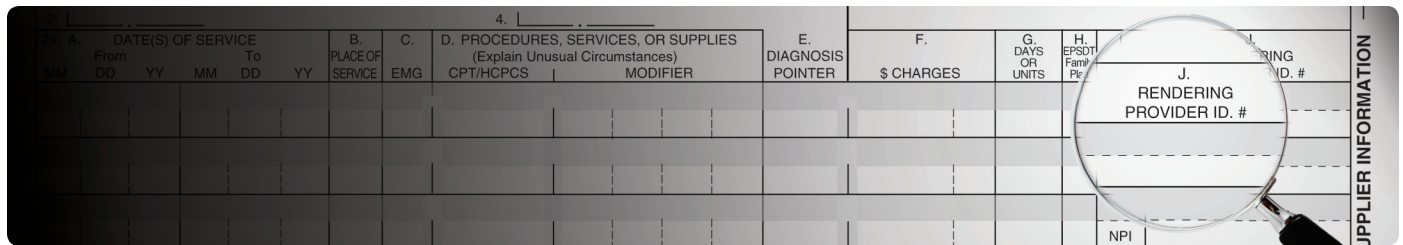


Provider Newsletter

Volume 3; Issue 3 | Summer 2007



Submitting Claims to First Choice Health Network Using the National Provider Identifier (NPI)

With the recent roll-out of the new CMS paper claim forms (CMS-1500 & UB-04) in anticipation of the May 23, 2007, deadline for billing with your NPI, we would like to offer some suggestions for ensuring prompt claim pricing and payment when submitting both types of claims to either FCHN or a FCHN payor.

CMS-1500

In addition to the standard patient/insured's group/insurance information and relevant service coding and charges, professional service information submitted on the CMS-1500 form should also contain the following:

Rendering provider NPI number in field 24-J

Your Federal Tax ID Number in field 25 as it appears on your W-9 form (note: NPI does not replace this identifier)

If applicable, the rendering practitioner's printed name in field 31

All pertinent service location name and address information in field 32

Service location NPI number in field 32-a (if applicable)

All pertinent billing name and

address for payment remittance in field 33

Billing provider NPI number in field 33-a

UB-04

In addition to the standard patient/insured's group/insurance information and relevant service coding and charges, institutional services submitted on the UB-04 form should also contain the following:

All pertinent facility service name and address information in field 1

All pertinent billing name and address information in field 2

Your Federal Tax ID number in field 5 as it appears on your W-9 form (note: NPI does not replace this identifier)

Facility NPI in field 56

When applicable, Attending and/or Operating physician NPI number in fields 76, 77, 78 and 79

For additional information on NPI, including how to apply for your NPI number, you may access the CMS website at <http://www.cms.hhs.gov/NationalProvIdentStand/>.

FCHN is working to ensure efficient, prompt processing of all network

provider claims and your continued efforts in providing the claims data needed to achieve that goal is most appreciated.

Please contact our Provider Relations department at 1-800-231-6935, ext. 2103 with any questions you may have regarding this article. For further questions regarding NPI, please see our NPI Provider Bulletin (PRB06-07-02). This can be found on the web at <http://www.fchn.com/ppo/providers/pubsAndRefMaterials.aspx>. ■

What's In Your Summer Newsletter?

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www.fchn.com



CIGNA Wind-Down Instructions

Effective June 30, 2007 CIGNA Healthcare will no longer access First Choice Health PPO Network in Washington and Idaho.

Claims Routing Instructions

For CIGNA Healthcare claims with a date of service beginning July 1, 2007, check the patient's ID card for claim routing instructions. There is no change to claims routing for claims with a date of service before July 1, 2007. Check our Yellow Pages for the specific instructions.

Claims Reprocessing and Repricing Requests

First Choice Health recommends that all reprocessing requests or claims pricing requests for claims with dates of service prior to July 1, 2007 be submitted as soon as possible and no later than December 31, 2007. You may continue to forward them to the Provider Relations Department, as previously instructed.

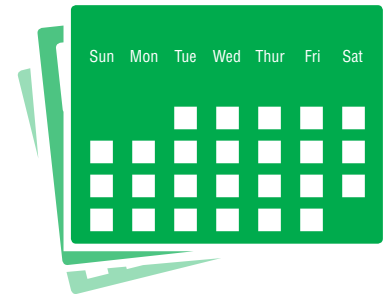
With the termination of our contract, it will be more difficult to resolve outstanding claim issues after December 31, 2007.

Please call CIGNA Healthcare at (800) 88-CIGNA (800-882-4462) if you have questions about their transition.

Please call Provider Relations at (800) 231-6935, extension 2103, if you have any questions regarding the content of this article. ■

Provider File Changes

Effective August 1st, 2007, First Choice Health (FCH) Provider File Department will no longer send confirmation of receipt of Physician/Clinic updates. Currently, when updates are received via fax or mail, a "confirmation of receipt" fax is sent to notify you that the change was received. If you want to request such a confirmation after August 1, please request one on your correspondence. This decision was made to streamline the Provider File procedures and allow for a more efficient process. Thank you for your support. ■



Holiday Schedule 3rd Quarter 2007

First Choice Health Network will observe Independence Day Wednesday July 4th as well as Labor Day Monday, September 3rd. 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. ■

Welcome to our New Idaho Providers

First Choice Health is grateful to have our long-standing Northern Idaho providers in our network. Due to requests from many of our payors to grow our network throughout Idaho, we have been actively recruiting providers throughout the state. Through these outreach efforts over the past few months, many more of you have joined our network. Welcome to First Choice Health! We are pleased to have you. We are in the process of hiring a staff person to be based in the greater Boise area so that someone is readily available to be on-site if needed. In the meantime if you have questions, please contact our provider relations department at 1-800- 231-6935 extension 2103. ■

2007 Mutual of Omaha Claims Reminder for 3rd Quarter of 2007

As previously stated in our 2006 Fourth Quarter Newsletter, CCN Managed Care and First Choice Health Network (FCHN) terminated our agreement effective 12/31/06. There are some CCN clients who chose 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 in 2007.

When Mutual of Omaha was working through CCN, our instructions to all providers submitting Mutual of Omaha claims were to use a "generic" CCN group number (13480 or B1690) so that FCHN could match the claim correctly and forward it onto CCN for processing. Since Mutual of Omaha is 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.



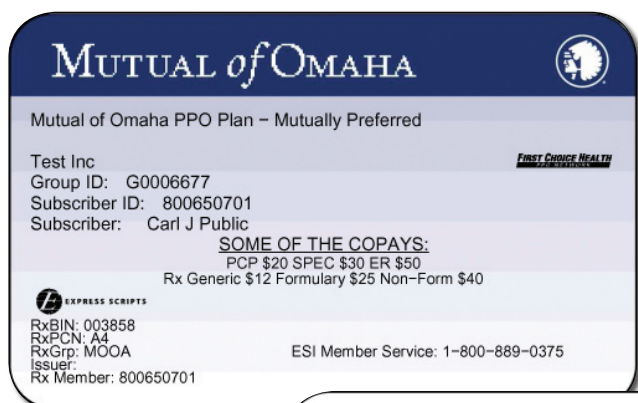
Locum Tenens Providers

First Choice Health would like to take this opportunity to clarify our current policy on the use of Locum Tenens Providers.

First Choice Health defines a locum tenens provider as a provider who is sponsored by or otherwise retained by an FCH contracted provider on a temporary basis to provide services to the contracted provider's patients. First Choice Health does not credential, contract with, or make any representation with regard to a locum tenens provider's qualifications or competency.

All liability for the acts or omissions of a locum tenens provider rests with the provider or organization retaining the services of the locum tenens. Locum tenens providers must bill for their services under name and tax identification number of the provider they are replacing.

The FCH Locum Tenens policy is located at www.fchn.com/ppo_network/publications/reference_materials/provider_manual. ■



PPO Benefits Customer Access at mutualofomaha.com. Show this card to your health care provider. For full benefits to be considered, precertification review procedures must be followed for hospital admissions, certain surgical procedures, Specialized Services and Supplies (Home Health Care, Hospice, Skilled Nursing Facility, Prosthetics, and Durable Medical Equipment with purchase price of \$1000 or more) and Mental Health/Substance Abuse treatment. You or your doctor must call the number(s) listed below. For emergency admissions, call within two days.

Send Claims:
 First Choice Health Network
 PO Box 2289
 Seattle WA 98111-2289
 Emdeon Payor ID 91131
 Medical Customer Service: 1-800-467-4917
 Precertification Review: 1-800-228-0286

Coverage underwritten by United of Omaha Life Insurance Company.
 Possession of this card does not guarantee eligibility or coverage.

Our revised instructions for 2007 are to bill with the actual Mutual of Omaha group numbers in box 11 on the CMS1500 or in field 82 on the UB92. Please do not use the old "generic" CCN group numbers. Please also bill with the employer's group name in field 11b on the CMS1500 or in field 81 on the UB92. Please also note that the claims submission address was updated in January 2007. **All Mutual of Omaha claims should be sent directly to the FCHN claims address: PO Box 2289, Seattle, WA 98111-2289.** If sending EDI claims, please use WebMd payor ID 91131.

Please call Provider Relations at 800-231-6935 extension 2103 if you have any questions ■

New Clients

There are a number of new clients with FCHN access to report this quarter:

Benefit Management Inc -- BMI is the current administrator for WSHIP and now for City of Pasco (6/1/07).

Clear Choice Health Plans – one of our Healthcare Direct (Oregon) clients that has selected FCHN access (1/1/07).

Coquille Indian Tribe – one of our Healthcare Direct (Oregon) clients that has selected FCHN access (6/1/07).

Hancock Park Associates (5/1/07).

Insurance & Risk Management (5/1/07).

Shasta Administrative Services – one of our Healthcare Direct (Oregon) clients that has selected FCHN access (1/1/07) for Jeld-Wen, Bright Wood Corp., Deschutes Brewery, Norvanco International, and South Valley Bancorp.

Southwest Oregon IPA – one of our Healthcare Direct (Oregon) clients that has selected FCHN access (6/1/07) for North Bend Medical Center. ■

PRB Index 3rd Quarter 2007

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 |
| PRB 04-07-01 | WPAS backlog |
| PRB 06-07-01 | Washington State Auto Dealers (WSAD) |
| PRB 06-07-02 | National Provider Identifier (NPI) |

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>. ■

State of the Network

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 May 30th, 2007, our network includes **28,296 practitioners, 112 hospitals and 1,269 ancillary facilities**. ■

First Choice Health™

Healthy Employees. Healthy Companies.™

