

Operations Bulletin – July 29, 2021

All service locations must be enrolled with DHS to continue caring for GHP Family and GHP Kids patients

Ensure each service location at which you see GHP Family and GHP Kids members is registered. As of Sept. 1, 2021, GHP Family and GHP Kids claims without a service location that can be matched to a DHS-registered location for that provider will be denied.

DHS revalidation requirements reinstated

In April 2020, to mitigate the effects of the COVID-19 crisis, the Department of Human Services (DHS) suspended the Affordable Care Act (ACA) requirement to close provider locations for failure to complete the revalidation process ([Provider Quick Tip 240](#)).

Citing a growing volume of overdue revalidations and other COVID-19 mitigation measures being lifted, DHS reinstated this requirement on June 1, 2021 ([MA Bulletin 99-21-01](#)). The requirement mandates that providers revalidate enrollment for each service location every 5 years ([MA Bulletin 99-16-10](#)).

GHP Family and GHP Kids will reinstate PROMISe ID verification requirements Sept. 1, 2021

On March 15, 2020, GHP Family (Medical Assistance) and GHP Kids (CHIP) suspended PROMISe ID verification claim edits to offer providers maximum flexibility in fighting the COVID-19 pandemic.

In conjunction with DHS ending many of its COVID-19 emergency measures, **GHP Family and GHP Kids will be putting PROMISe ID verification claim edits back into place for dates of service on or after Sept. 1, 2021.**

After Sept. 1, 2021, all facilities, offices, individual providers and other practitioners who render, order, refer or prescribe items or services to GHP Family and GHP Kids members, must be enrolled with DHS – with a valid PROMISe ID specific to each practice location – for claims to pay.

Your GHP Family and GHP Kids patients may be notified if you are at risk of any or all of your service locations being closed in the DHS enrollment file for failure to complete the revalidation process.

Don't wait!

Confirm your revalidation date and enrollment status today!

Providers should check the DHS PROMISe system to confirm each service location's revalidation date and ensure each location is appropriately enrolled.

All applications, requirements and the step-by-step instructions are available on the DHS enrollment web page at: www.dhs.pa.gov/provider/promise/enrollmentinformation/.

Continuity of care

Continuity of care options will be available for 60 days for members who are in an active course of treatment with a physician or provider who does not have a valid PROMISe ID. Requests for exceptions will be considered when there is an ongoing, active course of treatment for a chronic or acute medical condition and prudent medical practice requires continued care from the same physician.

Holding members harmless

We'd like to remind you that your contract with GHP limits when you can bill members for noncovered services other than copayments, coinsurance and deductibles.

This Operations Bulletin and the information contained herein reinforce pre-COVID-19 PROMISe requirements for GHP Family claims, effective Sept. 1, 2021.