

Provider Newsletter

Volume 3; Issue 2

Spring 2007

NPI Reminder

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

- Submit your NPI on-line through our web site at: <http://www.fchn.com/ppo/providers/submitNPI.aspx>
- Fax your NPI information to Provider File Department at: 206-268-2940
- Mail NPI to us at:
ATTN: Provider File Dept
600 University Street
Ste# 1400
Seattle, WA 98101

What's In Your Spring Newsletter?

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A Word from the Chief Marketing Officer:

First Choice Health™

Healthy Employees. Healthy Companies.™

March 26, 2007

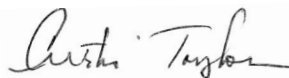
To our Providers,

First Choice Health has a new look! We remain your dependable partner for superior administrative services. Our new logo and tagline have been developed to more effectively communicate our mission, vision, and values.

Increasingly, we believe that our PPO Network, Medical Management, Third Party Administration, and EAP services help employees and their families invest in health. The return on this investment is a healthy company.

First Choice Health will be transitioning the new logo during the next 12-18 months. We will be sending additional information to you and please rest assured that special care will be taken so that the transitioning period also works for our business partners.

Sincerely,



Curtis Taylor
Chief Marketing Officer

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Beech Street Service Area Expands to Idaho

For several years, Beech Street Corporation (BSC), one of First Choice Health PPO Network's (FCHN) largest clients, has operated a proprietary network and a leased hospital arrangement in the state of Idaho. FCHN and BSC already have a strong partnership in Washington and Montana and are now combining efforts in Idaho too. Effective January 1, 2007, BSC and FCHN have agreed to work together in Idaho. BSC will access all FCHN providers in the 10 northern counties (Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce, and Shoshone), on an exclusive basis as well as all FCHN-contracted hospitals in the remainder of the state. BSC and their client represent 20,000 lives throughout the state.

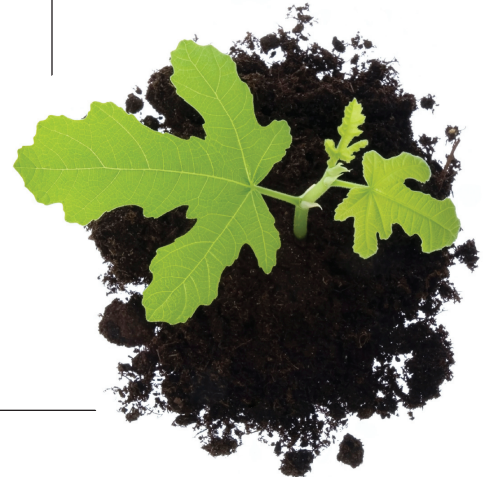
The FCHN contract and rates will apply to your BSC patients' claims beginning with January 1, 2007 dates of service. For providers who were contracted with BSC, this change does not impact existing claim submission, eligibility confirmation, or other administrative processes.

If you are new to BSC and their clients have not been accessing your services, claims should be sent to the address on the ID card. If the card is unavailable, the claims can also be routed to BSC at 25500 Commercentre Dr, Lake Forest CA 92630-8855, or FCHN at PO Box 2289, Seattle WA 98111-2289.

Most BSC clients with Idaho members already have identification cards with both the FCHN and BSC logos, and BSC has requested their Idaho clients without FCHN on their members' identification cards to reissue them with an FCHN logo.

New Clients

Additional new clients effective January 1, 2007 not reported in our last issue include National Health Benefits Cooperation (NHBC) and the Nooksack River Casino. Both clients had been accessing FCHN in 2006 through CCN Managed Care groups and are now direct with FCHN. For 2007, both are accessing FCHN in Washington only.



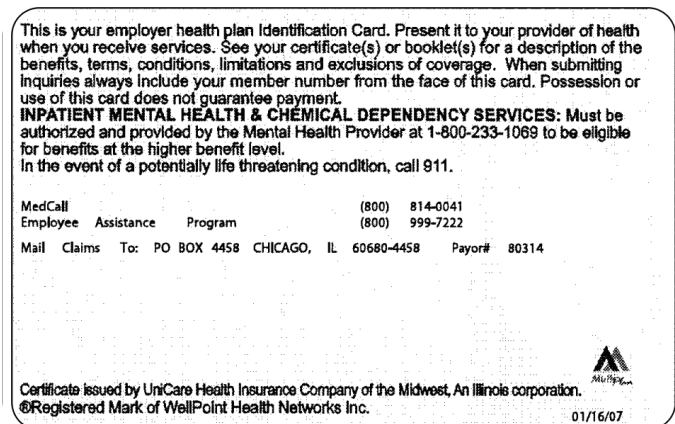
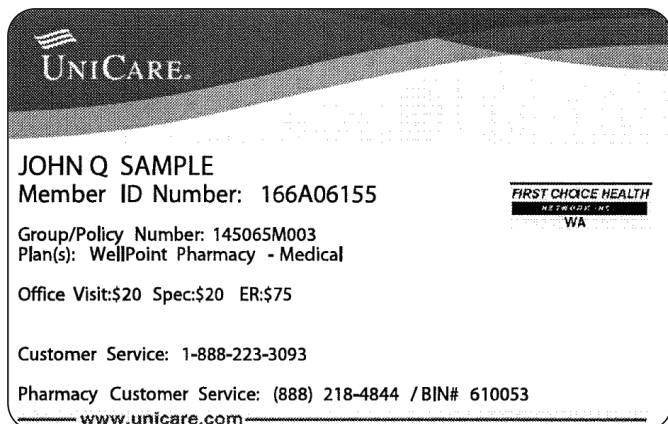
UniCare Group Change

As previously stated in our Fourth Quarter Newsbrief, CCN Managed Care has terminated 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 UniCare, one of CCN's largest Washington clients. UniCare will access FCHN in Washington only in 2007.

Our previous instruction to all providers submitting UniCare claims was to use a "generic" CCN group number (UNICARE) so we were able to match the claim correctly and forward it onto CCN for processing. Since UniCare will be accessing FCHN directly in 2007 and no longer through CCN, we have added all the UniCare individual group numbers that are found on the member ID cards.

These group numbers start with a sequence of six numbers, and most are followed by a letter and three more numbers. Please see the sample ID card shown below.

Our revised instructions are to bill with the individual UniCare 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. Please call Provider Relations at 800-231-6935 extension 2103 if you have any questions.



Web Update

2nd Quarter 2007

As you may know, we here at First Choice Health are working on renovating the PPO Provider pages of our web site. There will be substantive changes to the site in the upcoming months but we wanted to inform you of some small changes that have already been made to the PPO Provider pages of the web site.

www.fchn.com

Provider Update forms – we have added a submit NPI form for Providers to submit their NPI information to us electronically.

Order PPO Directory – this option was previously listed under the heading of “Order Materials” and now it is its own option.

“Yellow Pages” - ordering a hard copy of the Yellow Pages was also previously an option under “Order Materials.” We removed the option to order a hard copy of the List of Payors as the user can download a copy directly from the web. Providers can contact Provider Relations directly if they would like to receive a hard copy.

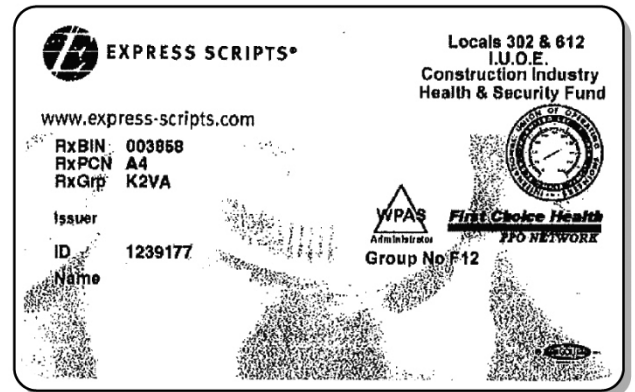
Publications/Reference Materials – This selection, which contains all the Provider Newsbriefs, Provider Manual and the Provider Bulletins, was actually buried in “Order Materials” and was hard to find. It is now its own option from the left navigational bar. Previously, when a provider clicked on the Newsletter option, it brought them directly into the content of the current newsletter. Now the provider can choose to access the current newsletter or any newsletter from the previous year since we added all the 2006 Newsbriefs. We also archived the older Provider Bulletins.

Payor/Employer group search – This tool has been enhanced so you are able to hit the “enter” button to start your search after populating the necessary fields – before, you had to click on the “submit” button to start your search. Language was also added to include which states (WA, ID, AK) the payor/group is accessing FCH. We are also working on adding helpful tools and tips to the Payor/Employer Group search.

Claims Pricing Overview – this section was added for providers to be able to better understand how we price claims at First Choice.

Claims Tips

- Please remember to always include all billing information on your claim forms before submitting to First Choice Health Network. The employer group number should be populated in field 11 on the CMS 1500 form, Employer name in field 11b and the Payor name in field 11C. **Failing to provide this information is the number one reason claim submissions are rejected.**
- If the group belongs to a Union Trust, it is recommended to also include the name of the Union, Trust or Local number (if applicable) in box 11b on the CMS 1500 form. For example, IUOE Construction Industry Health & Security Trust (aka Operating Engineers). You can search for an applicable group number on our web site by looking up the employer’s name. In this instance, we have assigned group number “F12” which would be billed in box 11 on the HCFA. If FCH is unable to identify the group information submitted in any of these fields, we will return the re-pricing worksheet back to you with an error code indicating that we were unable to make a group match and therefore were unable to forward the claim. This is your opportunity to re-bill the claim with correct information, re-bill with a copy of the ID card or prompt you to call Provider Relations at 1-800-231-6935 extension 2103 for valid group verification. See top right card example.
- Not all group numbers will be labeled as such on the ID cards – for instance – Principal Financial Group lists them as “account numbers”. Please see bottom right card example. In this instance, the “group number” is H99999. The -1 is not necessary for billing purposes.



Credentialing

Washington Healthcare Forum Services (WHFS)

First Choice Health is an active participant in the collaborative Washington Healthcare Forum Services (WHFS), Administrative Simplification Initiative, and is a contributor to the Washington Credentialing Standardization Group (WCSG).

The mission of this Group includes, the standardization and simplification of the credentialing process within the community.

The Group worked cooperatively with WCSG to revise the Washington Practitioner Application (WPA). The purpose was to eliminate Plan specific requirements, specifically, the need for separate Addenda and the Practitioner Release of Information documents. The group also revised the Practitioner Attestation Questionnaire.

We are pleased to announce that the 2007 WPA is now available for use and is being accepted within the community.

“State of the Network”

In an ongoing effort to maximize value to our clients, First Choice Health 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 February 28, 2007, our network includes **27,337 practitioners, 113 hospitals, and 1,099 ancillary facilities.**

Holiday Schedule for 2nd Qtr, 2007

First Choice Health Network will observe Memorial Day Monday, May 28th as well as Independence Day Wednesday July 4th. Our offices will be closed both days. 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 the holiday schedule, please contact Provider Relations at 1-800-231-6935 extension 2103.

Cigna Notice

As reported in an earlier Provider Bulletin (PRB 11-06-01) and First Quarter’s Provider Newsletter, CIGNA will terminate their contract with FCH effective 06/30/2007 and is in the process of contracting with local providers.

Provider Relations Bulletin

Since January 2007, all providers should have received the following provider bulletins:

Control Number	Subject
PRB 01-07-01	Mutual of Omaha group change
PRB 01-07-02	Group Health Options access
PRB 02-07-01	Group Health Options access reminder
PRB 02-07-03	UniCare group change

Please contact Provider Relations at 800-231-6935 extension 2103 if you did not receive a copy and would like one. These are also available for download on the web site at:

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

