

PROVIDER BULLETIN

PROVIDER INFORMATION



February 1, 2019

Reminder: Change to TPA Business

As previously communicated in Provider Bulletins P35-18, P41-18 and P76-18, Independence Health Group (Independence) subsidiary AmeriHealth Administrators, Inc. (AHA) completed an asset purchase May 1, 2018 that included self-insured customer contracts from Blue Cross and Blue Shield of Minnesota's (Blue Cross) third-party administrator (TPA).

Blue Cross informed providers that:

- AHA's platform will manage eligibility, benefits, claims processing and health management services for the purchased customer accounts;
- After transition to the AHA platform, members will carry an ID card with the BlueLink TPA name and logo and access the BlueCard provider network;
- Customer contracts that were part of the purchase migrated to the AHA technology platform over a span of four months beginning October 1, 2018 through January 1, 2019.

As groups were migrated, AHA began providing all functions of claim management including, but not limited to, medical policy, pre-authorizations (PA's), pre-certifications, preadmission notifications (PAN's) and appeals.

- For convenient, online PA or pre-certification requests, providers can access AHA's iExchange portal. Go to www.ahatpa.com, select the provider tab, then locate the "New to iExchange" link to register. Choose the Independence Administrators plan when registering.
- Providers may also send PA or pre-certification requests via FAX to 215-784-0672
- Provider Pre-Certification calls should be directed as follows:
Mental Health /Substance Abuse.....**1-800-778-2119**

Other Admissions.....**1-888-234-2393**
- For all other inquiries.....**1-888-234-2393**

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.