



# Neighborhood Health Partnership Migration Overview

July 2010

- Upgrading the NHP system platform from Amisys to Facets
- Facets is a proven, state of the market Health Plan administration system
- Supports our Gatekeeper, Open Access and HSA products.
- Allows for common medical and reimbursement policies.
- Facets is one of UnitedHealthcare's "core" claim platforms.
- Claim history back to 1/1/09 will be loaded onto Facets. Data prior to 1/1/09 will still be accessible via a legacy database.

- Migration development on the Facets platform is nearly complete and it is “system ready.”
- Extensive testing and quality assessment was conducted on all components associated with the functionality of administering the NHP product.
- The actual migration to Facets will be conducted in two waves:
  - 08/01/2010 for Wave 1 (1/3 of NHP Membership)
  - 10/01/2010 for Wave 2 (Remaining NHP Membership)
- A dedicated migration team will be engaged throughout process.

## Items that are **not changing** due to migration:

- Member Benefits
- Plans
- Providers' existing contractual reimbursement
- Preferred Specialty Agreements (i.e. LabCorp)
- Services requiring pre-certification
- Services requiring referral
- Web site address (Portal URL)
- Call Center location and staff in Miami
- Electronic claims submission Payer ID numbers

## Items that are **changing** for members who have migrated to the Facets platform:

- Welcome packets will have UnitedHealthcare logo
- Member ID cards with the national standard ID format and Project Swipe IT
- Member ID numbers (mailed directly to the member's home)
- Provider ID Numbers
- Explanation of Benefits format (EOB)
- Phone numbers for Members, Providers, Billing/Premium Services
- Mailing address for paper claims
- Enhanced IVR functionality: voice activated
- New look and feel to the Web site portal

- Provider communication schedule
- How to identify a migrated member
- New Provider ID Number format
- IVR Functionality
- New mailing address for paper claims and Provider Customer Service telephone number for migrated member
- New format to the Explanation of Benefits (EOB)
- Web site portal look and feel as well as new registration requirements
- Temporary dual administrative process from 8/01/2010 thru 9/30/2010

<i>Communication</i>	<i>Audience</i>	<i>Date</i>
NHP Changes in Global UnitedHealthcare Bulletin <sup>(1)</sup>	All UHC Providers	January 2010
Provider ID Change Letter <sup>(1)</sup>	All PCPs	July 12, 2010
Provider Letter-Non PCP <sup>(1)</sup>	All SCP, Ancillary & Hospital	July 12, 2010
OnDemand Training via myNHP.com	All NHP Providers	Available week of July 12, 2010
Live Q&A Sessions <sup>(2)</sup> Register at <a href="http://www.myNHP.com/provider">www.myNHP.com/provider</a>	All NHP Providers	July 21, 28 and August 4, 11, 2010 12:00-1:00 EST

- (1) See Appendix for copies of this material**
- (2) Participation in the Live Q&A Sessions requires participation and completion of the OnDemand training. Upon registration, date, time and telephone number for the sessions will be furnished.**

- Product names will include Neighborhood Health Partnership:
  - Neighborhood HMO
  - Neighborhood HMO + Access
  - Neighborhood POS
  - Neighborhood POS Deductible
  - Neighborhood POS + Access
  - Neighborhood Freedom



## Preferred Specialty Agreements

Preferred Specialty Agreements **remain the same** regardless of members migration status.

Service	Provider	Telephone/Fax Numbers
Home Health, Home Infusion and DME	Advocare	1-866-374-4326 Fax 1-800-722-4148
Laboratory	LabCorp	1-888-LABCORP (522.2677)
PT/OT/ST	Optum/ACN	1-800-873-4575 Fax 1-763-595-3333
Chiropractic	Quality Management (QMHC)	954-236-3143
Podiatry	Foot and Ankle Network	1-305-558-0444 Fax 1-305-557-3810
Behavioral Health	Optum/United Behavioral Health (UBH)	1-800-817-4705 or <a href="http://www.ubhonline.com">www.ubhonline.com</a>
Radiology UM Service	CareCore	866-242-9546

- Current Format (Non-Migrated Members)
  - 00123456789**00**-postscript 00 refers to subscriber, sequential prefix 01, 02, 03... for dependents
  
- New Format (Migrated Members)
  - JD1234567**01**-postscript 01 refers to subscriber (this is a change from the old ID Card), sequential prefix 02, 03...for dependents



UnitedHealthcare

# Member ID Cards

## Old Look (non migrated member)

**Neighborhood Health Partnership**  
A UnitedHealthcare Company

**Plan Name**  
 ■ NAME: JANE SMITH  
 ■ ID #: 12345678900  
 ■ RXID #: 123456789  
 ■ GRP #: B12345 / Company Name  
 ■ PCP: DR JONES

■ TEL #: (555) 555-1212

See inside of ID Card for details.

**medco**  
RX BIN: 610014  
GRP: UNHP6102

**THIS CARD DOES NOT GUARANTEE COVERAGE OR PAYMENT**  
No Referral Necessary for NHP Specialist Visits  
For emergencies please contact the Primary Care Physician, and if possible use an NHP hospital emergency room. If this is not possible, seek care at the nearest emergency room and notify your PCP as soon as possible.  
Visit us on the web @ [www.myNHP.com](http://www.myNHP.com)

For Member Services: In Miami-Dade (305) 715-2500 All Other Counties 1-800-354-0222 TTY/TDD# (305) 715-2322 <a href="http://www.myNHP.com">www.myNHP.com</a>	For Provider Authorizations and Admissions: In Miami-Dade (305) 715-2600 All Other Counties 1-800-550-5568
Pharmacy Member Services: 1-877-842-6048 <a href="http://www.365wellist.com">www.365wellist.com</a>	Submit all Claims to NHP: P.O. Box 025680 Miami, FL 33102-5680
MH/SA: 1-800-817-4705 TTY/TDD# 1-800-862-2244 <a href="http://www.liveandworkwell.com">www.liveandworkwell.com</a>	NHP Fraud Hotline: 1-866-242-7727

■ HMO: \$15-PCP \$250/DAY-HSP \$100-ER \$50-UC  
\$25-SP \$20-OP/TRPY \$250-OP/SUR  
\$50-RAD \$50-AMB \$25-ALRGY/TEST

■ RX: \$10T1 \$35T2 \$50T3 20%INJ

## New Look (migrated member)

**UnitedHealthcare** [Company Logo]

Health Plan (80840) [911-96107-XX]  
 Member ID: [12345678901] Group Number: [987654]  
 Member: [SUBSCRIBER BROWN] [Group Name]

PCP Name: [DR PROVIDER BROWN]  
 PCP Phone: [(800) 123-4567]

Payer ID [96107]

**medco**  
 Rx Bin [610014]  
 Rx Grp [UNHP6102]  
 Copay: Tier1 / 2/3  
 [\$10/\$35/\$50]

Copay: [Office/Spec/ER/UrgCare]  
 [\$15/\$25/\$100/\$50]

[DOI - Form] [HMO]  
 [Administered by Neighborhood Health Partnership, Inc.]

Individual Card - I05

In an emergency go to nearest emergency room or call 911. [Printed 00/00/00]

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the website ([www.myNHP.com](http://www.myNHP.com)) or call.

For Members: [800-354-0222] [TDD 305-715-2322]  
 [Mental Health:] [800-817-4705] [TDD 800-862-2244]

For Providers: [[www.myNHP.com](http://www.myNHP.com)] [800-550-5568]  
 Medical Claims: [PO Box 025680, Miami, FL 33102-5680]

Pharmacy Claims: [Medco, PO Box 14711, Lexington, KY, 40512]  
 For Pharmacist: [800-922-1557] Members: [877-842-6048]

Standard Back - B01

➤ Notice in the RED box (bottom-right hand corner: New cards will state the PLAN NAME: Administered by Neighborhood Health Partnership. Also, the back of the card has the NHP Web site WWW.MYNHP.COM

**Non-Migrated NHP Members**

- Logging on to [www.mynhp.com](http://www.mynhp.com)
- Calling our IVR (*Internal Voice Response*) System at 305-715-2477, or 1-800-354-0222 (outside of Miami-Dade)
- Calling Customer Service at 305-715-2500 (In Miami Dade County) or 1-800-354-0222

**Migrated NHP Members  
after August 1, 2010**

- Logging on to [www.mynhp.com](http://www.mynhp.com)
- Calling Customer Service 877-972-8845
  - Speak to a Customer Service Representative, or
  - Access the IVR prompt

## Current Provider ID Format

12345 or 1234BAPT

## NHP Provider ID - New Number Format

**F12345678901**

**F** – Florida, 1 character

**Followed by** - 9 numeric digits

**Last 2 digits** –numeric sequence

**Referral and Pre-Certification requirements **remain the same** regardless of members migration status.**

**Key Reminders (not all inclusive):**

- Only a PCP can request a referral.
- A referral does NOT cover services that require pre-certification.
- Specific specialties do not require a referral up to a specified visit maximum.
- A Total OB Care Notification Form is required for obstetrical care.
- Pre-Certification required for specific services.
- A referral or Pre-Certification is not a guarantee of payment; claims will be processed based on member eligibility and benefits on the date of service.

**Refer to the **Provider Administrative Guide** or utilize [www.mynhp.com](http://www.mynhp.com) for requirements.**

**Non-Migrated NHP Members**

- Call 305-715-2477, or 1-800-662-5336 (outside of Miami-Dade).
  - *The system will prompt you to enter or verify a referral.*
- Press 2 to verify a referral.
- Press 1 to select by customer ID number.
- Press 2 to select by referral number.

**Migrated NHP Members**

- Call 1-877-972-8845.
  - *The system will prompt you to the automated system.*
- Press the correct prompt and follow directions.

**Electronic claims submission Payer ID number 96107 or 95123 remains the same regardless of members migration status.**

- **Paper Submission (if necessary):**
- **For non-migrated member, claims are to be submitted to:**  
  
Neighborhood Health Partnership  
Claims  
P.O. Box 025680  
Miami, FL 33102-5680
- **For migrated member, claims are to be submitted to:**  
  
Neighborhood Health Partnership  
Claims  
P.O. Box 5210  
Kingston, New York 12402
- **NOTE:** If the claim is inadvertently sent to the wrong address it will be sent overnight to the correct address for filming and entry into the claim system
- **Dual process will be temporary from 08/01/2010 thru 09/30/2010.**

**Provider Call Center will remain in Miami, FL with hours of operation from  
8:00 a.m. – 6:00 p.m. EST**

- You may use the telephone numbers listed below for eligibility, benefit verification, claim status or resolution.
- For a non-migrated member, the customer service number to call is:

**1-800-354-0222  
305-715-2500 (TTY)**

- For a migrated member, the customer service number to call is:

**1-877-972-8845  
305-715-2322 (TTY)**

- If the wrong telephone is inadvertently used, the Customer Service Representative will verify the members migration status, furnish the appropriate telephone number for future reference and transfer the call to the appropriate telephone number for assistance.

The address in which to file an Appeal or Grievance **remains the same** regardless of member's migration status:

Neighborhood Health Partnership  
Attention: Appeal & Grievance Dept.  
P.O. Box 025680  
Miami, FL 33102

- There is a new look to the provider EOB for claims processed on a migrated member.
- Many of the fields on existing NHP EOBs will be similar on the new NHP EOB, including, but not limited to:

Subscriber, Service Date, Procedures  
Charge or Billed Charges  
Denied or Not Covered  
Deductible, Co-pay, Co-Insurance  
Payment or Amount Paid to Provider  
Explain Codes or Reason Remark Codes

- Most notable change is a heading called **Provider Responsibility** and a field called **Contractual Responsibility**. The Billed Charges minus the **Contractual Responsibility** will equate to the contractual allowable amount. You will not see an Allowed Amount field.





Program: FAVORITE  
 Report: FAVORITE  
 Reference ID: 20190214100002  
 Place ID: [REDACTED]  
 Place Name: [REDACTED]

Neighborhood Health Partners, Inc  
 1500 RIVER DRIVE, SUITE 200  
 MOBILE, IL 61461-1369

Provider ID: [REDACTED]  
 Provider Name: [REDACTED]

Page: 009  
 Report Pages: 5  
 Date: 07/01/19

**PROTECTED**

From:	To:	Tooth Num	Procedure-Mod Claim No.	PROVIDER RESPONSIBILITY			PATIENT RESPONSIBILITY			OTHER		PAYMENT			Adjustment Reason Code	CPT/HC POS Code
				Billed Charges	Contractual Obligation	Payment Initiated	Not Covered	Deductible	Co-pay Consurance	3rd Party COB Adjust	Withhold	Am't Paid Provider	Payment Reversal Prior Paid	Am't Paid Patient		
Total For [REDACTED]				Billed	Contractual Obligation		Patient Responsibility			3rd Party COB Adj	Withhold	Am't Paid Provider	Reversal Prior Paid	Am't Paid Patient		

Adjustment  
Reason  
Remark Code:

- 40 Charges exceeds fee schedule maximum allowable or contracted negotiated fee arrangement
- 42 Charges exceeds fee schedule maximum allowable or contracted negotiated fee arrangement
- 43 Non-Claim level Deductible
- 44 Non-Claim level Co-pay
- 150 The rendering provider is not eligible to perform the service billed.

Any dollar amount not represented under Patient Responsibility is not to be billed to the member

- Migration will occur in two Waves:  
Wave 1: 8/01/2010  
Final Wave: 10/01/2010
- Customer Service will remain in Miami.
- IVR enhancement will allow for voice activation.
- Dual administrative process will be temporary.
- New look to Member ID Cards to align with UnitedHealthcare National standards.
- Providers will have new ID numbers.



# Portal Overview

[www.mynhp.com](http://www.mynhp.com)

The new Provider Portal will have the **equivalent functions** as the current portal does today.

- View PCP Roster
- Member Eligibility
- Claim Inquiry
- Provider Directory
- Change Password
- Submit Referrals
- View/Search Auths & Referrals
- Provider Manual
- View Online Transactions
- Contact Us

## These pages remain in place during/post Migration



A UnitedHealthcare Company

[Home](#) [Providers](#) [Members](#) [Brokers](#)

Main Page

myNHP Login

Electronic Claims

SmartSheets™

Provider Search

Pharmacy

Disease Management

Forms

References

Newsletter

Contact Us

### Update to Imaging Services Pre-Certification's

Effective February 2009, please contact Care Core National, (CCN) for Pre-certification of the following Radiology/Cardiology/Nuclear Imaging Services listed below. Pre-Certifications are required for studies rendered in a physician's office or in a hospital outpatient setting:

- CT Scans
- MR/MRA
- PET Scans
- Echo Stress Tests
- Nuclear Medicine
- Nuclear Cardiology

#### CareCore Pre-Certification Line:

1-866-242-9546                      Monday-Friday, 7:00am-7:00pm, EST

#### CareCore Fax Line:

1-866-466-6964                      24-hours/day 7-days/week

Please refer to the updated [Protocol III](#) for a listing of all services requiring Pre-certification.

View/print the [CCN/NHP Quick Reference Guide](#).

### Resources

#### [FAQs](#)

Frequently Asked Questions >>

#### [myNHP.com](#)

[Tutorials](#). Learn how to View Claim Status, Check Member Eligibility, Submit/Auth Referrals, and much more >>


[Policies, Protocols, and Administrative Guidelines](#) >>

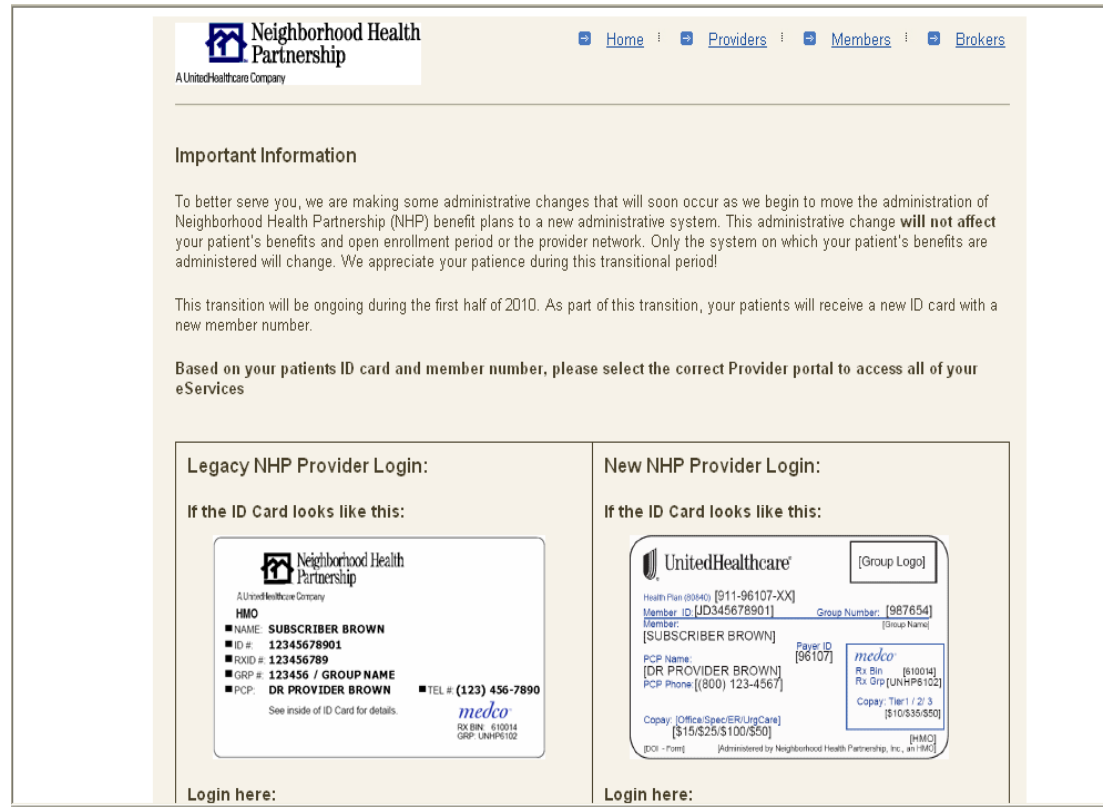
#### [Clinical Practice](#)

[Guidelines](#) Links to nationally recognized sources >>

During the transition (August through October), there will be [two provider portals accessible via mynhp.com](http://mynhp.com)

Clicking on “access eservices” will bring the provider to a decision screen displaying the old and new ID cards

Which portal a provider uses will depend on the **member’s ID card**; choose the one that matches 



**Neighborhood Health Partnership**  
A UnitedHealthcare Company

Home | Providers | Members | Brokers

**Important Information**


To better serve you, we are making some administrative changes that will soon occur as we begin to move the administration of Neighborhood Health Partnership (NHP) benefit plans to a new administrative system. This administrative change **will not affect** your patient's benefits and open enrollment period or the provider network. Only the system on which your patient's benefits are administered will change. We appreciate your patience during this transitional period!

This transition will be ongoing during the first half of 2010. As part of this transition, your patients will receive a new ID card with a new member number.

Based on your patients ID card and member number, please select the correct Provider portal to access all of your eServices

**Legacy NHP Provider Login:**

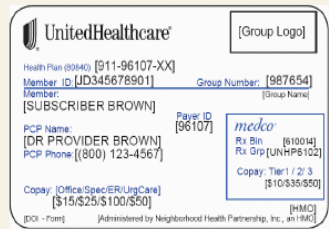
If the ID Card looks like this:



Login here:

**New NHP Provider Login:**

If the ID Card looks like this:



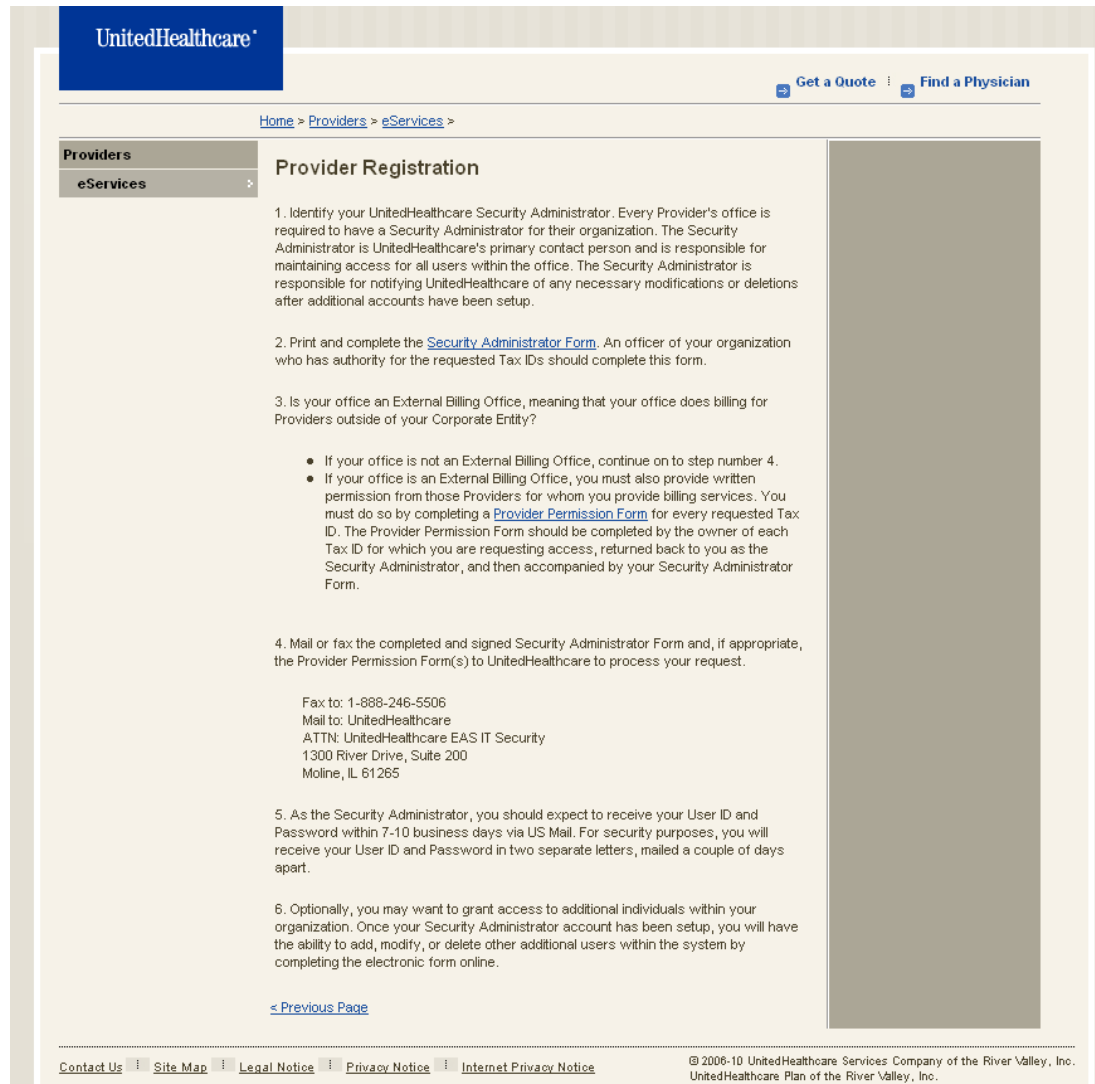
Login here:

**This screen also displays a link to register on the new portal.**

- If the member has **not** migrated, the provider logs in under the old ID card and accesses the legacy NHP Provider portal.
- If the member **has** migrated, the provider logs in under the new ID card and accesses the new NHP Provider portal.
- Providers will need to **toggle** back and forth between portals depending on the member's status.
- **Dual process will be temporary from 08/01/2010 thru 09/30/2010.**

- Providers will need to **register** on the new NHP Provider portal:
  - Download and complete a security administrator form
  - Fax, email or mail to the portal security team (see bottom of form).
    - Provider will receive a user ID and password in approximately five to seven business days.
  - **IMPORTANT NOTE:** You must register all participating Tax Identification Numbers.

- Provider Registration screen on new portal



The screenshot shows the UnitedHealthcare Provider Registration page. At the top left is the UnitedHealthcare logo. To the right are links for 'Get a Quote' and 'Find a Physician'. Below these is a breadcrumb trail: 'Home > Providers > eServices >'. On the left side, there is a navigation menu with 'Providers' and 'eServices' (selected). The main content area is titled 'Provider Registration' and contains the following instructions:

1. Identify your UnitedHealthcare Security Administrator. Every Provider's office is required to have a Security Administrator for their organization. The Security Administrator is UnitedHealthcare's primary contact person and is responsible for maintaining access for all users within the office. The Security Administrator is responsible for notifying UnitedHealthcare of any necessary modifications or deletions after additional accounts have been setup.
2. Print and complete the [Security Administrator Form](#). An officer of your organization who has authority for the requested Tax IDs should complete this form.
3. Is your office an External Billing Office, meaning that your office does billing for Providers outside of your Corporate Entity?
  - If your office is not an External Billing Office, continue on to step number 4.
  - If your office is an External Billing Office, you must also provide written permission from those Providers for whom you provide billing services. You must do so by completing a [Provider Permission Form](#) for every requested Tax ID. The Provider Permission Form should be completed by the owner of each Tax ID for which you are requesting access, returned back to you as the Security Administrator, and then accompanied by your Security Administrator Form.
4. Mail or fax the completed and signed Security Administrator Form and, if appropriate, the Provider Permission Form(s) to UnitedHealthcare to process your request.
 

Fax to: 1-888-246-5506  
 Mail to: UnitedHealthcare  
 ATTN: UnitedHealthcare EAS IT Security  
 1300 River Drive, Suite 200  
 Moline, IL 61265
5. As the Security Administrator, you should expect to receive your User ID and Password within 7-10 business days via US Mail. For security purposes, you will receive your User ID and Password in two separate letters, mailed a couple of days apart.
6. Optionally, you may want to grant access to additional individuals within your organization. Once your Security Administrator account has been setup, you will have the ability to add, modify, or delete other additional users within the system by completing the electronic form online.

At the bottom left of the main content area is a link: '< Previous Page'. At the bottom of the page, there is a footer with links for 'Contact Us', 'Site Map', 'Legal Notice', 'Privacy Notice', and 'Internet Privacy Notice'. On the right side of the footer is the copyright notice: '© 2006-10 UnitedHealthcare Services Company of the River Valley, Inc. UnitedHealthcare Plan of the River Valley, Inc.'



## Provider Portal Registration – Security Administrator Form

- Download form to assign a Security Administrator for the portal.
- This person will be the primary contact person for UnitedHealthcare and will be responsible for adding other users in the office to the Web site, and also giving UnitedHealthcare notification to delete any users that have been granted access that are no longer with the entity.

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**Provider - Security Administrator Registration**

(PLEASE PRINT) Request Date: \_\_\_/\_\_\_/\_\_\_MM/DD/YYYY

This form must be completed in its entirety to enable UnitedHealthcare to create an account. I am requesting the below named employee be assigned as our Security Administrator:

**Office Information**

Office Name: \_\_\_\_\_

Office Address 1: \_\_\_\_\_

Office Address 2: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

Is Your Office An External Billing Office?  Yes  No  
(An External Billing Office Does Billing For Providers Outside Of Their Corporate Entity.)

**Requestor Information**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ Ext: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

Email Address: \_\_\_\_\_

**Requested Security Administrator Information**

Name: \_\_\_\_\_ Date of Birth: \_\_\_/\_\_\_/\_\_\_MM/DD/YYYY

Phone: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ Ext: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

Email Address: \_\_\_\_\_

Tax ID Number(s): \_\_\_\_\_

\_\_\_\_\_

*I certify that I have the authority to sign for the requesting organization's Tax ID, to make this request, and that the Tax IDs of the providers above as well as all other information contained in this application are true and correct.*

Requestor Signature \_\_\_\_\_

**The completed and signed form must be mailed or faxed to the following location:**

UnitedHealthcare contact information:	Mailing address:
Fax Number: 1-888-246-5506	UnitedHealthcare
Email: UHCRVE-ConnSupport@uhc.com	EAS IT Security
Phone Number: 1-800-276-8237	1300 River Drive, Suite 200
	Moline, IL 61265

Revised 03-26-07 RS (Provider Registration – Security Administrator)



# Start your registration process early! You can register beginning 07/15/2010

UnitedHealthcare

Welcome **Test Provider**,  
Information as of Oct 29 2009

[Home](#) | [Contact Us](#) | [Log Out](#)

[Home](#) > [Provider e-Services Homepage](#)

**Provider Tools**

- Claim Status/Review
- Benefits and Eligibility
- Register
- View Auths/Referrals
- Submit Referrals
- PCP Roster

**Account Information**

- Change Password

**General Information**

- eServices User Guide
- Provider Manual
- Newsletters
- HIPAA Glossary
- Additional Services

**Other Provider Tools**

- Coverage Policy Library
- Provider Directory

**Provider e-Services**

Welcome to Provider e-Services! You now have access to information and self-service tools that make working with United Healthcare of the River Valley easy.

**Benefits & Eligibility**

With this function, you can look up a member, see detailed eligibility and access benefit summaries specific to that member.

**Claim Status/Review**

With this function, you can search for claims either by your Provider ID or the specific Member ID and receive detailed information on the status of payment of that claim. If you have a question about how a claim was adjudicated or would like to request the claim be reviewed, you can submit an online inquiry and have an answer within 48 hours.

[Contact Us](#) | [Site Map](#) | [Legal Notice](#) | [Privacy Notice](#) | [Internet Privacy Notice](#)

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UnitedHealthcare Plan of the River Valley, Inc.  
UnitedHealthcare Insurance Company of the River Valley

# Appendix

## How to use the IVR system for **NON MIGRATED MEMBERS**

- **How to enter a referral: Call 305-715-2477 or 1-800-662-5336 (outside of Miami-Dade).**
  - *The system will prompt you to enter or verify a referral.*
- **Press 1 to enter a referral.**
  - *The system will prompt you to enter the PCP number.*
- **Enter the 6-digit PCP number.**
  - *The system will prompt you to enter the PCP password.*
- **Enter the 5-digit PCP password.**
  - *The system will now prompt you to enter the customer's 11-digit ID number.*
- **Enter the 11-digit customer ID number.**
  - *The system will prompt you to verify the customer ID number you entered.*
- **Press 1 if the customer ID number you entered is correct, or press 2 if the customer ID number you entered is incorrect. (The system will check to assure that the customer identified is on the PCP's customer roster at the time of the referral.)**
  - *The system will prompt you to enter the specialist number.*
- **Enter the 6-digit specialist number.**
  - *The system will prompt you to verify the specialist.*
- **Press 1 if the specialist you entered is correct, or press 2 if the specialist you entered is incorrect.**
  - *The system will prompt you to enter the level of referral.*
- **Press 1 for a Level I referral;**
  - **Press 2 for a Level II referral; or**
  - **Press 3 for a Level III referral.**
    - *The system will prompt you to verify the level of the referral.*
- **Press 1 if the level of referral you entered is correct, or press 2 if the level of referral you entered is incorrect.**
  - *The system will repeat the referral information, including the customer name and specialist name.*
- **Press 1 to listen to the authorization number, or press 2 to repeat the last message, or press 3 to delete the last referral, or press 4 to enter a another referral, or press 6 to return to the main menu, or press 7 to exit the system.**

### How to Use the IVR for **MIGRATED MEMBERS**

- How to enter a referral: Call 1-877-972-8845 Press Prompt for Automated System
- **phone**                    **The system is voice activated, listen to the options (In Blue) and state your response or use keypad**
- *The system will state Thank you for calling Neighborhood Health Partnership, a United Health Care Company. Para continuar en español, oprima el número tres. Do you know your party's extension? Just say 'Yes' or 'no'.*
- **Now tell me who you are - Just say: 'Member', 'Healthcare Professional', 'Employer' or 'Broker'?**
- *Providers will state Health Care Professional*
- **Alright... When you hear the service you want, just say it. 'Benefits and Eligibility', 'Claims', 'Referrals' or say 'Help with something else'.**
- *To create a new referral, Providers will state REFERRALS.*
- **Alright, please say or enter your Tax ID number.**
- *Provider will say or enter the Tax ID number (by using the number keypad on telephone)*
- **Now, say or enter the numeric portion of your provider ID number, including the suffix.**
- *Provider will say or enter the Provider ID number (11 digits w/o the letter in the front) or use the number keypad on telephone*
- **Now, do you need to enter a referral or verify a referral? Just say 'enter' or 'verify'.**
- *Say ENTER*
- **And what's your 5-digit password?**
- *Provider will say 5 digit password (or use telephone keypad)*
- **Thanks. Now enter the patient's member number who you want to refer.**
- *Provider will say or enter the members number (using telephone keypad)*
- **And what's their date of birth?**
- *Provider will say members DOB (or enter via telephone keypad)*
- **Alright, enter the numeric portion of the specialist number to whom you want to refer your patient, including the 2-digit suffix.**
- *Provider will say the specialists' provider number (11 digits w/o the letter)*
- **And what is the level of the referral? Just say, 1, 2 or 3. (The System will give a definition of Level I II and III referral**
- *Provider will say 1, 2 or 3*
- **System will confirm all information given and if correct submit for referral. PCP will be issued a referral #.**

## **Articles for Additional UnitedHealthcare Affiliates**

### **Neighborhood Health Partnership**

#### **Neighborhood Health Partnership Transitions to a New UnitedHealthcare Administrative System**

Neighborhood Health Partnership (NHP) will begin to consolidate administrative and claims operations to a UnitedHealthcare administrative system. This transition will not affect the benefits or design of any NHP products or the network of physicians, hospitals, and other health care professionals in South Florida who treat our members. Only the administrative system and claim operations will change as members are moved to the new system.

What this will mean for you:

- An updated provider Web portal accessible through mynhp.com with a new look
- New provider ID number (Primary Care Physicians only)
- Updated reimbursement policies and provider administrative guide
- New member health care ID cards that showcase the national standard ID format and our commitment to Project SwipeIT
- NHP specialty pharmacy provider network alignment with UnitedHealthcare's national specialty pharmacy provider network

Please review the Neighborhood Health Partnership Transition Frequently Asked Questions in the Appendix of this *Network Bulletin* for more information.



# PCP Letter-July 2010

PO Box 1327 Johnstown PA 15907-1327

<Date>  
<Name>  
<Address 1>  
<Address 2>  
<City>, <State> <Zip>

## New Provider ID number

- **Your new provider ID number:**  
[Insert 13-digit provider ID number]
- **Customer Care** – For eligibility, benefit verification and claims status:
  - 877-972-8845
  - 305-715-2322 (TTY)
- **Provider Relations**
  - 866-636-0523
  - 305-715-2490
- **Claim submission** – Please use the new claims mailing address:  
Neighborhood Health Partnership Claims  
P.O. Box 5210  
Kingston, NY 12402
- For secure provider portal support, please call: 305-715-4547.
- Please refer to the January 2010 Network Bulletin newsletter, visit [mynhp.com](http://mynhp.com), or review the enclosed Neighborhood Health Partnership Transition Frequently Asked Questions for more information.

## Neighborhood Health Partnership Transitions to a New UnitedHealthcare Administrative System

We value our relationship with you, and we appreciate the care you provide to our UnitedHealthcare and NHP members. To simplify your experience with us, we are consolidating our administrative and claims operations.

As you are aware, UnitedHealthcare acquired NHP several years ago. Since then, we have worked diligently to ensure that all of our products operate from a common administrative structure. To that end, we will migrate NHP into a UnitedHealthcare claims platform with common medical and reimbursement policies and claims operations. While this requires some initial changes on your part, **in the end your administrative interactions with us will be more consistent.**

What this will mean for you:

- An updated Provider Web portal accessible through [mynhp.com](http://mynhp.com) with a new look – **please update your Internet bookmarks.**
- A new provider ID number – **please update your records.**
- Updated common medical and reimbursement policies and claims operations.
- New call center numbers and claims mailing address – **please update your records.**
- New member health care ID cards that showcase the national standard ID format and our commitment to Project SwipelT.
- NHP specialty pharmacy provider network alignment with UnitedHealthcare's national specialty pharmacy provider network.

This transition will not affect the benefits or design of any NHP products or the network of physicians, hospitals and other health care professionals in South Florida who treat our members. Only our administrative system and claim operations will change as members are moved to the new system. Please review the enclosed Neighborhood Health Partnership Transition Frequently Asked Questions for more information.

Thank you for your continued participation in our network. Please contact your network representative or physician advocate with any questions.

Sincerely,

Carrie Knowles-Atkinson  
Vice President, Network Management



# Non PCP Letter-July 2010



PO Box 1327 Johnstown PA 15907-1327

<Date>

<First Name> <Last Name> <Name Suffix>, <ProvDegree>  
<Address 1>  
<Address 2>  
<City>, <State> <Zip>

### New Administrative System

- **Customer Care** – For eligibility, benefit verification and claims status:
  - 877-972-8845
  - 305-715-2322 (TTY)
- **Provider Relations**
  - 305-715-2490
- **Claim submission** – Please use the new claims mailing address: Neighborhood Health Partnership Claims  
P.O. Box 5210  
Kingston, NY 12402
- For secure provider portal support, please call: 305-715-4647.
- Please refer to the January 2010 Network Bulletin newsletter or review the enclosed Neighborhood Health Partnership Transition Frequently Asked Questions for more information.
- Still have questions? Visit [myNHP.com/providers](http://myNHP.com/providers) to take our on-demand training (available after July 12) and sign up for our Live Question and Answer sessions!

### Neighborhood Health Partnership Transitions to a New UnitedHealthcare Administrative System

We value our relationship with you, and we appreciate the care you provide to our UnitedHealthcare and NHP members. To simplify your experience with us, we are consolidating our administrative and claims operations on to a core UnitedHealthcare administrative system.

As you are aware, UnitedHealthcare acquired NHP several years ago. Since then, we have worked diligently to ensure that all of our products operate from a common administrative structure. To that end, we will migrate NHP into a UnitedHealthcare claims platform with common medical and reimbursement policies and claims operations. While this requires some initial changes on your part, in the end your administrative interactions with us will be more consistent.

What this will mean for you:

- An updated Provider Web portal accessible through [mynhp.com](http://mynhp.com) with a new look – **please update your Internet bookmarks.**
- Updated common medical and reimbursement policies and claims operations.
- New call center numbers and claims mailing address – **please update your records.**
- New member health care ID cards that showcase the national standard ID format and our commitment to Project SwipeIT.
- NHP specialty pharmacy provider network alignment with UnitedHealthcare's national specialty pharmacy provider network.

This transition will not affect the benefits or design of any NHP products or the network of physicians, hospitals and other health care professionals in South Florida who treat our members. Only our administrative system and claim operations will change as members are moved to the new system. Please review the enclosed Neighborhood Health Partnership Transition Frequently Asked Questions for more information.

Thank you for your continued participation in our network. Please contact your network representative or physician advocate with any questions.

Sincerely,

Carrie Knowles-Atkinson  
Vice President, Network Management

Please do not reply to this return address. This P.O. Box is used for outbound mail only and we are not able to respond to messages sent to this address. Questions or Comments? Write to us at: UnitedHealthcare, MND12-N108, P.O. Box 1459, Minneapolis, MN 55440-1459.

Doc#: UHC0261b\_062810



## Neighborhood Health Partnership (NHP) Transition Frequently Asked Questions (FAQs) Administrative Changes

**NHP Provider Web portal** – You will continue to use [mynhp.com](http://mynhp.com) for secure online medical claims administration. The [mynhp.com](http://mynhp.com) Web site will prompt you to select which health care ID card your patient has presented. Members who have migrated to the UnitedHealthcare claims platform will have received new health care ID cards. By selecting the new health care ID card prompt, you will be directed to a new secure site, which will have a different look, but will function much like it does today at [mynhp.com](http://mynhp.com). You will also be prompted to re-register the first time you are directed to the new site. Although the content and functionality of the Web site will not change, the format and presentation of screens will change throughout the site.

**New Provider ID number** – PCPs will need to use a new provider ID number when entering referrals by phone, or calling Customer Care, submitting claims, registering on the Web site, entering referrals online and looking up member's claim history, eligibility and authorizations once they have been transitioned. **Note: The system will only accept your new provider ID number. Please also enter the member's new ID number and call the Customer Care number listed on the member's health care ID card.**

**Reimbursement Practices** – The following reimbursement practices will apply to NHP members so that they are in alignment with UnitedHealthcare policies.

- **Anesthesia Time** – Anesthesia will be changing from 10- to 15-minute billing increments for anesthesiologists and facilities that are also contracted with UnitedHealthcare.
- **Milliman Care Guidelines®** – Inpatient hospital stay and ambulatory procedure evaluations will transition from Interqual Guidelines to Milliman criteria. **Note: Interqual Guidelines will continue to be used for members who have not yet transitioned.**
- **Reimbursement Methodology/Claim Edits** – You will see some minor changes in how claims are processed, including reimbursement methodology and claim edits, due to the transition to the new administrative system.
- **Payment Cycle** – Payment cycles will be changed from twice per week to once per week. You will continue to receive payments within the appropriate timeframes.
- **Capitation** – Capitation payments will remain the same with providers continuing to be sent payments by the 10th of the month. However, the format of the capitation checks and summary reports will change. Note: Capitation payments will be sent separately and you may receive payments from both administrative systems during the transition period. Reimbursement policies are posted at [mynhp.com](http://mynhp.com).

**NHP Administrative Guide/Provider Handbook** – Updates are being made to the NHP Administrative Guide and will continue during the transition as we modify current processes to align with the new UnitedHealthcare administrative system. You will receive more information regarding these changes in 2010, including when you can access the new guide on [mynhp.com](http://mynhp.com).

**New call center phone numbers** – The call center is remaining in Miami, and the current staff will continue to help physicians and other health care professionals with their questions. The new phone numbers will appear on the back of the member's new health care ID card.

- **Customer Care** – For eligibility, benefit verification and claims status:
  - 877-972-8845
  - 305-715-2322 (TTY)
- **Provider Relations**
  - 305-715-2490