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 EDI transition
• **April 22, 2016** – Paper Claims Change of Address
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**
- [trizettoproversolutions.wufoo.com/forms/horizon-nj-health-providers/](http://trizettoproversolutions.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**
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

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

**NaviNet Phone Number:** 1-888-482-8057  
**Horizon NJ Health Physician and Health Care Hotline:** 1-800-682-9091
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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 inquires.
*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
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Horizon NJ Health Resources

• Registering with TriZetto Trading Partner Systems (TTPS) for Direct Data Entry or 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
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. 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.
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

You can also find ancillary contracting application information at 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.
Questions?