



Health Care Processor Quarterly New Hampshire CHIS Update

Volume 8
August 2020

Annual Meeting

The New Hampshire Department of Health and Human Services and the New Hampshire Insurance Department will hold its annual meeting with health care claims processors on **August 19th from 1:00-2:30 PM ET**. The primary agenda topics will be the NH Rule Change effective 1/1/2021 and determining the final Pharmacy claims version.

This year's meeting is virtual only – there will not be an onsite meeting in Concord, NH this year.

Zoom Meeting Information

URL: <https://milliman.zoom.us/j/9657971195?pwd=S3UvZE16dHIUVFZNenlyRFRMSWsydz09>

Meeting ID: 965 797 1195
Password: 92892367

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NH CHIS Rule Change – (February 2021 File Submissions with January 2021 Effective and Paid Dates)

High Level Changes:

- All claims shall be reported for out of network providers and when a member has exceeded benefits (typically happens in dental) and that the claims must include patient liability on those claims. *This is only a clarification in the rule rather than a change to the rule. NHID added the clarity because of the improved language in the data elements.*
- New fields are added to the end of file layouts.
- The NH CHIS Preprocessor will be updated for the layouts.
- New Quality Checks will be implemented.

Reporting Versions in Pharmacy Claims

- One of the new fields added in the NH Rule change is PC902 Version Number.
 - Are you able to populate this field?
 - What events occur for a new version number to be generated?

NH CHIS Registration Website

If you would like staff to receive file email notifications or to have permissions to submit exception requests, then add the new personnel to the payer's NH registration. Milliman will be notified when new contacts are added to payer's registration and will set up new accounts and permissions to submit exception requests.

Likewise, if staff is no longer with a payer, please remove them from the payer's registration. Milliman is also notified with contacts are removed so permissions are disabled as well.

Data Submission Compliance

Current month data files are required to be submitted and be in a **PASSED** status for the previous month's paid dates, by the end of the month. For example, files submitted July 2019 will contain June 2019 paid dates - If any of the July 2019 files have failed, the failed files need to be resolved by the end of July 2019.

Methods for checking file submission status:

- 1) NHCHIS Reporting site: <https://NHCHIS.COM/reports>
- 2) Weekly "Missing and Failed Files" email notification. This email notification will be updated to show ALL failed files instead of those older failed files older than 14 days.

NH Exception Requests

After many years of reviewing and ruling NH Exception requests from payers, NH DHHS and NHID have compiled a list of helpful feedback for submitting exception requests.

Do:

- Submit your exception request within 10 days of a file failure notification. If an exception request is not received, your failed file will expire and a new file will need to be resubmitted.
- Submit threshold changes for failed field and quality checks.
- Provide a business reason/logic why you aren't able to meet the threshold.
- Request the exception request based on your annualized needs for threshold changes instead of monthly needs for a threshold change.
- Include overall comments about the file if the file size is impacted by significant events like the pandemic or the add/loss of a large client group

Don't: These will cause your exception request to automatically be rejected.

- Submit files to be accepted as is with no threshold changes.
- Leave the Notes section empty.
- Just state in the Notes Section "The data is accurate."
- Reiterate the description of the quality check in the "Reason For Request".
- **ASK** questions in the Notes section.
- Assume the reviewer will remember the comments you included last year, if the same reason applies year to year please include details each time.

Please note: If a data submitter has questions regarding why a threshold wasn't met or has questions on the calculation for a quality check, please email NHCHISsupport@milliman.com. Avoid sending these type of questions to NHID (NH Insurance Department) as they will not be able to answer your questions.

Confusion about Denied Claims

To clarify some confusion regarding Denied Claims:

- *Claim Status/Service Line Status (PC025, DC031, and MC038):* Describes the payment status of the specific service line record. A denial is coded as '04' for these fields
- *Denied Claim Indicator (PC216, DC219, and MC219):* Describes the payment status of the ENTIRE claim. This field is coded with a '1' when **all** the claims lines were paid at the allowed amount. When **some** of the claims were paid at the allowed amount, this field should be coded with a '2'.

Quality Checks DQM509, DQP505, DQD505: (% of records with a valid Denial Reason Code when the Service Line Status is Denied)

- These quality checks use the **Claim Status/Service Line Status = '04'** and Denial Reason.
- The Denied Claim Indicator field is **NOT** used for these quality checks.

NH CHIS Data Status

Milliman has received and processed files for Commercial business from more than 50 licensed health care claims processors, which cover the period paid from June 2012 to March 2020 and has added those files to the data warehouse.

Changes to Data Submitter Business

Platform Changes

If your data ware house is moving to a new data warehouse, it is important to relay this information to NH. Many times, changing platforms also changes how data is populated in your monthly files. Please email NHCHISsupport@milliman.com for any questions.

Contractual Changes Impacting File Reporting

If your company has been purchased by another company or there are changes to any data you receive from a Third Party submitter (i.e. New company will be providing source data), it is important to relay this information to NH. These type of changes can impact how your monthly files are populated. For any questions, please email: NHCHISsupport@milliman.com

