

System upgrade billing requirements special notice

Published: Jun 10, 2021 - Administrative

System upgrades special notice

As communicated in our [June edition of *Provider News*](#), in **July 2021**, Anthem will replace its legacy internal provider data management system for Maine and New Hampshire contracted providers. This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience.

Anthem will implement system upgrades between July 10th and July 14th. Provider updates submitted during this time will be processed after July 14th. We appreciate your patience during this time as we upgrade our systems.

Critical billing requirements

As part of our system upgrade, all data fields on a claim are used to build your claim record and submitting claims with complete and correct data is critical to ensure Anthem is able to process your claims efficiently and accurately.

Effective July 16, 2021, claims submitted with missing or incorrect billing national provider identifier (NPI) **will be denied**.

If you are part of a contracted provider group (organization) whose contract with Anthem is with the group (organization) and its taxpayer tax identification number, you should bill your group (organization) information, not your individual provider information when billing information is required by the claim form, including your group (organization) taxpayer ID and group (organization) billing provider NPI. For claims that require a rendering provider, please ensure you are billing the rendering provider NPI in the rendering provider field. Review your billing practices carefully to ensure proper tax identification number (TIN), billing national provider identifier (NPI) and rendering provider information (if applicable) are submitted in the appropriate fields. If claims are submitted incorrectly they **will be denied**.

548-0621-EM-NH

URL: <https://providernews.anthem.com/new-hampshire/article/system-upgrade-billing-requirements-special-notice-1>

Featured In:**System upgrade billing requirements special notice for New Hampshire providers**

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCIC; Compcare Health Services Insurance Corporation (Compcare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
