



HEALTH EDGE CONVERSION

PROVIDER FREQUENTLY ASKED QUESTIONS

10/11/2011

HOW WILL THIS CONVERSION AFFECT MY PRACTICE?

- We have worked hard to insure that there will be no disruption to your practice after go live. However claims received after 11:59 pm on 9/30/2011 will be held while we bring the Health Edge up and will be released for payment the week of 10/24/2011. We appreciate your patience in this delay. Claims received through 9/30/2011 will continue to be processed with payments & RAs generated through 10/1~~2~~2011

WILL I SEE CHANGES IN MY CLAIMS PAYMENT?

- Providers will see more accurate and consistent claim payment under Health Edge since many claims were processed manually under the old Diamond claims system.
- Member Benefits have been reviewed to better align with our DHS contract and codes that may have paid in error in the past may now be denied as not covered.
- Benefit information is more readily available and is posted on our website.
- Industry standard modifier reductions will now universally apply. Modifier detail is also posted on our website: [NHPRI.org/Provider/Administrative Resources/Coverage Summaries and Billing Guidelines/Modifiers](http://NHPRI.org/Provider/Administrative%20Resources/Coverage%20Summaries%20and%20Billing%20Guidelines/Modifiers)

WHAT DO I NEED TO DO DIFFERENTLY?

- Your practice should continue to submit claims in a timely manner as you have in the past. Please be sure to code as accurately as possible.
- To comply with DHS requirements, NDC codes must be present on 1500 claims that contain a drug code or they will reject.

WHAT ABOUT ELECTRONIC FUNDS TRANSFER AND REMITTANCE ADVICE?

- With the conversion to the new system Neighborhood is moving to electronic funds transfer (EFT) and electronic remittance advice. You should have responded to a mailing that asked for this information. All providers who provided their banking information will receive electronic funds transfer at go live. All others will receive a paper check.



Those currently receiving an electronic 835 file will continue to receive one at go live. For others the RA will remain on paper and will transition over to an emailed PDF to the address provided over the next few months.

- If you need clarification or are not sure of the information your office provided, please call your Provider Services Representative 459-6192.

WILL THE REMITTANCE ADVICE (RA) LOOK DIFFERENT?

- The RA has been revised for clarity. The reason code messaging has changed and is posted on our website. NHPRI.org/Provider/Administrative Resources/Coverage Summaries and Billing Guidelines/Reason Codes.

WHAT ABOUT AUTHORIZATIONS?

- Some services that required authorizations no longer require authorizations.
- Familiarize yourself with these changes that can be found at: NHPRI.org/Provider/Administrative Resources/Prior Authorization information/Medical Services
- All provider request forms are located on the website: Administrative Resources >Prior Authorizations
- The number of outpatient surgical procedures that require an authorization has greatly been reduced.
- Complete information helps to reduce turnaround times!

WILL THERE BE CHANGES IN MEMBER IDENTIFICATION CARDS?

- New members after 10/17/2011 will receive new ID cards.
- As a result, your office will be seeing two kinds of valid Neighborhood ID cards: the current cards and the new cards for members enrolled after 10/17/2011.
- As members renew, or cards are re-issued due to loss, new cards will replace the old cards.
- On the new cards, alpha-numeric codes are replacing the current group numbers. There will be several alpha-numeric codes for each current group number. However, the



alpha prefix will map to the current group number as indicated in the chart below. The alpha prefix will be followed by three digits.

- Group Number to Alpha Prefix Crosswalk:

CURRENT NHPRI GROUP NUMBER			NEW BENEFIT PLAN ID ALPHA PREFIX (prefix will be followed by 3 digits)
1100	-	-	MED
1400	-	-	EFP
1450	-	-	EFP
1550	-	-	SOBRA
5100	-	-	SUB
5210	-	-	CSN
5211	-	-	CSN
5220	-	-	CSN
5230	-	-	CSN
6110	-	-	RHP
6111	-	-	RHP
6121	-	-	RHP
6130	-	-	RHP
6131	-	-	RHP
6140	-	-	RHP
6141	-	-	RHP

- You may continue to bill the group numbers; however the Remittance Advice will contain the new alpha-numeric codes.



- Dashes in the member numbers do not need to be submitted on your claims. The Remittance Advice will not contain any dashes in the member ID numbers.
- The last 2 digits of the member ID will no longer determine what relationship this member has to the main subscriber (for example Self, Spouse, or Child).

WHERE CAN I FIND MORE DETAIL?

- Neighborhood web site has been updated to include billing, reimbursement and benefit coverage information. Refer to: [NHPRI.org/Providers/Administrative Resources/Coverage Summaries and Billing Guidelines](http://NHPRI.org/Providers/AdministrativeResources/CoverageSummariesandBillingGuidelines).
- Neighborhood has updated its Provider Manual which is also posted on the web under Administrative Resources.

WHAT DO I DO IF I ENCOUNTER ISSUES WITH THE NEW SYSTEM?

As with any system conversion of this size, we will encounter unforeseen bumps in the road. We appreciate your patience as we get up to speed to better service your practice. If you do encounter issues related to the system conversion, please send your concerns directly to the dedicated email address we have created for this purpose: newsystemquestions@nhpri.org. This e-mail should not contain any member PHI and is intended for more general questions or issues.

Customer Service Department is also available at 459-6020 for inquiries between 8:30 – 5:00. Claim calls are available between 10:00 – 3:00. Navinet is available 24 hours/day at www.navinet.com to supply you with eligibility and claims status detail. If you need additional assistance, please feel free to call your Provider Services Representative at 459-6192.