Neighborhood Health Partnership (NHP) Transition

Frequently asked questions

NHP Provider Web portal – You will continue to use mynhp.com for secure online medical claims administration. The mynhp.com website 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. 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 website 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 website, 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.

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.

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

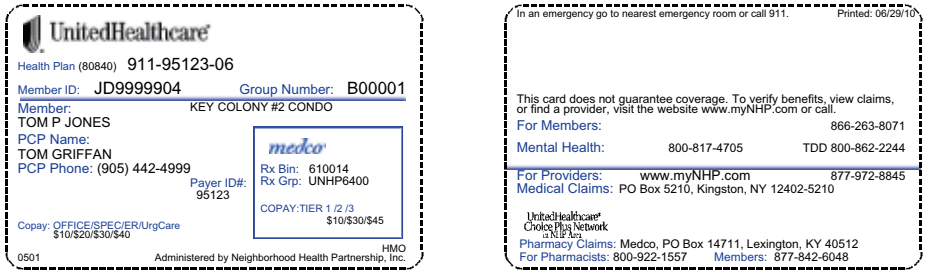
Doc #: UHC0261c_062810

New member health care ID cards – All members that transition to the new system will be receiving a new health care ID card approximately 15 days prior to the system change. The look of the new health care ID cards is significantly different and will be your indication that the member has transitioned to the new UnitedHealthcare administrative system. You should use your new provider ID for members presenting the new health care ID card for health care services. Changes to the health care ID include:

- New member number
- New provider ID
- New claim submission address
- New pharmacy BIN
- New call center phone numbers

Sample of old member health care ID card

Sample of new member health care ID card



Claims changes

Claim submission – There is a new claims mailing address:
Neighborhood Health Partnership, Inc.
Claims
P.O. Box 5210
Kingston, NY 12402

Claim history – Claim history from January 1, 2009 and forward will be available on mynhp.com. Please contact our call center to obtain claim history for dates of service prior to January 1, 2009. The new mynhp.com website will support claims from January 1, 2009 and after. Referrals and authorizations for members will also be moved and can be viewed on the new mynhp.com site, or you may call Customer Care.

Provider training – Visit myNHP.com/providers to take our on-demand training (available after July 12) and sign up for our Live Question and Answer sessions.

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