

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## Alternative Care Sites COVID-19 Surge Preparedness

In order to protect the public's health and facilitate the scaling up of the acute care services in preparation for an expected surge in severe COVID-19 cases, hospitals across the state of New Hampshire are implementing their emergency preparedness plans. These plans will be to treat patients in alternative care sites (ACS), to transfer, or divert patients to other hospitals based on current capacity.

NH Healthy Families has implemented an approach to Executive Order #30 Pursuant to Executive Order 2020-04 as Extended by Executive Order 2020-05.

<https://www.governor.nh.gov/news-media/emergency-orders/documents/emergency-order-30.pdf>

For members being treated at one of the alternative care sites designated by the state of New Hampshire, we are instructing our providers to bill **professional (CMS-1500) claims** as follows:

- Utilize Place of Service (POS) 19 in Box 24B
  - POS 19 – Off Campus Outpatient Hospital
- All other claims processing guidelines will remain the same

When billing for services provided at hospital designated ACS, please bill as per usual process by following the NH Healthy Families' and/or Ambetter's Provider Billing Manual.

Ambetter Provider Billing Manual:

<https://ambetter.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/ambetter/PDFs/NH-2020AmbetterPrvdrManual%20v2.pdf>

NH Healthy Families Provider Billing Manual:

<https://www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/pdfs/NHFF-Billing-Manual-FINAL-20190808.pdf>

Please contact Provider Services at 1-866-769-3085 with any questions.

Sincerely,

NH Healthy Families  
Ambetter from NH Healthy Families

1-866-769-3085 (NH Healthy Families)  
1-844-265-1278 (Ambetter)  
TDD/TTY: 1-855-742-0123

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