



Health Care Processor Quarterly New Hampshire CHIS Update

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Annual Registration Reminder

Registration notifications will be emailed on February 15, 2023. Please provide your annual update of registration information for the NH CHIS by March 15, 2023.

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.

New Quality Checks

Two new quality checks have been created for the medical claim, pharmacy claim and dental claim files. They will be active January 1, 2023.

- (% of Denied records with Paid amount < 0) - % of total records where Claims Status = 04 and Paid Amount < 0. The baseline thresholds would be 0 to 0.
- (% of records with Line Counter = 0) - % of total records where Line Counter = 0. Threshold would be 0 to 0.
- An updated NH MedInsight File Field and Quality Checks User Guide, with these changes, will be posted to the <https://nhchis.com> website. All updates, since the last release of the user guide, are highlighted in blue.

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. Email all questions to nhchissupport@milliman.com.*
- **Failed files will expire without an exception request!** "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.
 - Payers have 10 days to submit an exception request for a failed file.

- Once the exception request has been submitted, the 10-day “clock” stops. This means that the exception requests could be in the queue longer than 10 days however will not cause the failed file to expire, since it is already in the exception request queue.

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. 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 2012 to September 2022 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 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

