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AmeriHealth New Jersey platform transformation updates

As we move closer to our migration dates in [September and October](#), it is our priority to keep you abreast of the impacts associated with our transition to the new platform, and aware of the enhanced functionality becoming available. This alert includes information on important platform transformation topics such as:

- [The latest consumer and group customer communication](#)
- [Updates to ancillary billing](#)
- [An impending blackout of the Commit2Wellness reporting site](#)
- [15th side billing](#)
- [Future group member communications](#)

Latest Customer Communication

A series of customer communications were developed to educate and prepare customers for the new capabilities and updates to their account administration as a result of our platform transformation. This series began in last month's billing invoices, and will continue through September. This month's communication focuses on how customers will be impacted from a billing perspective, providing previews of the new AmeriHealth New Jersey [group](#) and [consumer](#) invoices being produced on the new platform, explaining how customers should be submitting payments, and introducing how ancillary products will be billed, all post migration.

Please review all of the billing topics covered in the August [group](#) and [consumer](#) invoices inserts. Customers will be receiving their invoices with this information in the coming days.

AmeriHealth New Jersey Ancillary Billing from Migration through the End of 2015

AmeriHealth New Jersey groups with ancillary coverage paired with their medical benefits will experience a shift in how ancillary coverage is billed from the date of migration, through the end of 2015. Please review the chart below, or the customer invoice inserts for group and consumer ancillary billing methodology.

	Group	Consumer
Vision	Vision coverage for group and consumer will be combined with the medical and applied to invoices monthly.	
Dental	Dental premiums will appear as a blended rate with medical premiums.	Dental premiums will be billed on a 4 month delay. Beginning in September, consumers will not pay dental premiums until their December invoice. Dental premiums for September through December will appear as a separate <i>Adjustments</i> on the December invoice.
<p><i>Please Note:</i> Customer invoices will only reflect vision and/or dental premiums as explained in the table above if the customer has vision and/or dental paired with their AmeriHealth New Jersey medical benefits.</p> <p>Customer invoices will only reflect vision and/or dental premiums as explained in the table above, beginning with the month they are migrated to the new platform through the end of 2015. Review this attachment to determine if your AmeriHealth New Jersey customers will migrate in September or October.</p>		

Commit2Wellness Rewards Site Impending Blackout

The AmeriHealth New Jersey Commit2Wellness Rewards site will be down from September 1, through October 15, due to system updates for the platform migration. A banner will be posted to the site in the coming days, notifying users of its impacts. Additional outreach to group customers and all members will be made in August.

AmeriHealth New Jersey members should be aware of the impending blackout's impacts:

- During the blackout period from September 1, through October 15, AmeriHealth New Jersey *Wellness Dollars* cannot be redeemed.
- *Wellness Dollars* that would normally expire in September will be extended through October 31.
- All *Fitness Activity* for August must be reported before August 30.

- *Fitness Activity* for September will need to be reported between October 16, when the site becomes available, and October 31. Any September *Fitness Activity* reported after October 31 will not be recorded.

If you have questions regarding Commit2Wellness, please contact your AmeriHealth New Jersey broker representative, or email any questions and concerns to commit2wellness@amerihealth.com.

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15th Side Billing

The new operating platform does not support 15th side billing. Throughout 2016 we will migrate all 15th side billing customers to a 1st side bill. We've designed this 15th to 1st of the month transition to occur upon the group's first renewal on the new platform, and in the best interest of the customer.

- Groups who have been billed on the 15th of the month with **renewal** dates in January, February, April, May, July, August, October and November will experience a 12½ month benefit year. E.g. A group with an April 15 anniversary date will keep their 2015 rates through May 1, 2016.
- Groups who have been billed on the 15th of the month with **renewal** dates on the quarter (March, June, September, and December) will be defaulted to an 11½ month renewal. E.g. A group with an December 15 anniversary date will keep their 2015 rates through December 1, 2016.
- **New** business will be enrolled with an 11 ½ month benefit year. E.g. A group sold with a September 15, 2015 anniversary date will have a September 1 *group effective date*, and a September 15 *member effective date*. The group's first renewal will take place on September 1, 2016. A group sold with a September 15, 2015 anniversary date can also cancel their coverage early with their previous carrier effective September 1, 2015, and enroll in coverage with AmeriHealth New Jersey on September 1, 2015. The group's first renewal will take place on September 1, 2016.

More information will be released as impacted groups approach their first renewal on the new platform. Please contact your AmeriHealth New Jersey broker representative if you have any questions regarding the transition of 15th side bill customers.

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Future Group Member Communication

AmeriHealth New Jersey group members will also receive platform transformation-related communications, explaining the impacts they will experience during the migration, and how the enhancements will help them better utilize their AmeriHealth New Jersey benefits post migration.

- All AmeriHealth New Jersey members will receive a platform transformation communication a few days prior to receiving their new AmeriHealth New Jersey member ID cards. Members migrating on September 1, will receive their new ID cards roughly the third week of August; members migrating on October 1, will receive their new ID cards roughly the third week of September. This communication will explain important information including what is different on their new ID cards, and when to begin using it.
- All AmeriHealth New Jersey members will receive a communication in August explaining the impending Commit2Wellness Rewards site blackout.
- We are also encouraging all members to opt in to our new text messaging program, AmeriHealth New Jersey Wire. We will be providing platform transformation-related updates via text messages to those opted in. Messages will include topics like alerting members their new ID cards are on the way, and when they should begin using them. Members can opt in by texting the code, **MyAHNJ** to **73529**. Instructions for how to opt in to AmeriHealth New Jersey Wire will be included in upcoming platform transformation member communications.

We will continue to share these finalized communications, as well as samples of the new ID cards as they become available. We are fully committed to making this transition as smooth as possible. We will work side by side with you to ensure our customers and members are able to seamlessly utilize their AmeriHealth New Jersey benefits. If you have any questions regarding the migration, please contact your AmeriHealth New Jersey broker representative.

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