

PPO Network Provider Newsletter

Spring 2008



Ongoing Efforts to Support Providers

Increased Regional Footprint - Provider Tools - In-service visits

First Choice Health continues to grow our PPO Network in Washington, Alaska, Idaho and Oregon. In July 2006, First Choice Health purchased Healthcare Direct, a PPO Network in Oregon. Effective July 1, 2008, the Healthcare Direct name will be replaced by First Choice Health. You may still see the Healthcare Direct name and logo until patients receive new ID cards. Please direct any questions to the Provider Relations Department. Contact us via email at ProviderRelations@fchn.com or via phone at (800) 231-6935 extension 2103.

One million lives access our contracted providers on a consolidated basis from the union trusts, self-insured groups and others who access our PPO Network. The increased regional footprint, enables us to retain existing business and makes us a more attractive option for multi-state or regional business so that we can continue to succeed in our mission to be

an alternative payor in the market.

As we have reported to you over the past year, we remain focused on making it easier to work with us. Some of the projects that have been completed include the following:

- Enhanced web-based payor and employer group search
- Priced claim status available on-line
- Claims Activity reports available on-line
- Revised Provider Manual
- Overall web site enhancement functions such as left navigational bar revision

We are in the process of scheduling several in-services through out the region to better acquaint you with some of our newly enhanced tools. Please be on the lookout for your invitation to one of these seminars and try to attend one of our sessions.

Later this year we will re-survey providers to gauge our progress in

meeting our goals to be your preferred payor. We look forward to your feedback.

Thank you for your continued support of First Choice Health.

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Provider Education Seminars - Coming to your area soon!

First Choice Health Network (FCHN) is in the process of scheduling several Provider Seminars throughout Washington. Our goal is to make it easier for providers to work with FCHN. Some of the areas of focus will be on our newly enhanced website and providing additional tips to better understand how to work within the FCHN business model. Seminars are being scheduled in Yakima, Olympia, Bellingham, Seattle, Longview/Vancouver and the Tri-cities. Other locations may be added. We have completed our first seminar that took place in Spokane on February 21st, 2008 which yielded good results.



Website Enhancements

Priced Claims Status Reminder!

We wanted to remind providers that you can now view the status of any claim that is sent directly to First Choice Health Network for pricing. You will find this option along with the option to upload your Claims Activity Report (if set up to receive already) on the left navigational bar under “Contracted Network Providers”. 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

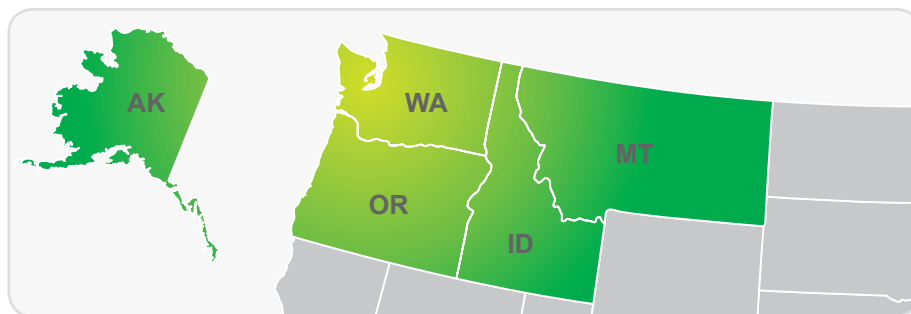
If you are a provider that has been set up to receive claims activity reports online, you can **access your claims activity reports.**

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.

Please contact Provider Relations at (800) 231-6935 extension 2103 or via email at ProviderRelations@fchn.com with any questions you may have regarding these new exciting features.

Carpenter's EDI submission request

The Carpenters Trusts of Western Washington (CTWW) has asked First Choice Health Network (FCHN) to encourage providers, particularly facilities to submit bills electronically to FCHN when possible. FCHN transmits your claims to CTWW within 24 hours and there is no delay caused by manual input and repricing. Both FCHN and CTWW encourage all providers to send claims to FCHN electronically. Please remember to always include Carpenter's Trust as the Group Name and CTWW as the Group Number. Thank you.



State of the PPO Network

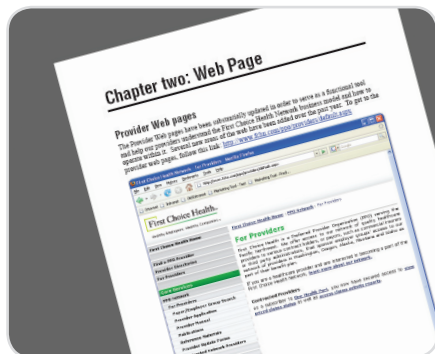
In an ongoing effort to maximize value to our clients, FCHN is always working to recruit new providers, target expansion areas and fill any gaps that may exist within our network service area. We are pleased to announce that as of March 17th, 2008, our network includes **29,983 practitioners, 120 hospitals and 1,183 ancillary facilities.**

2008 Holiday Schedule

First Choice Health will be closed in observance of:

- Memorial Day Monday May 26th
- Independence Day Friday July 4th

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 (800) 231-6935 extension 2103.



New Provider Manual

As previously announced in Provider Bulletin 12-07-02 (2008 Provider Manual Update), the new manual has now been posted to the Provider Web pages. We have updated the manual and made it a more useful tool for providers to better understand the First Choice Health Network business model. Please use the following link to access the manual at: <http://www.fchn.com/ppo/providers/ProviderManual.aspx>.

Provider Bulletin Index

Since January 2008, all providers should have received the following Provider Bulletins:

Control Number	Subject
PRB 02-08-01	Group Health Options access to FCHN CAM Providers
PRB 03-08-01	Retail Drug Employees Welfare Trust termination and transition to Sound Health & Wellness Trust
PRB 03-08-02	Mutual of Omaha name change to Coventry Health Care

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/ProviderBulletins.aspx>.



Sound Health & Wellness / Group Health Options (GHO) Eligibility & Benefits

We have an update and correction to Provider Bulletin 12-07-03, which outlined changes for Retail Clerks Welfare Trust (now Sound Health & Wellness Trust). Providers should use the GHO Provider Assistance phone line (888) 767-4670 for eligibility and benefit questions. The online version of the Bulletin has been updated. The link to access Provider Bulletin on-line is: <http://www.fchn.com/ppo/providers/ProviderBulletins.aspx>.

Important Assurant Group Number Changes

We have made significant updates to group records for several Assurant groups. Please read below for highlights to ensure that you are billing appropriately:

Previously, we allowed providers, for Assurant group numbers not loaded in our system, to bill using a 'generic' group number of "ASSURANT". All Assurant ID cards have a valid group number on them and we completed a full audit of all their FCHN-accessing groups. The generic "ASSURANT" group record should no longer be used. It is important to use the group name and number, as they appear on the ID cards, as not all of Assurant's business is placed with FCHN. Please see below for an ID card example:




ASSURANT Health  www.medco.com

RxBin 610014 - Rx Grp FORJALA
Rx Mail Order Questions 800-978-6230
Pharmacist Help Desk 800-922-1557

JOE EMPLOYEE
ID: 890001906
EMPLOYER: ABC, INC.
GROUP: R0072093
EFFECTIVE DATE: 9/1/2006

For Customer Service
call 866-387-0489

First Choice Health 
PPO Network - WA, AK, ID

This card does not guarantee coverage or benefits. For benefit verification and eligibility, call Key Benefit Administrators, Inc. (KBA) at 866-387-0489. Send claims to First Choice Health Network, PO Box 2289, Seattle, WA 98111-2289 or use WebMD payer ID 91131.

Prerecertification is required. Call 866-387-3407.
Failure to call may result in reduced benefits.

For network provider information, visit First Choice at www.fchn.com or call 800-231-6935.

Non-network services provided by Cost Pro / Coalition America.

Office visit copay: Network - PCP \$20, Specialist \$35. Non-network - 60% after deductible
Coinsurance: Network - 80%; Non-network - 60%
Deductible: Network - \$500/ind, \$1,000/fam. Non-network - \$1,000/ind, \$2,000/fam.
Out-of-pocket max: Network - \$3,000/ind, \$6,000/fam. Non-network \$6,000/ind, \$12,000/fam.

Assurant Health markets John Alden Rewards, which is administered by Key Benefits Administrators, Inc. Stop loss insurance for self-funded plans is provided by John Alden Life Insurance Company.

Client Updates:

New Payors:

- Meritain Health is new effective November 1, 2007, and their first group is US Digital. Their prior name was Performax, and they continue to have groups accessing FCHN via Beech Street under that name

Terminating Payors:

- Adventist Risk Management terminated December 31, 2007
- Sheffield Olson & McQueen terminates its direct relationship with FCHN effective December 31, 2007, however they remain an active payor under Beech Street

Other Updates:

- Mutual of Omaha's group insurance business was acquired by Coventry HealthCare. ID cards will reflect the Coventry name. Please reference Provider Bulletin PRB 03-08-02 for additional information
- Retail Drug Employees Welfare Trust has merged into the Sound Health & Wellness Trust effective March 1, 2008. Please reference Provider Bulletin PRB 03-08-01 for additional information

Healthcare Direct Name Change

In July of this year, we will begin the process of replacing the name Healthcare Direct with First Choice Health. A single name will allow us to consistently communicate our regional service area and improve the recognition of our multi-state PPO Network.

As we make the transition to one name, we will be releasing new ID card logos. We appreciate your assistance using the new logos on ID cards at the groups' renewals.

If you have any questions, please do not hesitate to call us at: (800) 467-5281.