



Provider Bulletin

New Hampshire Medicaid

08/24/2020

Important changes to billing for Medicaid's Family Planning Expansion Program

Background:

SB 194, Chapter Law 92, and Laws of 2013 mandated Medicaid's Family Planning Expansion Program. This legislation required the Department of Health and Human Services to implement a family planning eligibility expansion benefit to provide statewide access to contraceptive and related reproductive health services for low-income individuals who would not otherwise be eligible for Medicaid. NH Medicaid's Family Planning Expansion Program was implemented in the Fall of 2013.

What is changing?

Effective September 15, 2020, improvements to the Medicaid claims processing system (MMIS) will allow providers to verify Medicaid recipient eligibility for the family planning expansion benefit and to submit claims through the MMIS rather than through the Department's manual processing system.

Eligibility Verification:

Effective September 15, 2020, an eligibility file will be sent to MMIS with the names of those Medicaid recipients who are eligible for the family planning expansion benefit. This means that providers will be able to verify a recipient's eligibility via the automated voice response system (AVR), the MMIS portal, or by calling Conduent's Provider Relations Unit. However, providers will not be able to verify a recipient's eligibility September 1, 2020 through September 14, 2020.

Claims processing procedures to be implemented:

NH Medicaid will no longer be manually processing Family Planning Expanded benefits claims beginning with dates of service on/after September 1, 2020. MMIS will begin accepting claims for Family Planning expanded benefits for processing as of September 15, 2020.



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All claims with dates of service on/after September 1, 2020 must be submitted (on or after September 15, 2020) through the MMIS portal or to the fiscal agent – Conduent at PO Box 2003, Concord, NH 03302.

Claims with dates of service prior to September 1, 2020 should continue to be sent to the Office of Medicaid Finance, 129 Pleasant St Concord NH. 03301 Attn: Family Planning

Questions

Please contact NH Medicaid Provider Relations at 1-866-291-1674 for claims questions or requests for billing information.