



December 11th, 2024

Subject: Important Update: Transition of Podiatry and Dermatology Network to HN1 for MMA and SMI Members

Dear Provider,

We are excited to inform you about an important update regarding the management of Podiatry and Dermatology services for our Medicaid Managed Assistance (MMA) and Serious Mental Illness (SMI) lines of business. Effective February 15, 2025, Community Care Plan (CCP) will transition the Podiatry and Dermatology network to HN1. This change is part of our ongoing efforts to enhance service delivery and streamline processes for our providers and members.

Key Details About the Transition

1. **Who is Affected:** All CCP providers delivering Podiatry and Dermatology services for MMA.
2. **What is Changing:** Authorization requests, claims submissions, and other administrative functions related to Podiatry and Dermatology services will be managed by HN1.
3. **Transition Date:** The new process will take effect starting February 15, 2025.
4. **Why the Change:** To improve the efficiency of service management and provide enhanced support and resources for Podiatry and Dermatology services.

What You Need to Know and Do

1. **Authorization Requests:**
 - Effective February 15, 2025, providers must submit authorization requests for Podiatry and Dermatology services directly to HN1 via:
 - HN1 Provider Web Portal
 - Fax 1-866-646-1772
 - Note: Routine office visits do not require pre-authorization from HN1
 - For UM Questions, including the list services requiring pre-authorization, call 1-800-595-9631, Option 1
 - Training resources and provider web portal login instructions for HN1 can be found at www.healthnetworkone.com.
2. **Claims Submission:** Claims for services provided on or after February 15, 2025, should be submitted directly to HN1 via:
 - EDI: HN1 Payer ID 65062
 - Paper: Health Network One P.O. Box 21608 Fort Lauderdale, FL 33335-1608



3. **Provider Training:** HN1 will complete a full in-service to all contracted providers prior to go-live date. The training is done individually for each provider. In the event the provider has any questions or would like to speak to their representative, please call 1-800-595-9631 option 2 for the Provider Relations department.
4. **Contact Information:** For questions about the new process, please contact the HN1 Provider Relations team at 1-800-595-9631, Option 2.
5. **Continuity of Care:** For ongoing treatments, please ensure authorizations are transitioned to HN1 to avoid disruptions in care. More details on this process will be shared during the provider training sessions.
6. **Becoming a Participating Provider with HN1:** To continue serving CCP members for Podiatry and Dermatology services, you may join the HN1 network.

Providers interested in becoming a participating provider should contact HN1's Provider Relations team for credentialing and contracting details:

- Phone: 1-800-595-9631
- Website: <https://healthnetworkone.com/join/>

We recommend starting this process as early as possible to ensure a seamless transition.

Support and Resources

We understand that transitions can be challenging, and we are here to support you every step of the way. Please visit www.healthnetworkone.com for additional information, FAQs, and contact details.

Thank you for your continued partnership and dedication to providing high-quality care to our members. We are confident that this transition will create a more streamlined and efficient experience for our providers and the members we serve.