Health Care Processor Quarterly New Hampshire CHIS Update

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Annual Registration

Registration notifications were emailed on February 15, 2024. Please provide your annual update of registration information for the NH CHIS by March 15, 2024.

If you would like staff to receive file email notifications or to have permission 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 a payer's registration and will set up new accounts and permissions to submit exception requests.

Likewise, if staff are 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.

NH Preprocessor update

A new version of the NH Preprocessor will be available approximately May 2024. The new version will have an update to the .NET code only – there are **no** file layout changes.

After Milliman has tested the new version of the preprocessor, the preprocessor will be posted to all payers FTP folders for download.

NH and Milliman will provide a start date for all payers to begin using the new preprocessor. At that time, file submissions will not be accepted using the current preprocessor.

CHIS data review

DHHS and NHID are reviewing specific data quality issues in the CHIS data beginning with:
- Versioning – The population of the Version field in the Medical, Pharmacy and Dental claims data. Carriers will be contacted directly with any questions or concerns.

INS 4000

The NH Insurance Department is reviewing potential changes to INS 4000 and will keep the carriers updated throughout this process.

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.*

Pursuant to RSA: 4009.09 (b)

…"If a file is processed and rejected for failing to meet the field level or quality audit default thresholds, the healthcare claims processor can request an exemption to the default threshold through a standardized process. Exemptions or adjustments may be granted for data variances that cannot be corrected due to systematic issues." Threshold exception requests should include data field OR data quality-specific reasoning to support the request. Failure to provide this may result in the exception request denial and/or complete file failure.

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 reasoning why you aren't able to meet the threshold – reiterating the description of the quality check is not reasoning 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.
- Reiterate the description of the quality check in the "Reason For Request".
- Assume the reviewer will remember the comments you included last year, if the same reason applies year to year, please include details each time.

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 for any questions.

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 types 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 just 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" until the exception request has been approved.

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 2013 to September 2023 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 kinds of changes can impact how your monthly files are populated. For any questions, please email: NHCHISsupport@milliman.com

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