



INDUSTRY CITY – 34 35<sup>TH</sup> STREET – SUITE B517 - BROOKLYN – NY 11232  
TELEPHONE: (718) 748-7316 – FAX: (888) 761-8882

## Billing Instructions

Once you have received your provider ID and effective dates for the aforementioned approved NYNM insurance plan(s), you can now submit your claims. In order to expedite claims processing you are instructed to submit your claims electronically when possible.

**All electronic claims** can be submitted through Change (Emdeon) Clearing House. **NYNM's Electronic Payer ID# is 11334**. Claims sent to the NYNM Payer ID number are received by Change, the nation's largest electronic claims clearinghouse, and forwarded to NYNM where we electronically send the claims to payers for adjudication. Paper claims should be submitted to the following locations:

New HMO Claims submissions on paper should be sent to

**Timely filing 90 days from DOS**

**PO Box 620**

**Lake Katrine, NY 12449**

HMO Appeals, Corrected claims and Primary or Secondary claims with any attachments are sent to:

**Timely filing 60 days from date of denial**

**NYNM IPA Appeals**

**PO Box 640**

**Lake Katrine, NY 12449**

COB Claims (Send the CMS 1500 with a copy of the primary EOP)

**Timely filing 95 days from DOS & date of EOB**

**NYNM IPA COB claims**

**PO Box 640**

**Lake Katrine, NY 12449**

Alternatively, **HMO claims can also be submitted** through NYNM's claims submission portal for direct submissions and Electronic Funds Transfer (EFT). Sign-up instructions are available on the web site. You will also be able to check status of your claims via NYNM's billing portal. If you have not already done so please register at by clicking on the "sign up" button, fill out the requested information and click on "submit". You will receive a secured user name and password via your email. Once this is received, you can then begin utilizing the [www.claimschannel360.com](http://www.claimschannel360.com) billing portal.

Claims Channel 360 is a secure, fully integrated medical claims processing software solution made available by NYNM at no charge to its providers to rapidly enhance the efficiency of end to end claims processing to managed care organizations and health plans. Increase your billing productivity immediately with NYNM's automated claims system efficiencies. Claims Channel 360 includes 5010 HIPAA compliant direct submitter capability, on-line claims inquiry display, batch claims functionality, automated EFT and remittance advice processing, user interface with report generation, claims payment rules and adjudication functionality.

## NYNM Claim Submission Tips

### When submitting on paper

You need to put the **full Health Plan name in Box 11C**.

We only need to see the **Actual Health Plan Name**

Some providers are sending “New York Network Management Fidelis” “NYNMWELLCARE” etc.

This is too many bytes when it comes in electronically so it cuts off the most important part “Fidelis” “WellCare” “Elderplan”

### When submitting electronically

The Actual Health Plan Name needs to be sent in the following Loops:

2010BB, NM103 needs to contain the health plan name

- Fidelis
- WellCare
- Elderplan
- AgeWell

2010BB, NM109 needs to contain one of the following depending on the health plan name in NM103

- FIDEL
- WELLC

If you are submitting electronically and need assistance in speaking with their software vendors regarding the requirements, please feel free to contact our point person:

**Toniann Sampogna**  
**Claims Support Manager**  
**Care Core | Med Solutions**  
**400 Buckwalter Place Blvd**  
**Bluffton, SC 29910**

**Ph. 1-800-918-8924 ext. 27132**  
**Fax 1-866-699-8160**

## Appeals/Corrected Claims Submission Resources

Coversheets for NYNM Appeals and/or corrected claims must be submitted with back up documents (where applicable).

**Please ensure that the CMS-1500 form is included with your appeals submission**

Links to the coversheets are below:

<http://www.nynmonline.com/webforms/correctedclaims.aspx>

<http://www.nynmonline.com/webforms/appeals.aspx>

## Fidelis Portal

Please notify NYNM's Provider Relations Department at (718) 748-7316, option #1 with your practice email address and administrator to activate your Fidelis portal access.

### **What Is Provider Access Online?**

As your partner in quality care, Fidelis Care wants to make sure you have the tools and resources you need to provide your patients with the care and services they deserve. Our enhanced provider portal, Provider Access Online (PAO), is a critical part of Fidelis Care's efforts to increase efficiency and expand services to our providers.

Provider Access Online benefits include:

- Verify member eligibility
- Download rosters
- Search for other participating providers
- Receive the latest Fidelis Care updates via the PAO Informational Blog

## Fidelis Authorization Grids

<http://www.fideliscare.org/en-us/providers/authorizationgrids.aspx>

## Provider Resources

<http://www.fideliscare.org/en-us/providers/providerresources.aspx>