

## Horizon BCBSNJ Traditional Home Care and Private Duty Nursing Transition - FAQs

### Purpose

The purpose of this document is to provide answers to Provider frequently asked questions regarding the transition of Traditional Home Care (“THH”) and Private Duty Nursing (“PDN”) from the Horizon Care@Home Program managed by CareCentrix to Horizon Blue Cross Blue Shield of New Jersey.

### Overview

As of November 1, 2016, the management of THH (including skilled nursing, home health aide, physical, occupational and speech therapy visits) and PDN services will transition from CareCentrix to Horizon BCBSNJ. The specific codes being transitioned are listed on the CareCentrix portal under [http://www.carecentrix.com/ProviderResources/Horizon/Horizon\\_THH\\_PDN\\_HCPCS\\_Transitioning.pdf](http://www.carecentrix.com/ProviderResources/Horizon/Horizon_THH_PDN_HCPCS_Transitioning.pdf).

### Frequently Asked Questions

#### **General**

**Q1. Does this transition apply to other Plans that CareCentrix services in New Jersey?**

A1. This change only applies to Horizon BCBSNJ and ITS Host Members.

**Q2. Does this apply to all Horizon BCBSNJ Services?**

A2. No, this only applies to Traditional Home Health and Private Duty Nursing services. The specific codes being transitioned are listed on the CareCentrix portal under [http://www.carecentrix.com/ProviderResources/Horizon/Horizon\\_THH\\_PDN\\_HCPCS\\_Transitioning.pdf](http://www.carecentrix.com/ProviderResources/Horizon/Horizon_THH_PDN_HCPCS_Transitioning.pdf).

**Q3. When does the transition process become effective?**

A3. The transition will be effective November 1, 2016. All claims for dates of service November 1, 2016 and beyond should be billed to Horizon BCBCNJ.

#### **Authorizations**

**Q4. What if the member’s start of care date is prior to November 1, 2016?**

A4. Providers should continue to submit service requests to CareCentrix for services with a start of care date prior to November 1, 2016.

**Q5. What if the dates of service extend to November 1, 2016 and beyond?**

A5. CareCentrix will issue authorizations until October 31, 2016 for services to be rendered before November 1, 2016 and extends to or beyond November 1, 2016. Horizon will honor the authorization for services beginning November 1, 2016 subject to benefit eligibility at the time of service.

**Q6. Will providers need to obtain another authorization from Horizon BCBSNJ for CareCentrix authorizations with dates of service that extend beyond November 1, 2016?**

A6. Horizon BCBSNJ will honor, subject to eligibility and benefits, CareCentrix authorizations for covered THH and PDN services for dates of service November 1, 2016. Beginning November 1, 2016, Providers should request from Horizon, through Care Affiliate or Horizon Prior Authorization at 1-800-664-2583 for any re-authorizations and/or add-on services required beyond the CareCentrix authorized period.

**Q7. Will the High Tech RN portion of Home Infusion Therapy be going through Horizon BCBSNJ or CareCentrix?**

A7. CareCentrix will continue to authorize nursing associated with all Home Infusion Therapy to the provider that will be supplying the Home Infusion Therapy. If the Home Infusion Therapy provider cannot supply the nurse required to administer the drug, CareCentrix will authorize the drug and will then refer the caller to Horizon BCBSNJ to obtain authorization for the nursing administration of the drug.

**Q8. Will denial/maximum benefit letters come from Horizon BCBSNJ for dates of service on or after November 1, 2016?**

A8. Yes, denial/maximum benefit letters will come from Horizon BCBSNJ if the date of service is on or after November 1, 2016.

**Q9. Where should members submit their appeals for THH or PDN services denied as not medically necessary?**

A9. Members should be directed to contact Horizon BCBSNJ.

**Claims**

**Q10. Who should I bill for THH or PDN services for Horizon BCBSNJ and ITS Host members prior to November 1, 2016?**

A10. All claims for THH and PDN services for Horizon BCBSNJ and ITS Host members for dates of service prior to November 1, 2016, should be billed to CareCentrix.

**Q11. Should I continue billing CareCentrix for THH and PDN services on or after November 1, 2016?**

A11. No, you should only bill CareCentrix for dates of service prior to November 1, 2016. CareCentrix will reject claims containing dates of service on or after November 1, 2016. Dates of service on or after November 1, 2016 should be billed to Horizon BCBSNJ.

**Q12. Can I submit claims to CareCentrix that contain dates of service before and after November 1, 2016 for THH and PDN services for Horizon BCBSNJ members?**

A12. No, claims containing any dates of service on or after November 1, 2016 will be rejected. Therefore, if you have dates of service that span before and after November 1, 2016, claim lines must be split on separate claims. Only dates of service prior to November 1, 2016 should be submitted to CareCentrix. Claims for dates of service on or after November 1, 2016 should be sent directly to Horizon BCBSNJ.

**Q13. Can I submit claims for THH or PDN services prior to November 1, 2016 to Horizon BCBSNJ?**

A13. No, Horizon BCBSNJ will reject claims with dates of service prior to November 1, 2016 for resubmission to CareCentrix. Those claims must be submitted to CareCentrix.

**Q14. What if I have additional questions about Horizon BCBSNJ claim processes & requirements for THH and PDN dates of service on or after November 1, 2016?**

A14. If you have any questions regarding Horizon BCBSNJ's claim processes and bill on a HCFA 1500, please call Provider Services at 1-800-624-1110. If you bill on a UB04 with a 6 digit Medicare number, please contact institutional services at 1-888-666-2535.

**Contract**

**Q15. What should agencies do if they do not have a direct contract with Horizon BCBSNJ but currently service Horizon BCBSNJ members through CareCentrix?**

A15. If you are a provider that did not have a contract in place with Horizon BCBSNJ prior to July 1, 2015 and you wish to join the Horizon BCBSNJ network please contact Bridget Bocchino-Hochstuhl by phone at 1-973-466-6905 to initiate the contracting process.

**Q16. What if I had a contract with Horizon BCBSNJ before July 1, 2015?**

A16. If you are a provider that had a contract in place with Horizon BCBSNJ prior to July 1, 2015, Horizon BCBSNJ will contact you concerning reactivation of your contract for those services transitioning back to Horizon.

**Q17. How do providers re-contract with Horizon BCBSNJ?**

A17. Any providers that had contracts that were terminated by Horizon BCBSNJ will have to contact Bridget Bocchino Hochstuhl by phone at: 973-466-6905 or by email at [Bridget\\_Hochstuhl@horizonblue.com](mailto:Bridget_Hochstuhl@horizonblue.com) to start the contracting process.

**Q18. What rates will be in effect after management of THH and PDN services is transitioned from CareCentrix to Horizon BCBSNJ?**

A18. For questions related to your contract or fee schedule with Horizon BCBSNJ, contact Bridget Bocchino Hochstuhl by phone at: 973-466-6905 or by email at [Bridget\\_Hochstuhl@horizonblue.com](mailto:Bridget_Hochstuhl@horizonblue.com).