

September 19, 2013

Dear VENDOR:

Please find enclosed our second communication regarding the upcoming transition to our new claims processing vendor, **Productive Processing Inc. (PPI)**.

Please note, as of **October 1st, 2013** all claims, regardless of the date of service, should be submitted to **PPI** for processing.

- All **paper claims** should be submitted on either a **UB-04, HCFA 1500 or ADA Dental** claim form directly to **PPI** at the following address:

Productive Processing Inc.
P.O. Box 608
Black Earth, WI 53515-0608

Phone: 608-807-1082 or toll free at **877-585-1131**

- For all **electronic claim submissions**, PPI currently uses the **MD On-Line** (www.mdol.com) clearing house. You may begin submitting the claims electronically through MD On-line starting **October 1st, 2013**, using our **new Payer ID: 13396**. If you are not currently using MD On-Line to submit claims electronically, please call them at: 1-888-499-5465 (Option 1).
- PPI is also in the process of obtaining an agreement with **Emdeon** (www.emdeon.com) clearing house. ICS will send an update as soon as the Emdeon EDI claim submission option becomes available.

As a reminder, the electronic submission of claims will allow for more efficient and quicker processing and issuance of claim payments. If you do not have the capacity to submit **EDI (Electronic Data Interchange) files** or if you require any additional information regarding the EDI submission process, please contact **edisupport@productiveprocessing.com**. We will also mail a copy of the **PPI 837 Companion Guide** in the next few weeks.



Administrative Office:

257 Park Ave. South, 2nd Floor
New York, NY 10010

Member Centers:

25 Elm Place, 5th Floor
Brooklyn, NY 11201

400 East Fordham Road, 10th Floor
Bronx, NY 10458

- All claims that are with our current claims processor will continue to be processed by them through the end of October. Any **new claims** received after October 1st, will be forwarded to PPI for a limited period of time (until November 1st, 2013) after which they will be returned to you for resubmission to PPI.
- Please remember to submit all new claims within **120 days** of the date of service. Claims submitted after 120 days will be automatically denied.
- To check on the status of submitted claims, a comprehensive **online web portal** can be accessed at: <https://remote.icsny.org/invoicetracker/login.asp> or you can also go to ICS website: www.icsny.org and click on the **Provider Invoice Tracking** link at the bottom of the home page. Please call **PPI** at: 877-585-1131 to set up a new user ID and password in order to access this site.
- In the following few weeks, we will mail and e-mail a copy of an updated **Provider Billing Manual** which you can refer to for all billing related issues. Just a reminder, all incorrectly billed claims will be denied.
- To submit an appeal on a previously denied claim, please mail the claim information with an attached EOP explaining the denial reason, to the following address:

Independence Care System
ATTN: Provider Claim Appeals
257 Park Avenue South, 2nd Floor
New York, NY 10010

- The **Provider Claims Customer Service** phone line is now fully operational. Please call **PPI** at **608-807-1082** or toll free at **877-585-1131** to speak with a live representative from **9am – 5pm EST, Monday through Friday**.
- **PPI will contact you soon to introduce themselves and answer any questions.**
- If you will have any additional questions, please feel free to contact Dariya Bystra at dbystra@icsny.org or Ismael Perez at iperez@icsny.org.

We look forward to a continued successful relationship with our providers and serving our members in the best manner possible.

Sincerely,
Ismael Perez

Ismael Perez
Vice President, Finance
Independence Care System