

Provider Bulletin

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Subject: Zenith claims system conversion for Sound Health and Wellness Trust
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Zenith Administrators will be transitioning one of their largest clients, Sound Health and Wellness Trust to a new claims system by the end of January. Conversion planning has been underway for some time, and preparations have been carefully completed.

In order to make the transition successful and seamless, Zenith will pend claims received starting January 18, 2010 and complete the processing of all claims in-house shortly after that. All member deductibles, coinsurance and accumulators will be transferred to the new system and Zenith anticipates initial claim processing in their new system to begin on February 8, 2010. Check runs will occur daily starting on February 10, 2010.

During this transition it will be important that you delay re-billing members of the Sound Health and Wellness Trust until the conversion is complete and claims processing is back to normal turnaround times.

As part of the transition, the First Choice Health PPO Network (FCHN) and Zenith will also be implementing an enhanced EDI interface for claim repricing.

Providers can submit electronic claims directly to FCHN.

For electronic (EDI) claims:

- Please submit claims using FCH submitter ID 91131 via Emdeon, RelayHealth, or SSI.

FCHN encourages all providers to submit claims electronically as this improves the claims processing turnaround time significantly. Hardcopy claims sent to Zenith will be forwarded to FCHN for pricing. This could result in processing delays and/or slower claims payment.

If you have any questions regarding the contents of this Provider Bulletin, Please contact Provider Relations at (800) 231-6935, extension 2103 or via email at ProviderRelations@fchn.com.