



ProviderNews

Changes Coming for Claims Processing and Resources: What You Need to Know

Summer 2023

Through an SSM Health agreement in 2021, Dean Health Plan entered into a partnership with Medica. Because Prevea360 Health Plan is administered by Dean Health Plan, this affiliation brings Prevea360 Health Plan into the partnership with Medica. All three health plans are leveraging their combined experience to align best practices and jointly pursue enhanced tools and technology, strengthening their ability to provide high quality support for providers and members amid an ever-evolving health care environment.

New Claims Processing System

For dates of service on and after January 1, 2024, we are moving to updated system to process claims for Individual and Family plans (both on and off-Marketplace products). We are excited to introduce this next-generation processing system, through HealthRules®, later this year for increased accuracy and efficiency in claims adjudication.

The current claims processing system and processes will continue to be in place for all other products for now. Opening the new claims processing system to only Individual and Family plan claims initially will allow providers the opportunity to become familiar with the new technology on a smaller scale, as well as benefit from the dedicated resources as they become acclimated to the new system.

Planned changes for Individual and Family plan claims in the new processing system:

- A new payer ID will be assigned for electronic Individual and Family claims: Payer ID 41822 – Medica/Dean Health Plan/Prevea360.
- A new mailing address for paper Individual and Family plan claims: Individual and Family – Prevea360, P.O. Box 211404, Eagan, MN, 55121.
- Payments for Individual and Family plan claims will come through a different bank.

- Explanation of Payments (EOPs) and electronic remittance advice (835s) for Individual and Family plans will be organized differently than today.

What to Expect Next

We know creating new accounts can take time. Look for more information from us soon on EDI and bank account set ups. Also, we will share full details on the new claims system and resources, and offer training opportunities later this year.

New Member ID Cards

We will debut a new 2024 member ID card for Individual and Family plans, with a different look than those for other products. Group numbers and member IDs also will be changing for Individual and Family plan members. The new cards will feature additional information to help providers navigate a member's benefit plan, so remind your patients to bring their member ID card with them to their appointments.

What to Expect Next

We think this may be best served as a visual. Look for sample member ID card images from us later this year, as well as information about new group numbers and member IDs.

Dedicated Customer Care Support

We will be adding new, dedicated provider and member customer care phone numbers with expanded hours for Individual and Family product-specific assistance and support.

What to Expect Next

Our planned quick reference later this year will guide you to quickly know which resources to contact regarding your questions.

Side Bar: Stay Informed

This edition's cover story reflects [our commitment from earlier this year to keep you informed](#) about our partnership with Medica. It is important to us that we share information as it becomes available, and there is more to come! See our Medica-related communications on the [Provider Communications page](#). The page is updated for new communications as they are released.