoderPro.com that ends on January 31, 2016 by going to amacodingonline.com or calling 800-464-3649, option 1. The free trial will allow you to gain familiarity with EncoderPro.com and prevent productivity loss.

During the free trial period, you may execute an EncoderPro.com agreement with Optum360 for the remainder of your AMA Coding Online term. If you sign an EncoderPro.com agreement between now and January 31, 2016, the price for the equivalent EncoderPro.com product will match your existing AMA CodeManager Online subscription for the remainder of your term or until December 31, 2016, whichever occurs first. Thereafter, your cost for the equivalent version of EncoderPro.com will not exceed ten percent of your CodeManager Online subscription for the customary initial term of the Optum product.

If you subscribe to CPT® Assistant, CPT® Changes, RBRVS DataManager or Clinical Examples in Radiology, please refer to questions seven and eight for additional information.

If you choose not to enter into a license for EncoderPro.com, the AMA will refund you for the pro-rated amount of your AMA Coding Online product term. In order initiate a refund, please contact the AMA's Unified Service Center at 800-621-8335.

4. My AMA Coding Online subscription expires soon. Will I be able to renew?

AMA Coding Online subscriptions (all products) are no longer eligible for renewal. However, for customers who have a subscription that expires between now and December 31, 2015, we are providing an automatic extension through January 31, 2016. During this period, we strongly encourage you to take advantage of the Optum360 EncoderPro.com free trial. To sign up for the free trial, please visit amacodingonline.com.

Frequently Asked Questions *(continued)*

5. What are the important dates that I need to remember?

The chart below summarizes key dates and activities.

Before January 31, 2016
1. EncoderPro.com free trial sign-up period
2. Free trial access through 1/31/16
3. The same fees* for EncoderPro.com if converting from AMA CodeManager Online to an equivalent EncoderPro.com subscription. (*Same fees for the remainder of your AMA CodeManager Online subscription term or through December 31, 2016, whichever occurs first)
4. Thereafter, no more than ten percent price increase for the customary initial term of the EncoderPro.com product (Note: Price protection is based on transitioning from AMA CodeManager Online to the most similar EncoderPro.com product.)
5. Automatic extension period for all AMA Coding Online expiring subscriptions
January 31, 2016
1. AMA CodeManager Online products deactivated
2. All AMA CodeManager Online active subscriptions will be terminated, including subscriptions that have CPT® Assistant Online.

Please refer to question seven for termination dates of additional AMA Coding Online products.

6. What is the new AMA CPT® Content Module and will it be available to me?

The new AMA CPT Content Module is a comprehensive reference resource that provides complete access to three trusted AMA resources: CPT® Assistant, CPT® Changes and CPT® Knowledge Base. This must-have add-on fully integrates with all versions of EncoderPro.com. As a subscriber to the AMA CPT Content Module, you will have access to CPT® Assistant articles, along with information about every CPT code. The module also includes content from CPT® Changes, including AMA rationales for every new, revised and deleted CPT code and guideline. It also has access to clinical examples, procedural descriptions and illustrations that help explain the practical application for every CPT code change. Finally, you may access the CPT® Knowledge Base that includes frequently asked questions about CPT coding and other data.

A free trial of this product is now available when you sign up for an EncoderPro.com free trial. Please visit amacodingonline.com to take advantage of this special opportunity.

7. When will I lose access to my AMA Coding Online product(s)?

Product Type	Termination of Agreement Date
AMA CodeManager Online* (Standard, Pro, Elite)	January 31, 2016
CPT® Changes Online	January 31, 2016
CPT® Assistant Online	June 30, 2016
RBRVS DataManager	June 30, 2016
Clinical Examples in Radiology	June 30, 2016

*AMA CodeManager Online agreements in combination with CPT® Assistant Online.

8. What are my replacement options for my AMA Coding Online product(s)?

Product Type	Replacement Product Options
AMA CodeManager Online (Standard, Pro, Elite)	EncoderPro.com (Standard, Professional or Expert)
CPT® Assistant Online	• Optum 360 CPT® Assistant Add-on • CPT® Assistant Newsletter (available at amastore.com) • New AMA solution in development
CPT® Changes Online	• Optum 360 CPT® Changes Add-on • AMA CPT® Changes book (available at amastore.com)
RBRVS DataManager	New AMA solution in development
Clinical Examples in Radiology	Clinical Examples in Radiology — print newsletter (available at amastore.com)

In addition, the AMA CPT® Content Module is a comprehensive resource that may fit your needs. Please refer to question six in this document for details.

Frequently Asked Questions *(continued)*

EncoderPro.com Free Trial

9. Will I have an opportunity to try out EncoderPro.com before I have to make a decision about transitioning?

Yes, you will be given a free trial of the Optum360 EncoderPro.com version that most closely mirrors your current AMA CodeManager Online subscription available now through January 31, 2016. You will also have the opportunity to try the AMA CPT® Content Module.

10. What if, after conducting the free trial of my equivalent Optum360 product, I determine I'd like to use a different/upgraded Optum360 offering? What are my options?

You will have the option to transition to any of the Optum360 EncoderPro.com products. However, if the EncoderPro.com products don't meet your needs, Optum360 has additional online digital coding tools that may be a better fit. Talk to one of the Optum360 specialists at 1-800-464-3649, option 1, or explore the products at optumcoding.com/transition.

11. How do I sign-up for an EncoderPro.com free trial?

You may visit amacodingonline.com and complete the free trial sign-up form or call 800-464-3649, option 1. Your information will be shared with Optum360 and an Optum360 specialist will contact you to discuss the details.

EncoderPro.com Product Details

12. To which EncoderPro.com product will I have the option of transitioning?

You have the option of choosing one of the three versions of EncoderPro.com that are available: Standard, Professional or Expert. If you are a payer, you have the additional choice of transitioning to Optum360's EncoderPro.com for Payers.

Please see the chart of features (on amacodingonline.com) to review the EncoderPro.com level that is best for you, or speak with an Optum360 digital coding expert at 800-464-3649, option 1.

13. How will the EncoderPro.com equivalent product differ from my current AMA CodeManager Online product?

Optum 360's EncoderPro.com has various product levels that mirror AMA CodeManager Online in both content and functionality. This includes, but is not limited to, Medicare content (CCI, Pub 100, MPFS, LCD/NCD, and more), crosscodes, modifier crosswalks, new, deleted, revised code lists, code icon indicators for age, gender, etc. CPT®, HCPCS, ICD-9, and ICD-10-CM and -PCS are available in Optum360 products. For a detailed product comparison, refer to amacodingonline.com.

14. Will I need IT resources to assist in the transition to EncoderPro.com?

Generally, EncoderPro.com does not require much in the way of IT resources. EncoderPro.com is an online/web-based software (saas – software as a service) product and maintained by Optum360. It is as simple as visiting a website and entering in a username and password. If needed, technical support is available by calling 1-800-464-3649, option 1.

15. What kind of training will I receive on my new EncoderPro.com product?

Training is available on an on-going basis twice a week online or on an as-needed basis tailored to your schedule. Simply call 1-800-464-3649, option 1, to learn more and schedule.

16. How do I manage my EncoderPro.com account (add/delete users, change subscriptions to new users, reset passwords, etc.)?

Please call Optum360 Customer Service for assistance at 1-800-464-3649, option 1. Optum360's general training covers adding more users to the product and all the usual how-to topics. If you already have enough licensed users and need to add more administrators, you will be instructed how to do so in the training available to you online or in person.

Frequently Asked Questions *(continued)*

17. If I'd like to add multiple administrators to my EncoderPro.com account, what do I do?

Please call Optum360 Customer Service for assistance at 1-800-464-3649, option 1. Optum360's general training covers adding more users to the product. If you already have enough licensed users and need to add more administrators, you will be instructed how to do so in the training available to you online or in person. For training or technical support, call 1-800-765-6797 or email techsupport@optum360.com.

18. If I transition to EncoderPro.com and don't like it, can I get my money back?

The trial is available through January 31, 2016 and is free to you. After that, if you transition to an Optum360 product, the usual Optum360 return policy will be in effect. You can find that policy at optumcoding.com .

Billing Questions

19. What is the cost of transitioning to the EncoderPro.com?

The cost incurred in transitioning depends on multiple factors:
- when your current AMA subscription ends,
- what is the pro-rata amount still left on your AMA Coding Online account,
- whether you agree for AMA to provide this pro-rata amount to Optum360,
- how many users you have, which Optum360 products you choose, etc.

Contact Optum360 customer service for more information, specific to your account, at 1-800-464-3649, option 1.

20. How will I be charged for the Optum360 products?

If you choose to transition to the Optum360 products, your pro-rata amount still left on your AMA CodeManager account will be applied to the EncoderPro.com subscription, if you approve.

Please note that if you sign an EncoderPro.com agreement during the free trial period (now through January 31, 2016) your cost for the equivalent version of EncoderPro.com will be the same as what you paid for the duration of your current AMA CodeManager Online subscription or through December 31, 2016, whichever occurs first. Thereafter, your cost for the equivalent version of Encoder-Pro.com will not exceed ten percent of your CodeManager Online subscription for the customary initial term of the Optum product.

If you choose not to enter into an EncoderPro.com agreement during the trial period, the AMA will refund you for the pro-rated amount of your AMA Coding Online term and you will not be eligible for price matching on an EncoderPro.com subscription. If you do not enter into an agreement during the free trial period, pricing for EncoderPro.com starts at $299/year (single user – multi user discounts available) and is based on which level of product you choose and how many users are needed.

21. What is the cost for adding or deleting new users to my new Optum360 account?

Pricing of Optum360 products is based the EncoderPro.com level and on the number of users needing access. Please call 1-800-464-3649, option 1, to discuss your options.

22. How do I get a refund on my existing/ remaining AMA Coding Online product subscriptions?

If you choose not to enter into an EncoderPro.com agreement during the trial period, the AMA will refund you for the pro-rated amount of your unused AMA Coding Online term and you will not be eligible for price matching on an EncoderPro.com subscription.

To initiate a refund, please contact the AMA's Unified Service Center at 800-621-8335.

Frequently Asked Questions *(continued)*

Information & Support Questions

23. What is the Optum360 customer service phone number?
Optum360 customer service can be reached at 800-464-3649, option 1, Monday – Friday between the hours 9 AM – 9 PM ET. Technical support is available at 800-765-6797 or techsupport@optum360.com Monday – Friday from 9 AM – 6:30 ET.

24. What type of customer and application support will Optum360 provide?
Optum360 offers full-service customer and application support. Simply call 800-464-3649, option 1, to reach a specialist. For technical support, please contact our technical support team at 800-765-6797 or email them at techsupport@optum360.com.

25. Can I still call the AMA for support after I've transitioned to the Optum360 product?
The AMA is not able to answer questions about Optum360 products. Additionally, we will not be able to answer any billing questions once you sign an EncoderPro.com agreement. However, we will continue to provide customer support while you have an active subscription to an AMA Coding Online product.

26. Is there additional information that I can refer to about this transition?
Please go online to amacodingonline.com for more information on this transition. Or go to optumcoding.com/encoderpro for EncoderPro.com product details or optumcoding.com/encoderprodemo to watch an auto demo.

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