

# New Claims System: Health Rules Payor Information and Training Opportunities

April 30, 2025

As previously shared, Partnership is preparing to launch a new claims processing system, Health Rules Payor (HRP). At the end of June, we will begin the systematic phased-in crossover process. We have been conducting detailed testing and mock claims processing in HRP. All provider claims have been processed in the test system as well as officially adjudicated and paid through our legacy system. The testing results have been regularly shared with provider partners who have identified opportunities for improvements to allow them time to update their billing systems.

As we get closer to our phased-in launch, this outreach will significantly increase. Providers will be contacted by Partnership staff to review the specific results that need attention to avoid eventual rejection or denial of claims. Currently, the most common issue is claims being submitted without appropriate taxonomy codes.

Partnership has scheduled multiple training sessions to provide a detailed overview of the differences with edits and requirements between our legacy system and our new claims system. These training sessions are being offered as webinars and some in-person sessions. Attendees at the in-person sessions will be given the opportunity to meet one on one with Partnership staff to review their most recent test claim results.

Below is a link and QR code for the webinars, as well as a list of the in-person sessions. We greatly encourage every provider to attend a training session. We also invite you to reach out to your Provider Relations representative to request a review of your organization's specific test claim results. Most importantly, if you are contacted by Partnership staff regarding test results that need remediation in your billing process, please make this work a priority and make necessary adjustments to avoid eventual rejection or denial of claims.

**View the 11 webinar dates and register using the link or QR code below:**

<https://partnershiphp.webex.com/webappng/sites/partnershiphp/webinar/webinarSeries/register/2c4e765f8ac04797b25e7cc357b52f74>



**In-Person Training Sessions** (*Training times are tentative. These trainings will be hosted in all six Partnership regions; locations are being confirmed.*)

- Wednesday, June 11 – 11 a.m. to 1 p.m.
- Wednesday, July 23 – 11 a.m. to 1 p.m.

If you have any immediate questions or concerns, please reach out to your Provider Relations representative or submit your inquiry to [PartnershipProviderEducation@partnershiphp.org](mailto:PartnershipProviderEducation@partnershiphp.org).