

Newsbriefs

For FCHN Providers

Results of First Choice Health Provider Survey

As you may know, FCH recently conducted a provider survey. FCH provided Market Street Research with contacts at all of our Washington contracted hospitals and we generated a random list of 300 Washington providers for purposes of the survey. Market Street Research is a marketing research company with over 25 years of experience in conducting customized marketing research and political polling for hundreds of businesses and organizations throughout the United States. Thank you very much to those of you who took the time to talk with representatives of Market Street Research. Your input is greatly appreciated.

The response rate from physician offices and hospitals was 46.7%. Here is what you told us:

1. Overall satisfaction with FCH:
 1. 42% very satisfied
 2. 49% somewhat satisfied
 3. 8% dissatisfied
 4. 1% don't know
2. Ease of working with FCH:
 1. 43% very easy
 2. 41% somewhat easy
 3. 13% difficult
 4. 3% don't know
3. First Choice strengths (top 4 responses):
 1. Staff helpful, competent, professional: 21%
 2. Easy access to staff, short waits via phone: 20%
 3. Plan easy to use, clear communications, few problems: 21%
 4. Claims processed quickly and accurately: 11%
4. First Choice weaknesses (top 5 responses):
 1. Problems with claim processing, slow, errors, denials: 18%
 2. Confusing or unclear where to send claims, who to contact: 17%
 3. FCH does not provide or is slow to provide information, is not proactive: 11%
 4. Poor communication in general and from representatives, not helpful overall: 10%
 5. Difficult to access representatives, get information, resolve problems: 5%
5. Weaknesses with Provider Relations (PR) department, specifically - Overall providers have a moderately positive image of FCH PR, but some weaknesses were identified (top 4 responses):
 1. Need competent, helpful, better trained reps, less turnover: 14%
 2. Increased, easier access to information and updates: 11%
 3. More proactive contact from reps: 3%
 4. Long waits on hold, can't get live rep: 10%
6. How could FCH improve the claims process (top 5 responses):
 1. Simpler, cleaner claims processing: 34%
 2. Accessible, on-line claim status: 19%
 3. Improved access to online services and information: 17%
 4. Streamline phone system, easier to access customer service: 12%
 5. Better customer service and tracking of claims, fix errors: 12%

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New Website Format and Enhanced Provider Search

FCHN will be rolling out a new look to our network website and we have recently implemented enhancements to our web-based provider search. Our website is even more user friendly and offers new tools. The provider search has been streamlined to easily select the requested provider type. It also offers additional search criteria to narrow down your search for particular characteristics such as gender and language preference.

The following provider search enhancements are now available:

- ☐ All Practitioners Preferred Flag –
An indicator to denote clinics where “All Practitioners” are considered preferred regardless of whether or not they can be located on our website (i.e. PA’s, dieticians, etc.).
- ☐ Clinic Practitioner List –
For clinics not referenced as “All Practitioners Preferred”, a list will be provided to view all preferred practitioners affiliated with a particular clinic.
- ☐ Doing Business As (DBA) Search Results –
Occasionally, a clinic or facility will contract with FCHN under a name other than the one used for conducting business. This enhancement will allow clinic or facility searches using the DBA name to display both the contract and DBA name.

We hope to implement the following provider web search enhancements by the end of 2006:

- ☐ Specialty and Facility Definition Link
- ☐ Practitioner Mini-“Bio” Information
- ☐ Hospital Service Information List
- ☐ Zip Code Search Geo-Mapping

Please be sure to look for our new website format and for future communications announcing the release of the above enhancements to our web based provider search.

General Update— Claims

- 1) 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. Omitting this information is the number one reason claims 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. If we are unable to identify the group information you have 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. This is your opportunity to re-bill the claim with the correct information. Re-bill with a copy of the ID card or call Provider Relations at 1- 800-231-6935 extension 2103 for valid group verification.
- 2) As you know the paper CMS 1500 form has changed. If using this form, please include the additional information requested. NPI information should be reported in fields 17b, 32a and 33a.
- 3) Please make certain that First Choice Health Network is notified immediately of any changes you may have regarding your TIN (Tax Identification Number), address change, name change, etc. It is extremely important that we have up to date, accurate information in our systems so that we may pass this information on to our payors. This will help facilitate timely claims processing. All changes should be faxed to the attention of our Provider File Maintenance Department at fax number 206-268-2940.

Washington State Health Insurance Pool (WSHIP)

The Washington State Health Insurance Pool (WSHIP) is the state's "high risk" pool providing health insurance coverage for people who are rejected by private insurance carriers because of their medical problems. Many Washington residents are not aware of WSHIP's existence and do not realize it has new high-deductible health plans with more affordable coverage for people who cannot get health insurance elsewhere.

If your office would like to help increase public awareness about WSHIP by including its new information brochure in waiting rooms, please contact Anne Mackie, at 360-734-2577 or amackie@wship.org.

WSHIP, an independent not-for-profit health plan created by the Washington State Legislature in 1987, provides individual health insurance coverage to state residents and their dependents who are rejected for coverage by other health insurance companies because of their score on the Standard Health Questionnaire.

First Choice Health / Healthcare Direct

As reported in the previous Newsbrief, FCH purchased a PPO in Oregon called HealthCare Direct (HCD). As a wholly owned subsidiary of FCH, providers should recognize a HealthCare Direct logo as a FCH logo. HealthCare Direct clients who access healthcare services in Washington will begin to issue new ID cards that include the FCH logo. Until that time, please recognize the HCD logo as FCH. An example of the HCD logo is provided below.



CCN Termination effective 12/31/06

FCH wants to inform you that our contract with CCN (Community Care Network), a division of Coventry Health, allowing participants to access FCH providers is terminating effective 12/31/06.

As of January 1, 2007, CCN participants will no longer have access to the FCH provider network. If you have any questions, please contact Provider Relations at 1-800-231-6935, ext. 2103.

Technology Awards

As reported last quarter, FCH and the Health Care Authority are each funding \$500,000 towards technology grants. First Choice Health and the Health Care Authority have finished reviewing applications submitted for the 2006 Washington Health Information Collaborative Health IT Awards. All applicants have been informed of their status. A listing of the FCH recipients can be located on the FCH website, www.fchn.com. A listing of the FCH and HCA recipients can be located at www.wahealthinfocollaborative.org.



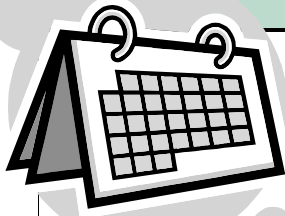
Welcome New Client

Health Systems Innovations (HSI) and their group Carlyle Inc are new First Choice Health PPO Network clients effective August 1. HSI is located in Tacoma and they are using our system to price claims.

Market Research— Continued from Page 1

We wanted to provide you with these results as soon as we received them. In future issues we will outline our plans to improve in areas that were identified as FCH weaknesses. We are excited about the opportunity to implement targeted improvements to help serve you better.

Fourth Quarter 2006 Holiday Schedule



We will observe the Thanksgiving Day Holiday and will be closed on Thanksgiving Day **and** the day after, November 23rd and 24th. In observance of Christmas, the office will be closed on Monday, December 25th **and** Tuesday, December 26th. Our offices will also be closed, Monday, January 1st.

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.

Contract Language Update

FCH is updating our provider contracts to comply with recently updated regulations. You will receive a contract amendment outlining these changes shortly.



National Provider

Identifiers

National Provider Identifiers (NPIs) will be required on electronic claims sent on or after May 23, 2007.

CMS is advising providers to obtain their number six months before the compliance date. If you have not yet applied for your NPI, First Choice Health encourages you to do so.

Once you have your NPI, please provide this information to First Choice Health so that we can update our systems.

You may notify us by letter, fax, or e-mail through our website to our Provider File Maintenance Department Mail to: 600 University Street, Suite 1400, Seattle, WA 98101 Fax to: 206-268-2940 Website www.1stchoiceppo.com

Learn more about NPI and how to apply by visiting www.cms.hhs.gov/NationalProvIdentStand/ on the CMS website.

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 August 31, 2006, our network **includes 27,631 practitioners, 144 hospitals, and 1,234 ancillary facilities.**

Provider Bulletin Index

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

Control Number PRB-02-06-01

SUBJECT CIGNA HealthCare Replaces CareCentrix as National Provider of Durable Medical Equipment, Respiratory Equipment, and Enteral Nutrition **

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