May 1, 2020

Dear Participating Physicians, Providers, Hospitals, and Office Managers:

To keep pace with ever changing medical technology and coding complexities, effective Monday, July 6, 2020 Valley Health Plan (VHP) will be implementing a code editing software that automates claims review and adjudication in accordance with current industry standard coding guidelines. This is formal notice in accordance with your VHP participating provider agreement. No action is required from you or your staff.

This software is designed to evaluate billing information and coding accuracy on submitted claims. These coding standards are in place for most payors and may already be familiar to you. It is aligned with correct-coding initiatives as well as national benchmarks and industry standards as listed below.

- Centers for Medicare & Medicaid Services (CMS) guidelines
- Health Care Common Procedure Coding System (HCPCS)
- International Classification of Diseases, 10th Edition (ICD-10)

This software application introduces an automated method to aid in the proper processing of claims, including for example, irregularities such as unbundling, mutually exclusive procedures and integral procedures, and will allow VHP to consistently and efficiently adjudicate claims in a more timely manner.

You will receive more information about this new software as we approach the July 6th implementation date. Please watch Valley Express’ portal, VHP’s website (valleyhealthplan.org) and remittance advice (RA) inserts for further updates. Immediately prior to the implementation, you will be sent a more detailed Provider Bulletin that describes the system, the processing of claims and the effect on claims adjudication.

Thank you for your continued dedication to your patients and our members, particularly during the COVID-19 pandemic. If you have any questions or concerns please contact the VHP Claims Customer Service Department at 1.888.421.8444 and follow the prompts, contact your Provider Relations Representative, or visit the VHP website at www.valleyhealthplan.org.