



Provider Notice

New Policy Regarding Telephone Claims Inquiry

In order to expedite the telephone claims inquiry process and minimize hold times, Health Plus has instituted a new policy. Beginning *September 1, 2009*, the Health Plus Provider Care Center representatives will respond to inquiries regarding claims dated *no more than two years prior to the date of the call*.

Providers who want access to older claims can request INFO PLUS web access. To do this, please send an e-mail to providers@healthplus-ny.org. INFO PLUS online continues to provide instant access to claims information dating back to 2002. This automated system provides exactly the same information as that given by our telephone representatives. INFO PLUS is available 24 hours a day, seven days a week online at www.healthplus-ny.org (press *Providers*, then *INFO PLUS*).

Claim resubmissions, requests for reconsiderations, and/or appeals must be made in writing within 60 (sixty) business days from the date of the initial determination.

Thank you for your attention to this matter. If you have any questions about this new policy, please call the Health Plus Provider Care Center at 1-800-450-8753.