



GHP Claims are transitioning to the Quartz Claims System

Reminder to contracted Senior Preferred (HMO) providers:

Gundersen Health Plan, Inc. (GHP) claims are transitioning to the Quartz claims platform. We will stop processing GHP claims through the legacy claims processing system on December 14, 2018. **Please submit any claims with dates of service in 2018 or earlier as soon as possible.** Starting on December 14, 2018, we will be processing claims manually for claims submitted with 2018 dates of service or earlier.

Please continue to send claims for GHP with dates of service for 2018 or earlier to the mailing address you are currently using.

Starting **December 14, 2018**, all claims with 2018 and prior dates of service will be processed manually. You and your patients can expect the following -

- Manual / hand produced:
 - Explanation of Benefits (EOBs).
 - Health Reimbursement Account (HRA) statement.
 - Paper Explanation of Payments (EOPs) and paper checks will be mailed as a hard copy to your office.
- Claims processed after our last payable date of December 19, 2018, will not be accessible on the legacy GHP provider portal. Manually processed claims will not be available on either the legacy GHP provider portal or MyPlanTools, you will need to call customer service for assistance.
- Special note for EDI claims: Claims submitted to GHP for 2018 dates of service or prior, will be returned if they do not include the 11 digit member ID number. As an alternative, you may send paper claims.

Contract terms related to timely filing will be upheld with no exceptions. To minimize the impact of manual EOBs and EOPs, it is important that all claims be submitted as soon as possible.

Claims with date of service January 1, 2019 and after will be processed through the Quartz claims platform.

For questions, please contact Customer Service at (800) 394-5566.