

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## Resolving Payment Discrepancies on Claims

March 12, 2024

### Understand what happened and steps we will take to rectify the issue

In Q3 of 2023, we identified members enrolled in NH Healthy Families and Ambetter from NH Healthy Families were not identified in our third-party liability (TPL) claims process, which triggers the Coordination of Benefits (COB). As a result, claims submitted by the provider to NH Healthy Families for the impacted members were processed and paid under the member's Medicaid coverage rather than coordinating and adjudicating under the member's Ambetter Marketplace coverage.

### Our commitment to resolution

We value our member and provider partnerships and are committed to resolving this in a manner that mitigates member and provider impact. The process was corrected in December of 2023, and claims are coordinating correctly between NH Healthy Families and Ambetter from NH Healthy Families.

- **No refunds or rebilling:** No need to worry about refunding previously paid claims or rebilling of claims.
- **Claims repricing and processing:** Impacted claims received between July 2022 and December 2023, will be reprocessed and paid by Ambetter according to Ambetter payment rules and applicable reimbursement. Reprocessed claims that result in payment amounts greater than what NH Healthy Families paid will result in payment of the additional amount owed. An Explanation of Payment (EOP) will be provided with the explanation code EXmk and the provider's patient control number from the original paid claim to support with reconciliation to the claim paid on the EOP.
- **Protecting payments:** Should reprocessing result in a denial or lower payout, we will not recoup funds and previous payments will remain unchanged.

### Mitigating member impact

Your patients won't face extra financial burdens:

- **Waived cost shares:** We plan to waive any cost share the member may have accrued had the claims processed under Marketplace. This is to minimize any inconvenience to our members.

1-866-769-3085 (NH Healthy Families)

1-844-265-1278 (Ambetter)

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com  
ambetter.nhhealthyfamilies.com

- **Provider payments:** We intend to reimburse the provider any applicable member cost share amounts when the claim is reprocessed.

#### **Timeline for adjudication**

Repricing will begin in March 2024. Our goal is to adjudicate all impacted claims by June 1, 2024.

#### **Accounts receivables reconciliation or additional questions**

We are here to assist you! Please call Provider Services at 1-866-769-3085 for any assistance with reconciling accounts receivables.

Sincerely,

NH Healthy Families  
Ambetter from NH Healthy Families