

# Provider Bulletin

**Control Number:** PRB 02-08-01  
**Date:** February 6, 2008  
**Subject:** Group Health Options Access to FCHN Complimentary Alternative Medicine (CAM) Providers  
**Author:** Brian Vogt, Account Executive  
**Effective Date:** September 1, 2007

Group Health Options, Inc. (GHO) is one of FCHN's largest clients and our working relationship goes back several years. GHO offers several 'point of service' plans that allow plan members access to FCHN providers. These include Options, Alliant Plus, and Options PPO. Increasingly, employers are finding these benefit plans very attractive and GHO anticipates continued growth during 2008.

GHO Options, Alliant Plus, and Options PPO plans include access to FCHN. These plans offer coverage for use of FCHN providers without a referral from a GHO provider. The member makes the decision to self refer at the 'point of service' and GHO processes the claim according to the members benefit plan. GHO has developed a number of new plans with higher levels of coverage, which make the use of FCHN providers an attractive feature for some members.

In previous 2007 Provider Bulletins (PRB 010702 & PRB 020701), FCHN notified providers that access to FCHN's acupuncturists, licensed massage therapists, and naturopaths was **not** included. **Effective September 1, 2007, GHO began accessing the FCHN CAM network.** Patients in these plans have access to FCHN in Washington and Idaho and, as of January 1, 2007, Alaska, Montana, and Oregon. The member does not need a referral from a GHO provider and coverage is available for use of FCHN providers.

To help you correctly identify GHO patients' access and verify their coverage, please check their ID cards; **the FCHN logo appears on the back.** Claims can be submitted to the address on the back of the card and you can use the GHO Customer Service phone number to verify eligibility and claim status. Claim processing is handled locally and average turn around is under 10 days. Eligibility can be verified online at <http://onehealthport.com/>. If you do not currently use One Health Port you can go to the website and click on "register" or use the following link to register: <http://onehealthport.com/register/index.php>.

Reminder: If you have a direct contract with Group Health Cooperative, your Group Health contract supersedes your FCHN PPO contract.

Please call the FCHN Provider Relations department at 1-800-231-6935, extension 2103 or via email at [ProviderRelations@fchn.com](mailto:ProviderRelations@fchn.com) if you have questions regarding the content of this bulletin.