

MHNet Claims Platform Conversion

As you may know, MHNet is converting to a new claims processing platform on August 29, 2011. We're excited about the conversion and the improvements we can now bring to our business processes and you, our network partners! **Please make sure your billing staff reviews these changes.**

Some things you can expect with the upcoming conversion:

1. If you're submitting claims electronically either through your own clearinghouse or directly through Emdeon, MHNet will now return claim level acknowledgements back to Emdeon for distribution to you or your clearinghouse.
2. Electronic Fund Transfer (EFT) capabilities will be available September 6, 2011. The remittance advice (RA) will be sent to you via the USPS until MHNet's new provider portal, www.directprovider.com is launched in 2012. Once the provider portal is launched, you will need to use this portal to retrieve PDF's of your paper RA's as they will no longer be mailed to you. You can enroll for EFT by completing the enclosed form and returning it to the address at the top of the form.
3. Interest on claims will now be on the same check as the claims payment.
4. There will be fewer separate check runs in that all claims from a specific bank account will come on a single check versus one check per product.
5. The new system features much greater auto-adjudication capabilities, so claims processing turn-around will be reduced.
6. ERA (835) files will be available with the first check run in the new system. They will be delivered to Emdeon payer ID 74289. The member ID in the 835 (2100 loop NM109) may be different from the member's ID card until mid November 2011. After November 2011, the member ID (2100 loop NM109) will match the member's ID card. If you are not already enrolled for 835s with payer ID 74289, contact Emdeon directly at erasignup@emdeon.com or 1-800-845-6592 to enroll. If you do not trade EDI files directly with Emdeon, contact your practice management system, to request Emdeon payer id 74289, and they can enroll with Emdeon on your behalf.

During this consolidation process, claims sent to MHNet beginning August 15, 2011 through August 26, 2011 will be accepted, but not processed until after the system upgrade. Acknowledgement reports for these effected claims will be provided beginning August 29, 2011. Paper claims will follow the same schedule as EDI claims.

August 17, 2011 is the last check run on our current system. The first check run on the new system occurring the week of September 6, 2011. Please continue to submit EDI and paper claims as normal during this period of time. We will continue to receive claims and prepare them for processing on the new system.

Looking to the future, MHNet will be launching a new website in 2012 that will include www.directprovider.com. DirectProvider will allow you to log onto the site and view claims, member eligibility, authorization information, and PDF's of your paper remittance advice.

Please don't hesitate to contact your Claims representative at 866-992-5246 should you have any questions or concerns and thank you for your continued partnership with MHNet.