

1/11/2021

Important Changes to Claims Processing System

Dear Senior Whole Health of New York Provider,

Thank you for being a valued part of our network. We're writing to tell you about some upcoming changes starting February 1, 2021.

Senior Whole Health of New York is implementing enhancements to its claims editing software during prepayment review to comply with New York Medicaid state-specific guidelines. This includes, but is not limited to, additional edits in the following areas:

- ICD-10 Coding guidelines
- CMS HCPCS Coding guidelines (including modifiers)
- Places of service constraints
- Unit Limit enforcement

This enhancement will affect claims billed on or after February 1, 2021 and will apply to facility, professional and pharmacy services. While we do believe that most claims are currently complying with correct coding guidelines, we are doing this enhancement to comply with New York standards of coding.

Sincerely,

Senior Whole Health of New York