

Important Update (June 4, 2025): New Claims System: HealthRules Payer

Hello Partnership Providers,

As you are aware, Partnership has been preparing to launch our new claims processing system, HealthRules Payer (HRP). This system is the foundation for much of our operations – member eligibility and protected health information, communications, assignment of providers, care coordination, prior authorization, capitation payments, claims processing, payments, and explanation of benefits.

Over the past few weeks, we have been working with provider partners in preparation for a phased-in implementation, all while our internal implementation team has been running extensive tests to ensure readiness of the new system. As the result of internal testing and being responsive to provider feedback, it was determined that additional development and implementation time is required.

As a result, HRP will *not* go live this month as planned. We are working hard to determine a new timeline, and we will communicate this as soon as we are able. While additional development is occurring internally to HRP, your Provider Relations representative will continue to share claims testing results that will include recommended updates and changes that specific providers should consider making to their claims submission data. As with any new claims processing system, many new edits and requirements are being incorporated that ensure Partnership meets all regulatory requirements. During this extended go-live time, we encourage providers to carefully review any information that is shared and quickly make system adjustments.

NOTE: HRP Education Trainings/Webinars:

All currently scheduled trainings will be canceled (virtual and in-person). If you have signed up for one of these webinars, you will be receiving a cancellation notice.

Thank you for your understanding. We will keep you updated as additional information becomes available.

The Partnership Team