

Newsbriefs

For FCHN Providers

A Letter From Our President

Dear First Choice Health Provider:

Happy New Year! 2006 brought many changes and milestones to First Choice Health (FCH). As the Northwest's largest PPO network, which also happens to be provider owned, FCH has continued its mission of being an alternative to other large commercial payors as well as remaining engaged and active in Provider issues.

FCH initiated a process of providing awards to physician offices for health information technology back in 2005. As hoped for, our actions served as a catalyst to expand the program in 2006. Along with FCH's \$500,000, the Washington State Health Care Authority also contributed \$500,000 to a pool of funds available for awards in 2006. Together with the support and assistance from Qualis Health and the Puget Sound Health Alliance, this newly formed Collaborative provided 49 \$20,000 awards. We're hopeful that the Collaborative will move forward in 2007 with more funds and partners.

FCH also continues our partnership with the Washington Academy of Family Physicians in awarding the Scribner Courage in Health Award. The 2006 award went to Dr. Robert Wood for his long-term commitment to identifying, advocating and advancing the care for people with HIV/AIDS.

We continue to participate in the Administrative Simplification workgroups as well as sponsoring technology initiatives through OneHealthPort.

An important business initiative for FCH this year was regional expansion. In order to keep FCH as a viable commercial payor in the Northwest, we needed to expand our regional footprint. This step enables us to retain, as well as capture, multi-state accounts.

FCH has a broad network in Washington and we have been increasing our provider recruitment efforts in Alaska and Idaho with great success. As reported in earlier newsbriefs, we purchased Healthcare Direct, a PPO network in Oregon. To round out our presence in the Northwest, we have partnered with a Montana-based PPO network, Health InfoNet, to provide services for our participants in Montana.

We are confident that this regional expansion not only makes FCH a stronger regional company but a stronger Washington company as well.

Finally in 2006, we initiated both a provider survey and convened a provider advisory panel. The results of which provided us with your suggestions on ways we can improve our service to you – our providers. We will keep you apprised of the improvements we make for you throughout 2007.

Thank you for participating in the First Choice Health Network. Together we can improve the administrative process of caring for your patients.

Best wishes to you and your families in 2007. We are glad you are here.

Warm Regards,



Ken Hamm
President & CEO

Newsletter Date
January 2007

Volume 3 Issue 1



ACCREDITED
HEALTH UTILIZATION
MANAGEMENT
PROVIDER
CREDENTIALING

Inside this issue:

Results of FCH Provider Survey	1
New Website Format and Enhanced Provider Search	2
General Update—Claims	2
Washington State Health Insurance Pool (WSHIP)	3
First Choice Health/Healthcare Direct	3
CCN Termination Effective 12/31/06	3
Technology Awards	3
Welcome New Client	3
Market Research (from page 1)	3
Fourth Quarter 2006 Holiday Schedule	4
Contract Language Update	4
National Provider Identifiers (NPI)	4
State of the Network	4
Provider Bulletin Index	4



WSHIP Selects Qualis Health as New Care Management Vendor

WSHIP has selected **Qualis Health** as its new care management vendor, effective **January 1, 2007**. Qualis Health is a Seattle-based health care quality improvement organization that will provide medical necessity reviews, case management, and disease management services to WSHIP. There will be no change to the 1-800 telephone number currently used to request medical necessity reviews. You may request a review or refer a patient for case management/disease management services by calling **1-800-549-7549**.

Please obtain a review prior to providing any of the following services: all non-emergency hospital and skilled nursing admissions, home health care, physical, occupational and speech therapies, durable medical equipment, and hospice respite care. Emergency admissions should be reviewed within one business day of admission.

Medical necessity reviews let you and WSHIP enrollees know ahead of time if a service or supply is considered “medically necessary care”. WSHIP benefit plans only cover medically necessary care. Providers may not bill WSHIP enrollees for care that is not medically necessary unless the enrollee agreed ahead of time to be financial responsible for that service or supply.

Website Update

As previously reported, FCHN is rolling out a new look to our website that will include additional tools for our providers. One enhancement is that our website now shows in which states payors use FCH, not just in the Payor list but in the payor/employer group search as well. Please see below for more details.

First Choice Health Network - Payor Search - Microsoft Internet Explorer

Address: <http://www.fchn.com/ppo/providers/payorSearch.aspx>

FIRST CHOICE HEALTH PPO NETWORK

Healthy Employees Produce Healthy Companies
 $E^h = C^h$

Home : **PPO Network** : **For Network Providers** : Payor/Employer Group Search

Payor and Employer Group Search

The search results below are based upon the first word entered into the "Name/Group Number:" box, when the "Search by" type selected is either "Payor Name" or "Employer/Group Name". When the "Search by" type selected is "Employer/Group Number," the search will be based upon all numbers/characters entered into the "Employer Group/Number" box. If you are experiencing difficulties conducting your search, please contact First Choice Health Network's Customer Service Department at (800) 231-6935.

Search Results

Search for: **Payor**
Named: **EMPLOYEE BENEFIT**
2 results found.

Payor Name	For Benefits & Eligibility or Claims payment status, call:	Submit Physician Claims To:	Submit Hospital Claims To:
Employee Benefit Management Services Service Area Definition: Access in Washington, Idaho and Alaska	800-777-3575	Employee Benefit Management Services PO Box 21367 Billings, MT 59104-1367	Employee Benefit Management Services PO Box 21367 Billings, MT 59104-1367 DRG Contracted Hospitals: Send claims to address below Employee Benefit Management Services PO Box 2288

Done

Provider Relations Update



We are excited to introduce two new Provider Relations Representatives – Brandon Savini and Deanna Myers. Both Representatives come to First Choice with an extensive background in working with providers. They join the existing team of Susan Brown and Christine Lyons in our Seattle Office. Another addition to the team is Kendra Bunch as Manager of Provider Relations. Kendra has been with First Choice four years and has worked in the Provider Relations Department as well as in the Reimbursement Department. There are two additional Representatives that are located in Spokane, Cyndi Petersen and Charmaine Miller. The entire team is available for questions via phone at 1-800-231-6935 extension 2103.

Terminating Payors

- CCN Managed Care Inc. terminated December 31, 2006.
- CIGNA will terminate 6/30/07.
- Masonry Industry Welfare Trust terminated December 31, 2006. They will continue to access FCHN via Beech Street.
- Pioneer Human Services terminated December 31, 2006. They will continue to access FCHN via Beech Street.
- South Peninsula Hospital terminated December 31, 2006. They will continue to access FCHN via Beech Street.
- Union Labor Life terminated December 31, 2006. They will continue to access FCHN via Beech Street.

CCN Termination effective 12/31/06

FCHN wants to inform you that our contract with CCN (Community Care Network), a division of Coventry Health, terminated effective 12/31/06. The following organizations who had been accessing FCH through CCN will enter into a direct relationship with First Choice effective 1/1/07 and will continue to have access to through FCHN.

- CoreSource
- Local Union 598 Plumbing & Pipefitting Industry Health & Welfare Fund
- Mutual of Omaha
- Printing Specialties & Paper Products
- Unicare

CIGNA Termination

As reported in an earlier Provider Bulletin, CIGNA will terminate their contract with FCH effective 6/30/07 and is in the process of contracting with local providers.

Welcome New Clients



- CoreSource has entered a direct relationship with FCHN effective January 1, 2007.
- Gilsbar Inc. became effective with FCHN November 1, 2006.
- Local Union 598 Plumbing & Pipefitting Industry Health & Welfare Fund has entered a direct relationship effective January 1, 2007.
- Mutual of Omaha has entered a direct relationship effective January 1, 2007.
- Printing Specialties & Paper Products has entered a direct relationship effective January 1, 2007.
- Puget Sound Benefits Trust has entered a direct relationship effective January 1, 2007.
- Unicare has entered a direct relationship effective January 1, 2007.

NPI Reminder

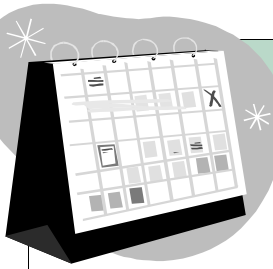
Providers can send First Choice Health their NPI in the following ways:

- Submit the NPI on-line through our web site at: <http://www.fchn.com/ppo/providers/submitNPI>
- Call provider relations at 1-800-231-6935 ext. 2103
- Fax the NPI to us at: 206-268-2940
- Mail the NPI to us at: 600 University Street, Suite 1400, Attn: Provider File, Seattle WA 98101

Puget Sound Benefits Trust

Puget Sound Benefits Trust, Union Labor Life's only group with FCHN, entered a direct relationship with us effective January 1, 2007. The contract between Union Labor Life and FCHN will terminate 12/31/06.

First Quarter 2007 Holiday Schedule



In observance of Presidents' Day, the office will be closed on Monday, February 19th.

Access to our customer service and provider relations voicemail systems will be available while we are closed. We will respond to all messages within 24 hours of re-opening.

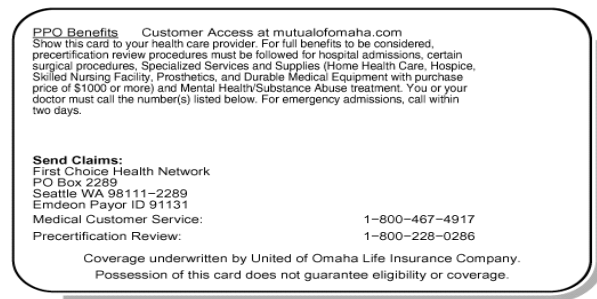
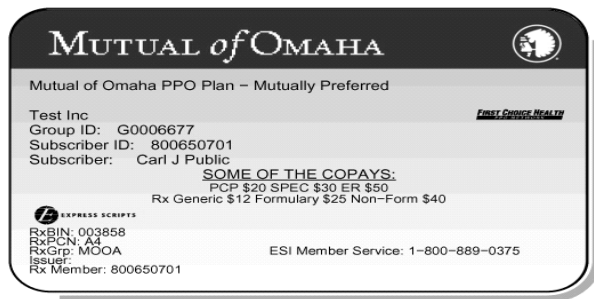
If you have any questions regarding our schedule, please contact the Provider Relations Department at (800) 231-6935, ext. 2103.

Mutual of Omaha Group Number Changes

As previously stated in our Fourth Quarter Newsbrief, CCN Managed Care is terminating with First Choice Health Network (FCHN) effective 12/31/06. There are some CCN clients who have chosen to retain their FCHN access. One of these is Mutual of Omaha, CCN's largest Washington client. Mutual of Omaha will access FCHN in Washington only in 2007.

Our previous instructions to all providers submitting Mutual of Omaha claims was to use a "generic" CCN group number (13480 or B1690) so we were able to match the claim correctly and forward it onto CCN for processing. Since Mutual of Omaha will be accessing FCHN directly in 2007 and no longer through CCN, we have added all the Mutual of Omaha individual group numbers that are found on the member ID cards. These group numbers start with the letter "G" followed by a series of numbers and letters. Please see the sample ID card shown below.

Our revised instructions are to bill with the individual Mutual of Omaha group numbers in box 11 on the CMS1500 or in field 82 on the UB92. Please also bill with the employer's group name in field 11b on the CMS1500 or in field 81 on the UB92. First Choice and Mutual of Omaha will continue to recognize the generic Mutual of Omaha group number through February 28th, 2007 to allow providers time to correct their billing systems. Please call Provider Relations at 800-231-6935 extension 2103 if you have any questions.



State of the Network Reporting

In an ongoing effort to maximize value to our clients, FCHN is always working to recruit new providers, target expansion areas, and fill any gaps that may exist within our network service area. We are pleased to announce that as of December 31, 2006, our network includes **27,031 practitioners, 134 hospitals, and 1,208 ancillary facilities.**

Provider Bulletin Index

Since January 2006, all providers should have received the following provider bulletins:

Control Number	Subject
PRB-02-06-01	CIGNA HealthCare Replaces CareCentrix as National Provider of Durable Medical Equipment, Respiratory Equipment, and Enteral Nutrition **
PRB-10-06-01	2007 Fee Schedule Change
PRB-10-06-03	2007 Contract Amendment
PRB-11-06-01	Letter to Providers

** Please call Provider Relations to request a copy of this targeted Provider Bulletin