



State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857

XXXXXXXXXX 603-271-4886 FAX: 603-271-4912 TDD ACCESS: 1-800-735-2964

New Number: 603-271-9200

NICHOLAS A. TOUMPAS
COMMISSIONER

February 11, 2013

Dear Provider:

On April 1, 2013, the Department of Health and Human Services (Department), in partnership with Xerox, will implement a new Medicaid Management Information System (MMIS) referred to as the NH Medicaid Health Enterprise System (Health Enterprise). You are receiving this letter because you are a NH Medicaid provider. The purpose of this communication is to inform you of the payment implications and options the Department is making available to you during the transition of NH AIM (current MMIS) to the Health Enterprise. This change does not affect pharmacy providers that submit claims through the Magellan system.

During the transition to the Health Enterprise, claims will not be accepted from **March 8, 2013, through April 1, 2013**. This is referred to as the blackout period. The gap in payment occurring during the blackout period may pose a hardship for some providers to continue to serve their Medicaid clients. To support the continuation of services to Medicaid clients during the blackout period, the Department is offering to make special payments to providers needing financial support during that period of time. All payments made during a blackout period are pre-payments of services to be rendered during that time and will be recouped once the Health Enterprise is operational and accepting claims from providers.

Transition Payments:

A transition payment will be made at the beginning of the blackout period to those providers who elect to receive it. The transition payment is estimated to cover the three-week blackout period and will be calculated by the Department based on past claims history. The transition payment paid to you will be recouped over a 4-week period against your claims submitted once the new system is operational.

To elect to receive a transition payment, the following must be completed and returned **no later than Monday, February 25, 2013**:

- You must be fully enrolled in the Health Enterprise system. Submit your enrollment application as soon as possible to allow the Department time to process it. The Department will be prioritizing applications according to completeness, the amount of services provided to Medicaid recipients, and the level of effort required to meet federal screening guidelines, and cannot guarantee that all applications received will be processed by the deadline.
- You must complete in full and return the enclosed agreement to the specified e-mail address.

Contingency Payments:

In the event that the blackout period is extended beyond April 1, 2013, the Department is offering providers the option to receive weekly contingency payments until the system goes live. Each contingency payment amount, like the transition payments, will be the average weekly payment calculated by the Department based on past claims history. Should you elect to receive contingency

payments, they will be made until such time that the Health Enterprise is deemed fully operational. Similar to the transition payment, the Department will begin recoupment of contingency payments once the Health Enterprise is fully operational.

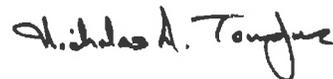
To elect to receive contingency payments, follow the same instructions as outlined for transition payments. The Department will continue to process provider enrollment applications and payment agreements received after February 25, 2013, to qualify providers for the contingency payments made after April 1, should the blackout period be extended.

Prior to electing to receive these payments, please be advised of the following:

- In order to minimize the impact to you during the blackout period, be current on your claims submission prior to the March 8 deadline.
- Electing to receive these payments does not guarantee or entitle you to receipt of a payment.
- These payments will end upon the MMIS going live.
- Electing either of the payment options does not guarantee you will NOT experience a gap in payments during the transition of the MMIS.
- It is imperative to submit claims accrued during the blackout period immediately once the Health Enterprise system is operational. Recoupment will commence once the Health Enterprise is fully operational.

Future communications on the provision(s) of these payments and updates on MMIS transition activities (including whether or not the blackout period is extended after April 1, 2013) will be provided on www.nhmedicaidhealthenterprise.com. Please visit this website daily starting on March 15, 2013, for any updates. The Department and its fiscal agent, Xerox, are committed to effecting a successful transition while minimizing the impact to you. The Xerox Provider Relations Team is available to assist you, to provide updates about your re-enrollment application, and to answer your questions about these payments and other transition-related activities. Please contact this team at nhproviderrelations@xerox.com or at 1-866-291-1674. To find information and documents to re-enroll, please visit: www.nhmedicaidhealthenterprise.com.

Sincerely,



Nicholas A. Toumpas, Commissioner