

# PROVIDER BULLETIN

## PROVIDER INFORMATION



August 1, 2018

### Update: Change to TPA business

Independence Health Group (Independence) subsidiary AmeriHealth Administrators, Inc. (AHA) completed an asset purchase May 1, 2018 that includes self-insured customer contracts from Blue Cross and Blue Shield of Minnesota's third-party administrator (TPA). AHA's platform will manage eligibility, benefits, claims processing and health management services for the purchased customer accounts.

Customer contracts that were part of the purchase will migrate to the AHA technology platform over a span of four months on the dates below.

- October 1, 2018
- November 1, 2018
- December 1, 2018
- January 1, 2019

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.

The BlueCard provider network requires claims to be submitted to the local Blue Plan (to Blue Cross and Blue Shield of Minnesota for members receiving care in Minnesota or another Plan if outside of Minnesota).

As groups are migrated, AHA will begin 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](http://www.ahatpa.com), select the provider tab, then locate the "New to iExchange" link to register.
- 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.....**1-800-688-1911**  
Other Admissions.....**1-844-864-4352**
- For all other inquiries.....**1-844-864-4352**

Continued

The following groups will migrate to the AHA platform on **October 1, 2018** and begin using the BlueLink TPA brand and accessing the BlueCard network.

| <b>Group Name</b>   | <b>Alpha Prefix</b> |
|---------------------|---------------------|
| OSI Environmental   | OSI                 |
| MinnCo Credit Union | IMN                 |
| Direct Fulfillment  | DFL                 |

**A list of the groups migrating in November, December and January will be provided prior to their transition dates, along with the alpha prefix for BlueLink TPA groups.**

Access the Medical Policy Router on providers.bluecrossmn.com and enter the alpha prefix associated with the group to view AHA's Medical Policy and Pre-Certification /Pre-Authorization requirements.

**Questions regarding this change?**

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