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Group Medicare Advantage customers migrating to new operating platform

Serving customers well in today's dynamic environment requires scale to operate efficiently and agile technology to innovate, which is why AmeriHealth New Jersey will begin migrating all group Medicare Advantage customers to a new operating platform effective January 1, 2015. There are several important changes regarding billing and ID cards that we want to share with you in advance to ensure that you are well-informed and can assist your customers with any questions.

Important billing and ID card changes to the member and customer experience

The actual migration of group Medicare Advantage customer data to the new operating platform will begin in early December. As a result, group administrators and direct pay members (members who pay AmeriHealth New Jersey directly for their group Medicare Advantage coverage) will receive communications to inform them about important upcoming changes to billing and ID cards.

- **New billing statements and ID cards:** group administrators and direct pay members will receive a [letter](#) regarding changes in the billing process during the week of December 1. Beginning with the January 2015 billing statement, we are introducing a [different layout](#) and format that is easier to read. Members will receive a new ID card prior to January 1, 2015. All members will receive a new ID card even if there is no change in coverage. As always, members should use the new ID card and destroy the old card.
- **Two week delay in billing statements:** group administrators and direct pay members will receive the January 2015 billing statement on/about December 29 which is approximately two weeks later than normal. Group administrators and members will be given more time to mail their payment, and coverage will not be affected by the delayed invoice. In addition, the January 2015 statement will only reflect payments due for the month of January. Any previous balances owed on the account or any credits owed will appear on the February statement.

We look forward to working with you and your customers to ensure a seamless transition of our Medicare Advantage business.

If you have any questions, please contact your AmeriHealth New Jersey group Medicare account executive.

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