

# Provider Bulletin

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**Date:** October 2nd, 2009  
**Subject:** Changes to the Provider Web Pages  
**Author:** Kendra Bunch, Manager Provider Relations  
**Effective Date:** Ongoing

The First Choice Health PPO Network (FCHN) is always looking for opportunities to improve our website in ways that are helpful to providers. The PPO Network Provider Pages of our web site ([www.fchn.com](http://www.fchn.com)) will have several enhancements in the coming weeks that we feel will improve a provider's ability to find critical information about many of our payors. Some of the highlights are:



## Contacts

This drop-down box contains contact information for the FCHN payor. Providers can call these numbers to check patients' benefits & eligibility, claim status, or to determine if pre-authorization or certification is required.



## Claims Submission

This area contains all pertinent information regarding claims submission. It advises providers where to send both Professional and Institutional claims, and also lists the Electronic Claims (EDI) submitter ID number, when applicable.



## WebSite

We asked all of our payors to inform us if they have a web site that would be useful for FCHN providers. If their site contains details such as eligibility & benefits and/or claim status, we will have a link to that site located in this section.



## Client Information



This is where you will be able to find details about each payor such as Service Area Definitions (which states/counties payors access FCHN) and, if searching by group, you will be able to find the group name and number.



## Groups



Here you will find a list of all employer groups associated with each specific payor, including group names and numbers.



## Reference Materials



Here you will find reference materials such as sample ID cards and sample EOBs.

We are hopeful that these new, exciting changes will be useful to providers and better assist your staff when searching for Payor and Employer group information. If you have any questions or concerns regarding these changes, please do not hesitate to contact the Provider Relations Department at (800) 231-6935 or via email at [ProviderRelations@fchn.com](mailto:ProviderRelations@fchn.com).