OhioHealthy.

PROVIDER NEWS



February 15, 2024

Submission Reminder for 2024 Dates of Service Claims

We are aware that there have been a number of incorrect claim submissions for 2024 services in January.

As a reminder, OhioHealthy transitioned to a new claims administrator effective January 1, 2024.

All 2024 claims need to be submitted with the new EDI number, payer ID and mailing address:

- 1. 2024 Claims EDI Number 48116
- 2. Payer ID CRSMD
- 3. 2024 Claims Mailing Address OhioHealthy, PO Box 4278, Clinton, IA 52733-4278

Please be sure to collect members **NEW** OhioHealthy ID cards at the time of service in 2024.

0	health	EDI: Payer ID 48116 Mail: Objectionity	EDI: Payer ID CRSMD
Member	Medical Plan	Mait OhioHealthy P.O. Box 4278 Clinton, IA 52733-4278	Member & Provider: #
(Employer Logo) Employer: ABC Company Group #: LF0000 Member: JOHN SMITH Member ID: XX123456789	Network OhioHealthy Preferred Out of Area Network ♥a@tha	Claims Status Inguly: Payer ID CRSMD Questions? Member Advocate: ####-#### OhioHealthyPlans.com	This card does not guarantee eligibility or payment. Core Monogement Your Plan may require pre-certification for certain treatments and procedures. Refer to your Summary Plan Description (SPD) or co 333-665-1185 for plan specifics.
Pharmacy Plan RXEIN: 000558 RXCRP: 6HYR001 RXCRP CHYR001 RX Help Dex: #	Tier 1 In-Network Deductible \$4,000 Tier 2 In-Network Deductible \$6,000 Out-d-Network Deductible \$9,000 Tier 1 OOF Max \$9,000 Tier 2 In-Network OOP Max \$13,000 Out-d-Network OOP Max \$13,000	Call 1.800.835-2392 or visit www.teleador.com	Notification required within 48 hours or the next business day of an urgent care admission. Case Management: 855-571-1378 My Nurse 24/7: 886-366-8877 Specialty Drugs: 888-504.5563

*Huntington Colleagues will continue to use Express Scripts as their PBM for 2024

2024 claims submitted incorrectly could result in rejections and delays. If you have any questions about submitting 2024 claims you can log into the provider portal at <u>OhioHealthyPlans.com</u> or contact Provider Services at the number on the member's ID card, Monday-Friday, 8 a.m. to 5 p.m.

Prior Authorization Requests

What you need to know about Medical Prior Authorizations (PA) in 2024

(OhioHealth Corporation and Huntington Bank Members)

- This process will include all Prior Authorization (PA) requests through December 31, 2023 (including services requiring PA for early 2024 dates of service that need to be completed prior to January 1, 2024).
- These authorizations will be processed to completion, and be based on the 2023 PA list and individual benefit plan design. Open authorizations approved in 2023 will remain in effect until the PA expiration date.
- Claims for dates of service in 2024 resulting from the open authorizations noted above, should be submitted to, and will be processed under the new claim vendor/platform for 2024.
- Effective January 1, 2024, prior authorizations will be reviewed and processed by the new claim vendor/platform. Information pertaining to where to call/obtain PAs will be on the 2024 member ID cards.

Visit Our New Provider Portal

- Visit <u>OhioHealthyPlans.com</u> to register for the new provider portal
- Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility
- Register for the portal by selecting the appropriate option under the login box
- For more information on how to register for the provider portal click here

OhioHealthy is the trade name of OhioHealthy Medical Plans, Inc. Self-funded employer benefit plans are administered by OhioHealthy Plans, LLC. Insurance products are underwritten by OhioHealthy Health Insuring Corporation and OhioHealthy Insurance Company.

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