

Commercial Migration: Internal FAQs

Overview

What is the change happening to Neighborhood's Commercial line of business (LOB)?

Beginning **May 27, 2024**, Neighborhood is moving its Commercial LOB to the platform used for our Medicaid LOB. The INTEGRITY line of business will not be impacted.

What areas will be impacted by this change?

Commercial Payer ID, Commercial Pay Cycle, Commercial Member ID, Explanation of Payment/Remittance Advice (EOP/RA) for Commercial and Medicaid LOB, Claim Adjustment E-Form, and the Claim Adjustment Grid will all be impacted.

Coordination of Benefits

Will migration affect coordination of benefits (COB)?

Yes. As of May 27, **COB must be submitted electronically** for the Medicaid and Commercial lines of business.

Commercial Payer ID

What is changing with the Commercial Payer ID?

All Commercial claims submitted electronically to Neighborhood on or after **May 27, 2024**, need to be submitted with **Payer Identification (ID) 05047**. For electronic (EDI 837) claim submissions, providers will use the clearinghouse of their choice with Neighborhood.

What types of claims does this requirement apply to?

The Commercial Payer ID requirement applies to both initial and corrected claims.

Should we provide the new ID number to the provider?

Yes. If verification has been completed, the provider should be advised of the new ID number and to file their claim using that number moving forward.

Will Medicaid claims be impacted by this change?

Nothing is changing with Medicaid. There should be no impact.

Claims

How will we be able to look for older claims that the provider has questions about?

HealthRules will store two years' worth of claim history beginning on May 27, 2024. As of May 27, 2024, we will be able to look back as far as May 27, 2022.

What if the claim that the caller is questioning is older than two years?

Provider Services should look in AWD. If the provider does not have the old "135" ID number, you can locate it in Neighborhood 360.

Will Neighborhood publish new billing guidelines for electronic claims? If so, when?

Neighborhood is not altering billing guidelines, other than the Payor ID.

Does May 27, 2024, refer to the date of service or claims billed after that date?

The date refers to all submissions of Commercial claims as of May 27, 2024.

Commercial Pay Cycle

Will the pay cycle be impacted by this change?

The pay cycle for Commercial claims will now be aligned with Medicaid claims. Providers can expect to receive payments for Medicaid and Commercial claims in the same weekly pay cycle.

Commercial Member ID

What is changing with the Commercial Member ID?

Commercial members will receive a new 11-digit ID number and corresponding ID card. The new ID card will look the same as the current ID card but will display the new member ID. The new Commercial member ID format **will not** include a "135" prefix.

Do providers have to make any changes on their end regarding the new member ID numbers?

Providers should update their system with the new member ID to reduce or eliminate delays in claim payments.

How can you locate a member's account in HealthRules using their old "135" ID number?

Enter the old ID number into the **Subscription ID** field to bring up the members account in HealthRules. Their new ID number will be displayed.

Explanation of Payment (EOP)/Remittance Advice (RA)

What changes are being made?

The core changes to the EOP/RA are related to the payment summary, LOB, claim details, and payment methodology. Overall, additional fields will be added to the EOP/RA which will provide more detailed information and a clearer breakdown of the entire payment. The EOP/RA changes will apply to both Medicaid and Commercial LOB.

Why are these changes being made to the EOP/RA?

Neighborhood has enhanced and expanded the EOP/RA to help providers better understand payments and make it easier to reconcile accounts receivable.

Will the explanation of payment/remittance advice (EOP/RA) look different?

Yes, they will look different and there will be two separate EOP/RAs. The new version will identify claims that paid by fee for service (FFS) and claims that paid by capitation.

What if Provider Services need to locate an EOP/RA from prior to May 27, 2024?

These EOP/RAs will be available in the Share Drive as they were prior to the migration.

Claim Adjustment E-Form and Claim Adjustment Grid

What changes are being made to the Single Claim Adjustment Form and Claim Adjustment Grid (for multiple claim adjustments)?

An updated Single Claim Adjustment Form and Claim Adjustment Grid will be available on the [Claim Adjustments section](#) of Neighborhood's website. There will be an adjustment form/grid for Medicaid and Commercial claims and a separate adjustment form/grid for INTEGRITY claims. Providers simply need to select the corresponding form/grid to their claim's line of business.