



Brief Notes

NEWS FOR BROKERS & CONSULTANTS

Applies to: Small & Large Groups, IHC Consumers, Medigap & Medicare Members

How to Submit Escalated Billing Inquiries to Horizon

Horizon is always looking for ways to make it easier for you and your clients to do business with us. That's why we created a new way for you to send us your escalated billing questions. This new inquiry process should be used for escalated cases only. The Customer Service Team, CareTeam and your Account Consultant should continue to be your first point of contact for standard billing-related inquiries. To help maintain current inventory, please avoid sending duplicate requests to the mailbox.

For the proper assignment of escalated emails to the Accounts Receivable Clerk, the subject line of the email must be in the following format.

Groups: The subject line must indicate the five-digit main group number and the first word of the main group name. For example: (Main Group #) 1234T (Group Name) ABC Company LLC.

Subject: 1234T ABC

Consumer or Medicare/Braven or Medigap members: The subject line of the email needs to include the member CCID and the member's first and last names. For Example: (member CCID) 3HZN12345678 (member's first and last name) John Michael Smith, Jr.

Subject: 3HZN12345678 John Smith

In addition, if an email is urgent or a priority, "Urgent" can be added at the end of the subject line as follows:

Subject: Subject: 1234T ABC URGENT

NOTE: The group number should always appear before the group name. The group number should not include a preceding zero; if this happens the inquiry will not be assigned to the Account Receivable Clerk.

Please Use This Process Immediately

Your clients should use the appropriate mailbox for their escalated billing inquiries

- Traditional_Billing_@HorizonBlue.com (Large/Midsize/Fully Insured Groups)
- ConsumerOffExch_Billing_@HorizonBlue.com
- MedicareBraven_Billing_@HorizonBlue.com
- SmallGroup_Billing@HorizonBlue.com
- Medigap_Billing_@HorizonBlue.com

Horizon values the strong relationship that we have with all of our brokers.

If you have questions, please contact your Horizon sales executive or account manager.



Horizon Blue Cross Blue Shield of New Jersey will never send you an email asking you to click on a link to validate User ID(s), password(s) or PIN(s), Social Security Number(s), card or account number(s), cardholder verification value(s) (CVV2), or user-defined challenge information (e.g., mother's maiden name, place of birth, etc.). If such a message is received, please immediately forward it to Abuse@HorizonBlue.com.

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