

Provider Network Fax Blast

Monday, February 12, 2018



2 Executive Park Drive
Bedford, NH 03110

REMINDER: Revised Timely Filing Requirements
Effective January 1, 2018

NH Healthy Families has revised our filing limit from 365 days to 90 days for initial claims with dates of service on or after January 1, 2018.

The timely filing requirements for claim reconsiderations, claim disputes and corrected claims will remain at 180 days from original date of notification of payment or denial, not to exceed 15 months from the original date of service. Additional reconsiderations, claim disputes or corrected claims submitted 15 months from the original date of service will not be considered for payment.

Initial Claims		Reconsiderations or Dispute/Appeals		Coordination of Benefits	
Calendar Days		Calendar Days		Calendar Days	
Par	Non-Par	Par	Non-Par	Par	Non-Par
90	90	180	90	365	365

Initial Claims - Days are calculated from the Date of Service to the date received by NH Healthy Families.

Claims Reconsiderations or Dispute/Appeals - Days are calculated from the date of the Explanation of Payment issued by NH Healthy Families to the date received.

Coordination of Benefits - Days are calculated from the date of Explanation of Payment from the primary payers to the date received by NH Healthy Families.

All claims received outside of the above timeframes will be denied for untimely submissions.

If you disagree with how a claim was adjudicated, you must first file a Reconsideration Request with a detailed description as to why you are disputing the denial as well as any supporting documentation (medical notes, etc.).

If you feel you have received an unsatisfactory decision on the Reconsideration Request, then you can file a Claim Dispute Form as a second level appeal. Be sure to include any additional documentation and detailed explanation as to why you disagree with the Reconsideration decision.

If the Claim Dispute decision is still unfavorable, you have the option to file a grievance and include all documentation included in the Reconsideration and Dispute forms.

Send supporting documentation to:

NH Healthy Families
2 Executive Park Drive
Bedford, NH 03110
Attn: Grievances & Appeals

The Claim Reconsideration and Dispute process are outlined on pages 6-7 in the Provider Billing Manual, located on our website under Provider Resources. The applicable forms are located in the same location.

<https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html>

Please contact NH Healthy Families Provider Service at: 1-866-769-3085 with any questions.

NH Healthy Families thanks you for being a partner in our network.

866-769-3085/TTY 855-742-0123

NHHealthyFamilies.com