

PPO Network Provider Newsletter

Winter 2008

First Choice Health™

Healthy Employees. Healthy Companies.™

A Message from our President & CEO

Health IT Awards benefit Provider Community

Happy New Year! Thank you for your continued support of First Choice Health (FCH) in 2007. As the Northwest's largest PPO network, FCH has continued its mission of being an alternative to other large commercial payors as well as remaining engaged and active in Provider issues.

In 2007, FCH continued providing awards to physician offices for health information technology that we initiated in 2005. Along with FCH's \$500,000, the Washington State Health Care Authority again contributed \$500,000 to a pool of funds awarded in 2007. This is just one example of how our provider ownership results in benefits to the provider community.

One of our primary focuses in 2007 was PPO Operational Excellence. In support of this initiative on the provider side, we greatly expanded our web based tools. If you haven't been to our web-site lately please visit us at www.fchn.com to see some of the enhancements.

I am very excited to share a new web tool we are rolling out this month. As of January 7, 2008 dates of submission, if you send a claim to FCH for us to price and send to our payors, you will now be able to view "priced status" of the claim. You will know when FCH reviewed it, when we priced it, the allowable that we calculated and when we submitted it to the payor. You will be able to access this feature with your OneHealthPort security credential (see more on this feature inside this issue of Newsbriefs).

We are in the process of scheduling several group meetings throughout our region to better acquaint your office staff about these enhanced web tools and other operational initiatives to make your experience in working with FCH and our payors a more productive one. Invitations will be mailed once we finalize dates and times in your area. Please plan to send staff to one of these seminars.

Again, thank you for participating in the First Choice Health Network. We understand that our success is dependent

on your participation in our network. It is our goal to improve the administrative process of caring for your patients.

Best wishes to you and your families in 2008. We are glad you are here.

Warm Regards,

Ken Hamm
President & CEO

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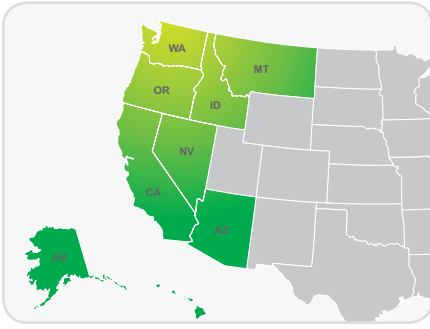
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Important Name Change



New Regional PPO Network - VentureNet Healthcare

First Choice will be participating in a new Regional PPO Network called VentureNet Healthcare in 2008. VentureNet Healthcare was formed by a partnership of five healthcare networks whose goal is to offer members and health plan clients seamless access to high-quality providers in an eight state region.

The partnering networks, Arizona Foundation for Medical Care, California Foundation for Medical Care, First Choice Health, Healthcare Direct and Universal Health Network / Nevada Preferred Professionals, have created the largest regional preferred provider organization (RPPO) of its kind.

The expertise and product offerings of the founding organizations give VentureNet the ability to provide businesses additional services such as utilization management, case management, disease management, maternity management, comprehensive wellness programs, employee assistance programs and Health Savings Accounts.

First Choice Health will continue to keep providers apprised of the level of our participation and other details as the partnership solidifies.



Website Update

We are excited to report that we have added 2 new features to the Provider Web page. You will find these options on the left navigational bar under “Contracted Network Providers”. Providers will now be able to view a priced claim status as well as view your Claims Activity Report if you have been set up already to receive this report. Please see below for a screen shot of this new feature:

Contracted Network Providers

We offer two secured options to our providers that have access through [One Health Port](#):

Priced Claim Status Inquiry

If you submit a claim directly (as paper or electronically) to First Choice Health you can [view the priced status of that claim](#).

Paper claims can be submitted to the First Choice Health claims address, PO Box 2289, Seattle, WA, 98111-2289

Claims Activity Reports

If you are a provider that has been set up to receive claims activity reports online, you can [access your claims activity reports](#).

If you are a provider or hospital group submitting 100 claims or more per week to First Choice Health and are not currently receiving this report, you can contact Provider Relations at 800.231.6935 extension 2103 or ProviderRelations@fchn.com to add your name to the list.

We are also re-designing the left navigational bar to “streamline” the look and make the provider page more useful and intuitive for Providers. We will be condensing the choices and moving some things around. For instance, the Payor/Employer Group Search (most frequently utilized on-line tool) has been moved to the top. Please check the web site a www.fchn.com to see these exciting changes!

Health IT Awards

On October 15, 2007, FCH and the Health Care Authority awarded grants up to \$20,000 to over 50 medical offices, clinics and small hospitals for the acquisition, implementation and expansion of health information technology.

This year, FCH funded over \$500,000 in grants to 28 FCH providers in Alaska, Idaho, Oregon and Washington.

The FCH 2007 Grant recipients are:

Alaska

- Chilkat Valley Medical Center, Inc.
- Humanistic Healthcare, LLC
- Kachemak Bay Medical Center
- Sunshine Community Health Center

Idaho

- Cascade Medical Center/Cascade Family Practice
- Dirne Community Health Center

- Family Health Center of Sandpoint
- Meridian Family Medicine
- Northwest Medical Edge Research
- St. Mary's Hospital
- Western Rehabilitation
- Winding Creek Medical Arts

Oregon

- Bend Surgical Associates
- David W. Foster, MD
- Davies Clinic, P.C.
- Kevin Baxter, DO, P.C.
- Robert M. Gentry, MD
- Salem Family Medicine
- Springfield family Physicians
- The Johnson Center for Pelvic Health
- The Rinehart Clinic
- Tillamook Medical Associates, P.C.

Washington

- Evergreen Medical Center, P.C.
- Family Health Center Newport
- Gordon Decker, MD

- Grays Harbor Internal Medicine
- Pediatrics For You, PLLC

A complete listing of the FCH and HCA recipients can be located at <http://www.wahealthinfocollaborative.org/>.

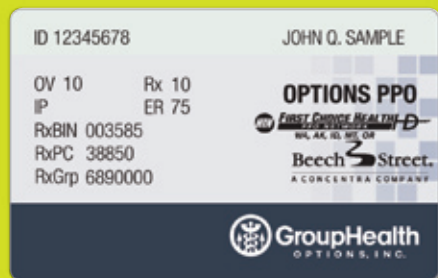
This is the third year that FCH has offered small and rural provider offices grants to help fund the purchase or enhancements for Electronic Health Records. FCH has funded over \$1,200,000 to FCH providers.

First Choice Health welcomes the Kalispel Tribe

First Choice Health welcomes the Kalispel Tribe as a new client accessing our contracted preferred providers in the Newport region.

Effective January 1, 2008, the Kalispel Tribe health insurance plan is changing from Asuris Northwest Health to Group Health Options PPO. The new plan uses the Group Health Options PPO network in Spokane and Kootenai counties. Except for Spokane and Kootenai counties all First Choice PPO Network providers located in WA and ID will be paid based on the 'in-network' benefit levels.

All members have been issued an Options PPO ID card. Sample below:

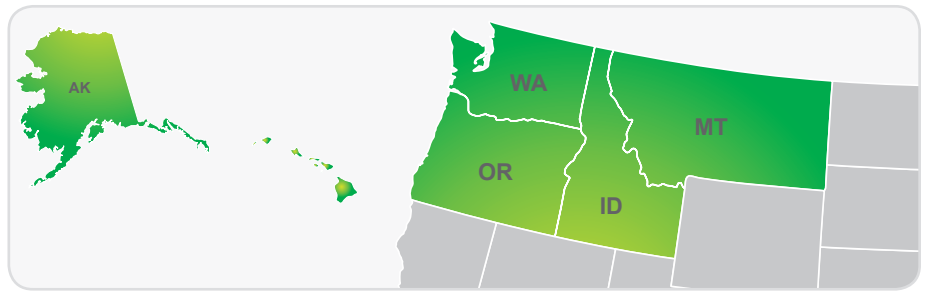


Contracted First Choice Providers with questions can contact:

First Choice Health Provider Relations: 1.800.231.6935 extension 2103 or Email ProviderRelations@fchn.com

Client Updates:

- Alexandria Moulding changed their venue of access to FCHN from a direct relationship to access via Principal Financial Group effective September 1, 2007. Also, FCHN will no longer provide Medical and Case Management services for Alexandria Moulding.
- AmeriBen/IEC Group terminated its direct relationship with FCHN effective June 30, 2007, however they remain an active payor under Beech Street.
- Aultura Administrative Group is new effective January 1, 2008.
- Gilsbar, Inc terminates its direct relationship with FCHN effective December 31, 2007, however they remain an active payor under Beech Street.
- Hancock Park Associates terminated June 30, 2007.
- Northwest Iron Workers Health & Security Trust terminated FCHN access December 31, 2007, however FCHN will continue to provide Medical and Case Management services.
- Physician Hospital Community Organization (PHCO) terminated December 31, 2007.
- Retail Clerks Welfare Trust and the Retail Clerks Retiree Welfare Trust changed their name to Sound Health & Wellness Trust. Please reference Provider Bulletin PRB 12-07-03 for additional information.
- St. Mary Medical Center terminated their payor agreement December 31, 2007. This does not affect their participating status with the network; they remain active as a FCHN PPO provider.
- Washington-Idaho Operating Engineers Health & Welfare Trust changed their venue of access to FCHN from a direct relationship to access via Zenith Administrators effective September 1, 2007. Zenith's Spokane office will handle the claims administration.
- Yakima Valley Farm Workers Clinic terminated August 31, 2007.
- Zenith Administrators recently acquired Administrative Services Inc (ASI) in Spokane. ASI is the administrator/ payor for Hecla Mining Co, Laborers AGC Trust of Montana, and Washington & Idaho Carpenters Health & Security Trust. At this time no changes are required for claims routing or contact information.



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 January 1st, 2008, our network includes 29,653 practitioners, 119 hospitals and 1,289 ancillary facilities.

2008 Holiday Schedule

First Choice Health will be closed in observance of:

- President's Day Monday February 18th

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.

Provider Bulletin Index

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

Control Number	Subject
PRB 10-07-01	Quarterly Provider Newsletter Web Access
PRB 11-07-01	Changes in Claims Routing
PRB 12-07-02	2008 Provider Manual Update
PRB 12-07-03	Retail Clerks Welfare Trust <ul style="list-style-type: none"> • Name change to Sound Health & Wellness Trust • Benefit change – PPO & Group Health Options (GHO) • New Health and Wellness programs

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

Important Name Change

This article includes important information regarding several changes for one of First Choice Health Network's (FCHN) largest client groups. Retail Clerks Welfare Trust is changing its name to Sound Health & Wellness Trust.

You are most likely familiar with the PPO Plans administered by Zenith Administrators (Zenith). New ID cards will be issued in mid-January and include both the old and new Trust names. The current billing and contact information is not changing. See below for sample ID card:



Please note that the Trust's pre-certification requirements are unchanged.

The Trust has also historically offered Group Health HMO plans to its members. Effective January 1, 2008, these plans will convert from Group Health HMO plans, which do not access FCHN, to Group Health Options point-of-service plans, that do access FCHN at the out-of-network benefit levels. New ID cards will be mailed late December 2007. See below for sample ID Group Health card:



Along with the new name, The Sound Health and Wellness Trust is changing aspects of their benefit plans, such as focusing on wellness and disease prevention through several programs called LiveWell. The Trust will also introduce a health reimbursement account and a personal health assessment. The PPO and GHO Plans no longer have any office visit co-pays. Preventive care is covered at 100% in the PPO Plans. We suggest discussing these benefit changes with your Sound Health & Wellness patients. For more clarification, here is a list of contact telephone numbers:

- PPO Plan eligibility and benefit questions: Zenith Administrators: 206.282.4500 or 800.225.7620
- Group Health Options eligibility and benefit questions: 888.901.4636

Online information will be available February 1 at www.soundhealthwellness.com

If you have questions regarding this article, please contact Provider Relations at 800.231.6935 extension 2103 or via Email to ProviderRelations@fchn.com.