

Commitment to Communication

From your Provider Relations Team



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

Revised: Change to Explanation of Benefits

March 20, 2019

Please note: The original notice included an incorrect phone number. The phone number has been corrected. We apologize for any inconvenience.

You Spoke and We Listened

As a result of feedback from our provider network, NH Healthy Families is changing the way denied amounts display on Explanation of Benefits (EOB) and Electronic Remittance Advices (ERA).

This change will cause the denied amount on denied claim lines to equal billed charges rather than allowed charges as they do today.

Below you will find an example of how the EOB currently looks today and how the EOB will look in the future. We expect this change will be implemented on May 15, 2019.

Today a claim with denied lines look like this on EOBs/EOPs:

Serv	Dates	Procedure	Mod	Days Ct/Qty	Charge	Allowed	Mbr Cost Share	Disallow / Discount	Interest / Penalty	Med Allow/	TPP	Denied	Payment Codes	Payment
0100	100118	98941		1.00	80.00	41.27	0.00	.00	.00	.00	.00	41.27	y1	.00
0200	100118	97110		1.00	65.00	30.89	0.00	.00	.00	.00	.00	30.89	y1	.00
0300	100118	97140	59	1.00	65.00	27.96	0.00	.00	.00	.00	.00	27.96	y1	.00
Sub-total					210.00	100.12	0.00	.00	.00	.00	.00	100.12		
TOTAL					210.00	100.12	0.00	.00	.00	.00	.00	100.12		

Denied amount = Allowed amount.

Once this change is in effect, the denied amounts will look like this on EOBs/EOPs:

Serv	Dates	Procedure	Mod	Days Ct/Qty	Charge	Allowed	Mbr Cost Share	Disallow / Discount	Interest / Penalty	Med Allow/	TPP	Denied	Payment Codes	Payment
0100	100118	98941		1.00	80.00	41.27	0.00	.00	.00	.00	.00	80.00	y1	.00
0200	100118	97110		1.00	65.00	30.89	0.00	.00	.00	.00	.00	65.00	y1	.00
0300	100118	97140	59	1.00	65.00	27.96	0.00	.00	.00	.00	.00	65.00	y1	.00
Sub-total					210.00	100.12	0.00	.00	.00	.00	.00	210.00		
TOTAL					210.00	100.12	0.00	.00	.00	.00	.00	210.00		

Denied amount = Billed amount.

Should you have questions, please contact NH Healthy Families Provider Services at 1-866-769-3085.

Sincerely,
NH Healthy Families

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1-866-769-3085

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com