

## HealthPlus Website Shut Down Notice



**\*\*Please ensure that your Billing Office receives a copy of this notice\*\***

Effective July 1, 2017, the HealthPlus website will be shut down. Please see important information below to help you prepare.

### **Online Self-Service Functions**

As of July 1, 2017, providers will no longer have access to online self-service functions such as:

- Claim status and adjustments
- Member eligibility
- Referral information
- Explanation of payments (they will be printed and mailed)

If you need to access any of the above information after June 30, 2017, please contact Customer Service at (855) 211-7766.

Providers will continue to receive:

- Electronic Fund Transfers (EFT) payments
- An 835 file if receiving one today

### **Payment for HealthPlus Claims**

The HealthPlus claims processing system will be shutting down in December 2017. To ensure a smooth transition, you should:

- Reconcile your accounts receivable so that all open accounts you have with former HealthPlus business are submitted as original claims or adjustment requests as soon as possible. This will allow us to process your request within the current claims system and respond with the same remittance and information that you received historically for HealthPlus business.
  - Submit all HealthPlus claims with dates of service December 31, 2016 and prior to HealthPlus.
  - Submit or re-submit any outstanding (including denied) claims as appropriate to HealthPlus.
  - For incorrect payments, complete the Claim Adjustment form on the HealthPlus website. For requests after June 30 please call Customer Service.
- If you don't think you can have all your accounts billed and cleared before December 2017, please contact Customer Service at (855) 211-7766.