



## **Private Duty Nursing (PDN) Procedural Changes for the Horizon Care@Home Program Frequently Asked Questions**

### **PDN**

**Q1: Has there been a procedural change to the Private Duty Nursing (PDN) claim submission process for the Horizon Care@Home (HCAH) program?**

A1: Yes, there has been a procedural change relative to:

- Service Authorization Form (SAF)
- Claim Submission Requirements

**Q2: What does the procedural change apply to?**

A2: The procedural change applies to the PDN benefit for Horizon Blue Cross Blue Shield of New Jersey Individual and Small Employer (ISE) Health Care Reform (HCR) groups.

**Q3: How is the PDN benefit covered for ISE HCR groups?**

A3: For ISE HCR groups, PDN is covered\* under the Home Health Care benefit.

\*Note: "Covered" is subject to limits/conditions.

**Q4: How is the PDN benefit covered for all other groups?**

A4: For all other groups, PDN is covered\* under the Supplemental benefit.

\*Note: "Covered" is subject to limits/conditions.

**Q5: When will the procedural change become effective?**

A5: The procedural change will become effective as of March 14, 2016

### **Service Authorization Form**

**Q6: How will existing active authorizations be impacted with this PDN procedural change?**

A6: The existing active authorizations for 2015 and 2016 will not change but CareCentrix will reissue a Service Authorization Form with claims submission instructions in the notes section of the Service Authorization Form.

**Q7: How will new authorizations be impacted with this PDN procedural change?**

A7: The Service Authorization Forms for the new authorizations will include the claims submission instructions in the notes section of the Service Authorization Form.



**Q8: What are the new claims submission instructions included on the Service Authorization Form?**

A8: The reissued and new Service Authorization Forms will now include claims submission instructions for Horizon BCBSNJ membership as follows:

- For ISE HCR groups: *“This Horizon BCBSNJ member is part of an ISE HCR group. Please submit your claim on an **Institutional** form, (UB-04).”*
- For all other groups: *“This Horizon BCBSNJ member is a non-ISE HCR group. Please submit your claim on a **Professional** form, (HCFA 1500).”*

**Claims Submission**

**Q9: How can providers identify if a PDN claim was denied due to incorrect claim form submission for a Horizon BCBSNJ member?**

A9: If a provider receives a denial on a PDN Claim, providers should review the notes section on their reissued Service Authorization Form to determine if the claim was submitted on the correct claim form.

**Q10: What is the appropriate action a provider should take if they billed on an incorrect claim form?**

A10: If the provider billed on an incorrect claim form, the provider should follow the current process for resubmitting a claim:

- Step 1: Submit a Void transaction (Frequency code 8) on the original claim.
- Step 2: Submit a new claim on the correct claim form.

**Q11: What is the appropriate action a provider should take if they determine they billed on the correct claim form, but the claim denied?**

A11: If the provider billed on a correct claim form, the provider should review the claim denial on their Explanation of Payment (EOP). Follow the steps outlined in the CareCentrix Provider Manual for claims inquiries and reconsiderations.

**Q12: Will claims submitted prior to March 14, 2016 need to be resubmitted with the correct claim form for processing?**

A12: There is no need to resubmit claims prior to March 14, 2016 for PDN services that were impacted by this procedural change. Claims will be adjusted.

**Q13: Who should providers contact at CareCentrix to discuss the adjusted PDN claim(s)?**

A13: The provider should call CareCentrix Claims Support Team at (877)-725-6525, Monday through Friday, 9 a.m. to 5 p.m., Eastern Time (ET).

Or, the provider can submit an online claims inquiry by visiting CareCentrix’s secure website at <[www.carecentrixportal.com](http://www.carecentrixportal.com)>.



**Q14: Does this affect BlueCard claims submission for Host members?**

A14: No, the PDN procedural change applies to Horizon BCBSNJ members serviced in New Jersey. For BlueCard® Host members, follow the member's Plan billing guidelines.

**Q15: How can providers learn more about the PDN update?**

A15: CareCentrix will be hosting town hall sessions with our network providers in the upcoming weeks to review the claims process for Private Duty Nursing services.

Horizon Blue Cross Blue Shield of New Jersey is an independent licensee of the Blue Cross and Blue Shield Association. Horizon Care@Home is administered by CareCentrix, Inc. and CareCentrix of New Jersey, Inc. CareCentrix of New Jersey, Inc., a subsidiary of CareCentrix, Inc., is a New Jersey corporation licensed by the New Jersey Department of Banking and Insurance. Both companies are contracted by Horizon Blue Cross Blue Shield of New Jersey to administer the Horizon Care@Home Program.

BlueCard® is a registered mark of the Blue Cross and Blue Shield Association.