



Health Partners Plans

April 2, 2020

RE: COVID-19 Update – Electronic Claim Submissions

Dear Provider,

We hope that you and your staff are doing well during these unprecedented times. As you may know, **we have created a COVID-19 page on our website, HPPlans.com and it is continually updated as new information is released by any of the regulators, the CDC, or us. We strongly encourage you to check this site routinely for the most current information regarding our members, plan and employees.** Understandably the direction from state and federal agencies is changing frequently and we are keeping our processes current so that our members can continue to have access to the care they need.

Another important note is that we are moving our entire organization to a remote work environment. While the vast majority of our staff began working remotely in mid-March, a small number of staff continued to report onsite to manage operations that were a little more difficult to initially manage remotely. However, we are now in the final days of moving all staff from our buildings/offices. This will impact paper claims, which are still submitted to the HPP corporate office.

If you continue to submit paper claims to HPP, we encourage you to immediately begin using an EDI transaction. If you are not currently set up for EDI, please contact our partner for electronic claims, Change Healthcare, at www.changehealthcare.com/contact/sales. Claims submitted to HPP electronically will be adjudicated much quicker.

Additionally, claim reconsiderations continue to be processed as normal and should be submitted through the provider portal or by calling the claims reconsideration call center at **1-888-991-9023**.

It is also important to note that while we will no longer have staff in our corporate office, any mail sent to us via FedEx, UPS, or other courier service will be returned to sender. Please contact our Provider Services Helpline at **1-888-991-9023** (Monday–Friday, 9 a.m. to 5:30 p.m.) to identify alternative ways to get your information to the appropriate HPP staff member or business unit.

Please remember that HPP remains in full operations at this time and our remote workforce is able to assist you and our members with all the quality service you have come to know over the last 30 years. Thank you for your understanding and cooperation. As always, we appreciate our partnership to continually improve the health outcomes of our members.

Sincerely,

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