

Network Notification – Humana Healthy Horizons in Ohio

To: Humana Healthy Horizons® in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Provider Network Notification – Provider Network Management (PNM) integration delayed
Effective date: October 23, 2023

Provider Network Management (PNM) integration delayed

This notice is to inform providers that the PNM integration that was scheduled to go live on 10/20/2023 has been delayed.

Important: ODM will not yet deny claim denials associated with data integration to ensure readiness.

Continue to Make Your PNM updates Ohio Department of Medicaid (ODM) met with key stakeholder associations and their members (regarding ODM's direction to deny claims due to data misalignment between the managed care entities' (MCE) systems and Ohio Medicaid's Provider Network Management (PNM) system generated Provider Master File beginning on October 20. As a result of the feedback and discussion, ODM has determined that MCEs will not be denying claims for PNM System data misalignment at this time. ODM will continue to work with the MCEs to determine a date in the future to initiate this process.

Next Generation Medicaid managed care organizations (MCO), the OhioRISE plan, and MyCare Ohio plans will use provider data from ODM's PNM module as it is the official system of record. To ensure the provider data sent from the PNM to the MCE are accurate, it is important that your records are updated within the PNM module. In the future, if your data in the PNM module does not match your data on the submitted claim, your claims will be denied for payment.

What is data misalignment?

Today providers are paid through a combination of data reported directly to MCOs and data provided to ODM. The data reported by the provider to ODM is included in the Provider Master File (PMF), which is shared with MCOs daily. When the MCOs data and the PMF data for claims processing disagree, this is referred to as "data misalignment." The goal is to reduce provider

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administrative responsibilities by consolidating data management into a single system—the PNM—that serves as the source of truth for processing claims across the Medicaid enterprise.

Ongoing action required: Providers or trading partners.

It is essential that providers continue to update their data in the PNM so that the validation testing being done with the plans will be successful. ODM will be moving this change into production and all the work to keep the PNM up to date will ensure there will be minimal impact when it is rolled out.

1. Check that all data submitted on a claim and within the **PNM Module** (e.g., addresses, affiliations, specialties, locations) are aligned and accurate.
2. Access **Provider Education & Training Resources** within the **PNM 'Learning' tab** for step-by-step instructions.
3. Continue to update provider data as changes occur. MCEs will use this information as the system of record moving forward.

The MCEs download a complete extract of the Provider Master File (PMF) that includes all provider data **daily**.

For more information

For technical support or assistance, providers should contact Ohio Medicaid's Integrated Helpdesk (IHD) at **800-686-1516** and follow the prompts for Provider Enrollment (option 2, option 2) or email IHD@medicaid.ohio.gov. Representatives are available Monday - Friday, 8 a.m. - 4:30 p.m., ET.

To learn more about the PNM module and Centralized Credentialing, providers can visit the **PNM and Centralized Credentialing page** on the **Next Generation website**.