



## **Health Care Processor Quarterly New Hampshire CHIS Update**

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### **NH Insurance Department (NHID) Staffing News**

Jason Aziz, Director of Economics has joined the NH Insurance Department. Jason will be actively ruling upon exception requests, however you'll still see a few different names of NHID staff ruling on your exception requests, while the transition to Jason occurs. The CHIS onboarding process is extensive therefore please allow time for answers for any issues/questions that will require consult with NHID.

### **2022 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 17<sup>th</sup> from 1:00-2:30 PM ET**. Details regarding the agenda will be conveyed soon.

### **Exception Requests for Failed Files**

When submitting exception requests, please provide *detailed* and specific business reasons in the exception request for failed files. Valid value failures can occur when Milliman's reference tables don't include new service codes yet (i.e. COVID ICD Procedure Codes). Concise business reasons in the exception request provides information to the NHID staff to approve exception requests.

To avoid exception requests being rejected, please submit any questions regarding data quality or file edits to Milliman prior to submitting the exception request. *Do not submit questions in your exception request.*

### **Exception Request Window Closing!**

"Warning" email notifications are emailed for all failed files that don't have an exception request submitted. The Milliman file intake system automatically sends the "Warning Notices" three (3) days prior to the failed file expiring.

An expired file is a failed file without an exception request and *normally* requires the carrier to resubmit the file.

**Caveat:** If multiple submissions occur for the same file, and all the file submissions fail, then carriers will need to submit the exception request for the most recent file submission. The "Warning Notices" will still be sent to the carrier for the older failed files because each file submission is unique even though the file name is the same. In this scenario, the "Warning Notices" for the older failed files can be **ignored**. Please email [NHCHISsupport@milliman.com](mailto:NHCHISsupport@milliman.com) for any questions.

### **Medicare Supplemental – Population of Insurance Type Code**

When submitting Medicare Supplemental data, please populate Insurance Type Code with SP (Supplemental Policy). No other products should be using this code – only Medicare Supplemental data should be using this code.

## **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 when contacts are removed so permissions are disabled as well.

## **How do Payers know the status of their file after it has been submitted?**

- 1) Payers are emailed when the file has processed with either a Passed, Failed or Catastrophic Failure.
  - a. Passed files need no action from the payer.
  - b. Failed files either need an exception request submitted with threshold changes or corrections and a new file submitted. If the file needs to be corrected and resubmitted, please do not also send an exception request unless directed to do so.
  - c. Catastrophic failures always need to be corrected and resubmitted. These type of failures could be field length issues, number of fields per records are incorrect, field format is incorrect (e.g. for fields that are dates YYYYMMDD), or incorrect end of record delimiters.
- 2) NHCHIS Reporting site: [https://clients.medinsight.milliman.com/sites/NHCHIS\\_Reports/Home](https://clients.medinsight.milliman.com/sites/NHCHIS_Reports/Home). The reporting site will show the status of the files after the file are submitted.
- 3) 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.

*Please note: Even if a failed file has an exception request submitted and is in the queue to be ruled upon, it will still show in the weekly email notification named "Missing and Failed Files".*

## **NH CHIS Data Status**

Milliman has received and processed files for Commercial business from approximately 50 licensed health care claims processors, which cover the period paid from January 2011 to December 2021 and has added those files to the data warehouse.

## **Changes to Data Submitter Business**

### ***Platform Changes***

If your data warehouse 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](mailto:NHCHISsupport@milliman.com) for any questions.

### ***Is your company changing names or merging with another payer?***

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 kind of changes can impact how your monthly files are populated. For any questions, please email: [NHCHISsupport@milliman.com](mailto:NHCHISsupport@milliman.com)

