

# *Transitioning for a Better Provider Experience*

**Horizon NJ Health  
Changes to Third-Party Administrator**

April 29, 2016

## Webinar Ground Rules

Help make this a pleasant learning environment for all participants.

### Please

- Mute your phone.
- Do not use the “Hold” button during the call.
- Hold all questions until the end of the Webinar, as there will be an opportunity to have your questions/concerns addressed.
- Specific claims questions or member/patient questions will not be addressed at any time during this forum due to HIPAA Regulations.

### Webinar Objective

The object of today's Webinar is to provide you, Horizon NJ Health Providers, with the information, tools and resources you need to conduct your business. We have collected provider communications, helpful hints, reminders and self-help tools to assist you in navigating the transition to a new third-party administrator.

## Webinar Agenda

- EDI claims
- Paper claims
- NaviNet
- Member and Providers Services
- Appeals/Correspondence

## Provider Communications on Transition

- **March 14, 2016** – Provider Letter – Implementation of Multiple Changes.
- **March 14, 2016** – Provider Letter – Processing/Tracking/Claims Payments
- **March 22, 2016** – Claims Mailing Address
- **March 23, 2016** – Provider Letter - Processing Claims/Adoption of HIPAA 5010 X12 Format for CMS-1500 and UB-04.
- **March 23, 2016** – Clearinghouse letter referencing LM1 EDI transition
- **April 22, 2016** – Paper Claims Change of Address

**Slide 5**

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**LM1**

We do not post provider mailings on the website.

Laura Marfino, 4/29/2016

## What Changed April 1, 2016?

### EDI

**Change:** Horizon NJ Health moved to a new Clearinghouse - TriZetto Provider Solutions.

**Impact:** Providers using a Clearinghouse not accepted by TriZetto\* must contact TriZetto Trading Partner Systems (TTPS) to determine if their Clearinghouse will submit claims to TTPS. Providers can contact TTPS two ways:

- **1-800-556-2231**
- **[trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/](http://trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/)**

\*Please refer to resource page for an accepted list of Clearinghouse resources and the link to TriZetto for additional education on how to transmit electronic claims.

## What Changed April 1, 2016?

### **Paper Claims**

**Change:** New PO Box for Paper Claims

**Impact:** While the USPS is forwarding claims to the new PO Box, Horizon NJ Health has no control over their forwarding process. Please note that it can take the USPS up to 10 days to forward mail to Horizon NJ Health.

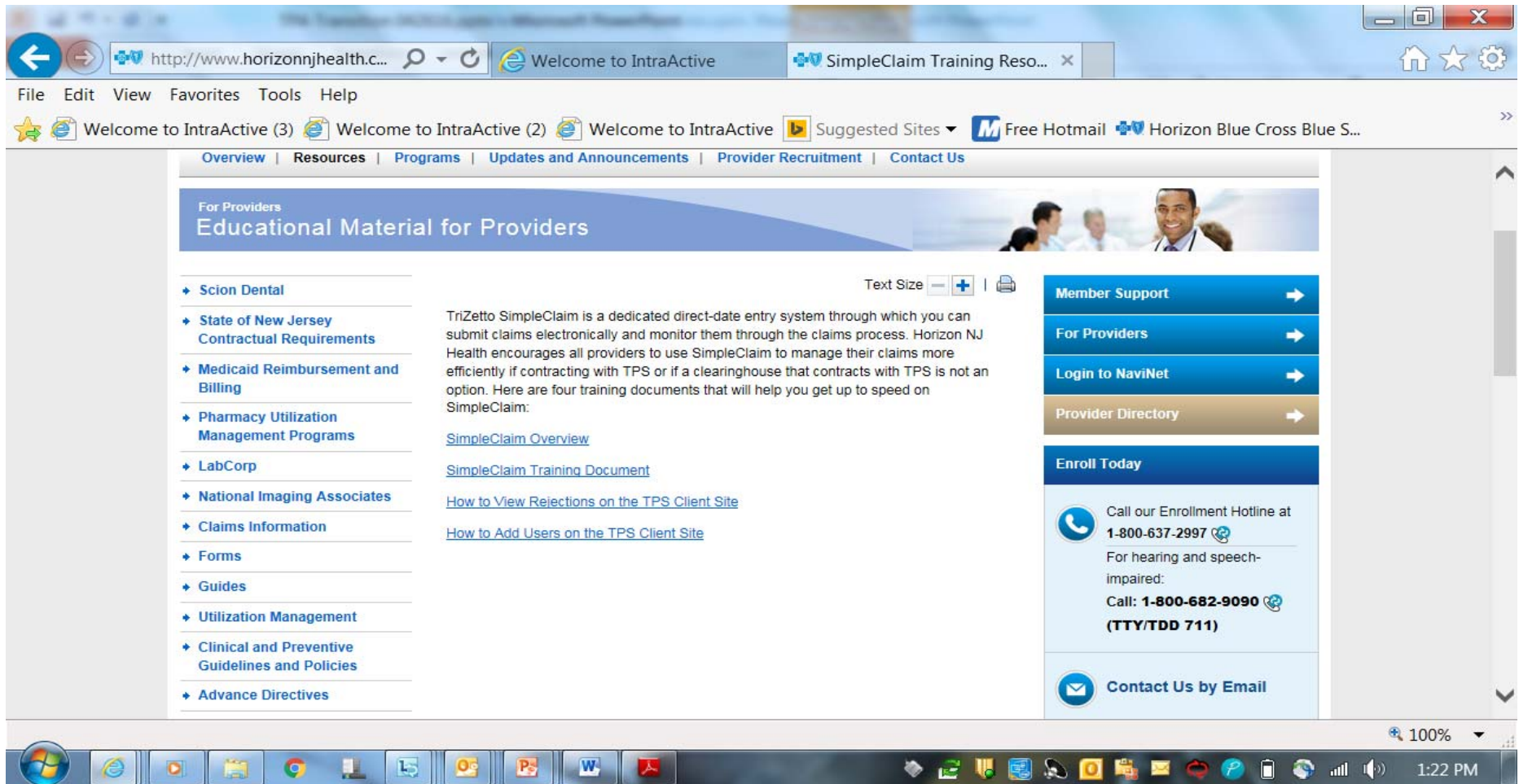
**Effective April 1, 2016**, all paper claims should be sent to this address:

**Horizon NJ Health  
Claims Processing Department  
PO Box 24078  
Newark, NJ 07101-0406**

**No handwritten or Black & White Paper Claims**



# Transitioning for a Better Provider Experience



The screenshot shows a web browser window with the URL <http://www.horizonnjhealth.com>. The browser tabs include 'Welcome to IntraActive' and 'SimpleClaim Training Reso...'. The browser's address bar shows the URL. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The browser's toolbar includes 'Welcome to IntraActive (3)', 'Welcome to IntraActive (2)', 'Welcome to IntraActive', 'Suggested Sites', 'Free Hotmail', and 'Horizon Blue Cross Blue S...'. The browser's status bar shows '100%' zoom and '1:22 PM'.

The website content includes a navigation menu with 'Overview', 'Resources', 'Programs', 'Updates and Announcements', 'Provider Recruitment', and 'Contact Us'. The main heading is 'For Providers Educational Material for Providers'. The main content area includes a text block about TriZetto SimpleClaim, a list of links for training documents, and a sidebar with a list of provider resources. The sidebar includes links for 'Scion Dental', 'State of New Jersey Contractual Requirements', 'Medicaid Reimbursement and Billing', 'Pharmacy Utilization Management Programs', 'LabCorp', 'National Imaging Associates', 'Claims Information', 'Forms', 'Guides', 'Utilization Management', 'Clinical and Preventive Guidelines and Policies', and 'Advance Directives'. The right sidebar includes 'Member Support', 'For Providers', 'Login to NaviNet', 'Provider Directory', 'Enroll Today', and 'Contact Us by Email'.

## What Changed April 1, 2016?

### NaviNet

**Change:** Providers must access NaviNet for the following information:

- Authorization/Referrals
- Eligibility
- Claims Status/Claims Submission
- Appeals status

**Impact:** All providers must now be registered and use NaviNet to access the above referenced information. Please inform your billing agencies of this information.

# What Changed April 1, 2016?

## NaviNet Scenarios and Routing

NaviNet Scenarios	Issue routing	Resolution Should be Provided by:
Eligibility and Benefits transaction	NaviNet	NaviNet
Claims Status Inquiry and issues with ERA (Electronic Remittance Advice )	NaviNet	NaviNet
Referral Inquiry	NaviNet	NaviNet
Referral Submission	NaviNet	NaviNet
Claims Submission (TTPS)	NaviNet	NaviNet
Clear Claim Connection	<b>HNJH</b>	<b>HNJH</b>
Provider Directory	<b>HNJH</b>	<b>HNJH</b>
Utilization Management Requests	<b>HNJH</b>	<b>HNJH</b>
Reports Inquiry transaction (All Provider Reports available on NaviNet portal)	NaviNet	NaviNet
User login issues, office registration, user permissions, transactions/system down time and any other issues related to NaviNet	NaviNet	NaviNet

NaviNet Phone Number: **1-888-482-8057**

Horizon NJ Health Physician and Health Care Hotline: **1-800-682-9091**

## What Changed April 1, 2016?

### Customer Service Line

**Change:** Providers must enter either their Tax Identification Number (TIN) or National Provider Identification Number (NPI) plus their Zip Code. You will also be prompted for your Horizon NJ Health Provider ID if you have multiple locations under your TIN.

Providers will then be asked to enter the Member ID# or SS# or Medicaid ID#. Provider is then asked to verify member information with the Date of Birth and then enter 5-digit member Zip Code.

Then you select “1” for medical questions, eligibility and benefits, “2” for claims information, “3” for pharmacy or formulary and “4” for all other inquiries.

**\*If you do not enter the information or move forward with the prompts, your call will be routed to a representative.**

**Providers can check claim status on the IVR and NaviNet**

**Impact:** As a result of April 1 changes, providers may experience increased wait times and a change in processes addressing immediate claim and benefit inquiries.

## What Changed April 1, 2016?

### **Provider General Correspondence Mailing Address**

**Change:** New PO Box Number

**Impact:** Failure to update your records with our new mailing address for General Provider Correspondence may result in reimbursement delay.

Please update your records to reflect new address as follows:

**Horizon NJ Health**  
**Member/Provider Correspondence**  
**PO Box 24077**  
**Newark, NJ 07101-0406**

## Reminder

### **Claims Appeals**

**Change:** New Horizon NJ Health PO Box effective March 28, 2015

**Impact:** Failure to update your records with our new mailing address for appeals may result in a delay in your appeal.

- Providers can check Appeal Status via NaviNet.
- All claim appeals must be submitted with the DOBI-required claim appeal application form.
- A SEPARATE claim appeal application form **MUST** be submitted with each claim that is appealed.
- All appeals must be mailed within 90 calendar days from the date of the denial or finalized claim (date of the Horizon NJ Health explanation of benefits).

**Horizon NJ Health  
Claims Appeals  
PO Box 6300  
Newark, NJ 07101  
Fax Number: 1-973-522-4678**

# Transitioning for a Better Provider Experience



Horizon NJ Health website interface for providers. The page includes a navigation menu with options like Home, Why Horizon?, Our Plans, Community, Member Support, For Providers, and For Caregivers. A search bar is present with the text "What are you looking for?". The main content area is titled "For Providers Guides" and lists various guides such as "OB Ultrasound Reference Guide", "OB Ultrasound Authorization and Coding Guide", "Indications for OB Ultrasound Overview Presentation", "FAQ for PT/OT AUTHORIZATIONS", "Member ID Card Reference Guide", "Quick Contact Guide", "Disease Management Programs Reference Guide", "Frequently Asked Questions for MDC and PCA Providers", "Caring for Members with Special Needs", and "Claims/Encounter Data Filing Guide". A sidebar on the left lists categories like "Scion Dental", "State of New Jersey Contractual Requirements", "Medicaid Reimbursement and Billing", "Pharmacy Utilization Management Programs", "LabCorp", "National Imaging Associates", "Claims Information", "Forms", and "Guides". A right sidebar contains buttons for "Member Support", "For Providers", "Login to NaviNet", "Provider Directory", and "Enroll Today". The "Enroll Today" section includes the text "Call our Enrollment Hotline at 1-800-637-2997" and "For hearing and speech-impaired: Call 1-800-682-9090".

## Horizon NJ Health Resources

- Registering with TriZetto Trading Partner Systems (TTPS) for Direct Data Entry or **[trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/](https://trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/)**
- Contact – SimpleClaim (DDE) for simple claim submission or registration questions: TPS at **1-800-556-2231**
- Physician and Health Care Hotline at **1-800-682-9091**



## Horizon NJ Health Resources

**Provider Data Change Requests:** Requests must be submitted on letterhead outlining required updates. Additional documentation needed includes a W9, HIPAA, 5010 and Americans with Disabilities Act (ADA) Survey (if applicable). Please allow 30 days for update. Participating providers can submit email inquiries to [ProviderFileOps2@horizonblue.com](mailto:ProviderFileOps2@horizonblue.com). For defined requirements of Provider Data Change Requests, please visit <http://www.horizonnjhealth.com/for-providers/contactinfo/change-practice-information>

**Requests to Join Provider Network:** Application requests can be submitted via our website at [www.horizonnjhealth.com/for-providers/provider-recruitment](http://www.horizonnjhealth.com/for-providers/provider-recruitment).

## Horizon NJ Health Resources

**Ancillary Contracting Inquiries:** Send your request to the email address below and allow 48 to 72 hours for responses:

[AncillaryContracting@horizonblue.com](mailto:AncillaryContracting@horizonblue.com)

You can also find ancillary contracting application information at [horizonnjhealth.com/sites/default/files/Ancillary\\_Cred\\_Packet.pdf](http://horizonnjhealth.com/sites/default/files/Ancillary_Cred_Packet.pdf)

**Status of Credentialing Applications:** Please allow 48 to 72 hours for processing. Submit email requests to:

[PCS\\_Credentialing\\_Mailbox@horizonblue.com](mailto:PCS_Credentialing_Mailbox@horizonblue.com).

# *Transitioning for a Better Provider Experience*



Questions?