



PROVIDER NEWS



December 11, 2024

Deadline reminder for 2023 claims

We are reaching out to remind you about the upcoming deadline for submitting claims for services provided during the 2023 plan year.

Key Dates to Remember:

- **Final Submission Deadline:** Claims received after **December 31, 2024**, will be **denied**.

Action Steps:

1. **Review and submit any outstanding 2023 claims** before December 31, 2024.
2. **Verify the accuracy** of your claims and ensure all supporting documentation is included to avoid delays.
3. If you need any assistance, please contact our Provider Relations team at ProviderRelations@ohiohealthyplans.com.

We appreciate your cooperation and understanding in adhering to this deadline. Your timely submission of claims will help ensure efficient processing and prevent any disruptions.

Introducing Maven

OhioHealth is changing its fertility benefits administrator to **Maven** starting on January 1, 2025. Maven is a digital family health platform that provides virtual support for those navigating trying to conceive, fertility treatments and preservation—including egg freezing, IVF, and IUI—adoption, surrogacy, menopause and midlife health.

Maven's Fertility & Family Building program is the only program of its kind to combine easy-to-use financial support with digital care on a single platform. The following are fertility and family building benefits available through Maven:

- A \$12,000 lifetime maximum per eligible member toward eligible fertility treatment and preservation expenses and a \$13,460 lifetime maximum per household toward adoption expenses.
- Fertility benefits are available to associates of OhioHealth and their dependents who are enrolled in an OhioHealthy plan.
- All full-time associates of OhioHealth may access adoption expense reimbursement coverage.
- If a member has previously used all or a portion of their previous OhioHealth fertility lifetime maximum administered by OhioHealthy, this will be reflected in their lifetime maximum balance with Maven on January 1, 2025.

If you have questions, please reach out to benefits@mavenclinic.com.

New product from OhioHealthy

OhioHealthy is proud to announce a new health plan option. The OhioHealthy Level-Funded Health Plan. This plan will be captured under your provider agreement. Please see the sample ID cards for a member with this plan below.

<p>OhioHealthy Questions? 833-865-1193 OhioHealthyPlans.com</p> <p>Member</p> <p>Employer: ABC Company Group #: LF0000 Member: TEST Member ID: TEST</p> <p>Pharmacy Plan</p> <p>RXBIN: 022022 RXPCN: ICS RXGRP: OHL</p> <p>NAVITUS www.navitus.com Rx Helpdesk: 855-673-6504</p> <p>Please check your Summary of Benefits & Coverage for copays or coinsurance.</p>	<p>Medical Plans</p> <p>Network OhioHealthy Network</p> <p>See back of card for out of area network details.</p> <p>HDHP PLAN 1 \$3500/60%</p> <p>In-Network PCP Office Visit \$20 after Ded Specialist Office Visit \$40 after Ded Urgent Care Visit \$60 after Ded ER Visit \$100 after Ded Teladoc Copay after Ded</p> <p>In-Network Deductible \$3,500 Indv / \$7,000 Fam Out-of-Network Deductible \$7,000 Indv / \$14,000 Fam In-Network OOP Max \$5,000 Indv / \$10,000 Fam Out-of-Network OOP Max \$10,000 Indv / \$20,000 Fam</p>	<p>Medical Claims</p> <p>EDI: Payer ID 48116 Mail: OhioHealthy P.O. Box 4278 Clinton, IA 52733-4278</p> <p>Claims Status Inquiry: Payer ID CR5MD</p> <p>Questions? Member Advocate: 833-865-1193 OhioHealthyPlans.com</p> <p>When out-of-area, call 833-865-1193 or visit OhioHealthyPlans.com to find a participating PHCS or MultiPlan provider.</p> <p>Call 1-800-935-2362 or visit www.teladoc.com</p> <p>All covered out-of-network medical services are reimbursed in accordance with the terms of the Plan and are subject to the Reference Based Pricing.</p>	<p>Eligibility & Benefits</p> <p>EDI: Payer ID CR5MD Member & Provider: 833-865-1193</p> <p><i>This card does not guarantee eligibility or payment.</i></p> <p>Care Management</p> <p>Your Plan may require pre-authorization for certain treatments and procedures. Refer to your Plan Document or call 833-865-1193 for plan specifics.</p> <p>Notification required within 48 hours or the next business day of an urgent care admission.</p> <p>Case Management: 614-465-7941 MyNurse 24/7: 866-366-6877 Medical Benefit Drugs: 888-504-5563</p>
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Pharmacy benefit drug formulary updates

The formulary and prior authorization lists for both medical specialty drugs and pharmacy benefit drugs are posted on <https://www.ohiohealthyplans.com/providers/pharmacy/> under Medical Drug Formularies for medical benefit drugs or in the [Navitus Prescriber Portal](#) for the pharmacy benefit drugs.

Visit our provider portal or reach out to us directly

- Visit [OhioHealthyPlans.com](https://www.ohiohealthyplans.com) to register for the new provider portal.
- Here you can connect with provider services and access self-service information to review claims, access patient coverage and check patient eligibility.
- Register for the portal by selecting the appropriate option under the login box.
- For more information on how to register for the provider portal click [here](#).

Any questions regarding the topics in this newsletter or any other can be directed to our Provider Relations team at: ProviderRelations@OhioHealthyPlans.com

Credentialing questions can be emailed directly to: OhioHealthCredentialing@OhioHealth.com

OhioHealthy is the trade name of OhioHealthy Medical Plans, Inc. Self-funded employer benefit plans are administered by OhioHealthy Plans, LLC.

OhioHealthy, Inc. • 3430 OhioHealth Parkway | Columbus, Ohio 43202 • [OhioHealthyPlans.com](https://www.ohiohealthyplans.com)