

October 2019

Act 330 (HB424) implementation — update to remittance advices

Healthy Blue has updated its paper and electronic remittance advices, as required by *Act 330 (HB424)*, to provide additional information used to make certain claim denial determinations.

***Explanation of Benefits* matrix**

Healthy Blue has created an *Explanation of Benefits (EOB)* matrix that identifies the following reference materials used to make a claim denial determination:

- Applicable law
- Regulation
- Policy
- Procedure
- Medical criteria
- Guideline

Accessing the *EOB* matrix

A link to the *EOB* matrix, which includes claims denial explanations, can be found on website at <https://providers.healthybluela.com> > Provider Support > Quality Assurance > **Medical Policies and Clinical Utilization Management Guidelines**. The link will also be provided on:

- Paper remittance advices in the message section.
- 835 electronic remittance advices in the payer identification section.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

<https://providers.healthybluela.com>

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