



# Health Rules Payer (HRP) Claims System Implementation Updates

Partnership HealthPlan of California will be implementing a new claims processing platform, HealthEdge HealthRules Payer (HRP), in early Summer 2024. To help providers transition to the new claims system, Partnership will be sending out monthly updates, as well as scheduling bi-monthly webinars beginning this month.

The HRP system will streamline the claims life cycle from submission to payment, increasing the claims payment accuracy, reducing provider rework, and rebilling. This will increase the ability for Partnership to process and pay claims faster.

## **EDI Parallel Testing with Trading Partners**

Electronic claim production files received during the EDI parallel testing period (3/18/2024 – 4/12/2024) will also be processed through our HRP test system. EDI will post the HRP test response files to Trading Partners for review. These files will provide examples of what to expect for future claims processed in the HRP payer system.

## **New! Corrected, Replacement, and Voided claims can be submitted electronically for HRP claims**

Corrected, replacement or void requests for previously submitted and accepted claims with a 16-digit HRP claim control number may be submitted electronically via the 837 electronic claim file.

Claims with a 12-digit claim control number cannot be corrected, replaced or voided using the corrected claim process. Claims with a 12-digit CCN must be submitted via eCIF/PDR to request a correction, replacement or void.

Additional instructions on corrected claim submissions will be included in the HRP bi-monthly webinars.

## **New Requirements for Claim Submissions – Provider Taxonomy Codes**

Taxonomy codes for Billing Providers are required for ALL claim submissions. Taxonomy codes for Rendering Providers are required when submitting rendering provider information on claims.

Claims submitted without a valid taxonomy for the billing or rendering provider may be rejected. Additional information on taxonomy code requirements will be included in the HRP bi-monthly webinars.

## **Educational Webinars**

Please visit the Partnership website at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/default.aspx> to register for the bi-monthly webinars. These webinars will be recorded and posted on the Partnership website. The webinars will include important information, FAQs and provider questions and answers that will be updated monthly.



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To learn about additional billing changes as a result of the HRP system implementation, we encourage all providers to attend our bi-monthly webinars as well as reach out to us with questions. You can email us at [esystemssupport@partnershiphp.org](mailto:esystemssupport@partnershiphp.org) with any questions.

## Resources

Webinar Registration: [Click Here](#)

Local Code Conversion Crosswalk: [Click Here](#)