

PPO Network Provider Newsletter

Spring 2009

A Message From Our President & CEO

Ken Hamm



President & CEO,
First Choice Health

I want to thank you for your continued support of First Choice Health in 2008. As the Northwest's largest independent PPO network with over 950,000 members, First Choice Health has continued its mission of being a competitive alternative to other large commercial payors.

For 2009, in these difficult economic times, we will continue to focus on managing the expansion of our regional presence. We are confident that our seamless network solution to our five state service area will attract and retain our clients to ensure a solid foundation.

We will also focus on information technology as we strive for Operational Excellence. We will continue to work as your partner to increase electronic claim pricing efficiency. We will work collaboratively through OneHealthPort to support statewide initiatives. Our goal at First Choice Health is to reduce complexity by using technology as a means to provide better service.

Finally, a note on our changing political landscape. As you know, health care is among the top domestic issues. This is our opportunity to educate lawmakers on the role that First Choice Health plays in the health care delivery system. We at First Choice Health are actively engaged in the political process working on behalf of the PPO industry at both the state and national level. To meet these challenges, we are pleased to welcome Robin Larmer Lutka, in a newly created position as VP of Legal and Public Policy to our Management Team.

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

Best wishes to you in 2009.

Warm Regards,
Ken Hamm
President & CEO



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Group Health Options

Group Health Options, Inc. (GHO) is one of the First Choice Health PPO Network's (FCHN) largest clients with a working relationship that goes back several years. GHO offers several 'point of service' plans as well as a PPO plan that allow plan members access to FCHN providers. These plans include Options, Alliant Plus, and Options PPO. GHO anticipates continued growth during 2009 as employers are increasingly finding these benefit plans very attractive.

The Options, Alliant Plus, and Options PPO plans offer coverage for use of FCHN providers without a referral from a GHO provider. The member makes the decision to self refer at the 'point of service' and GHO processes the claim according to the member's benefit plan. **It is important to note that GHO may indicate benefits are paid as "out of network", but FCHN contract rates still apply since this product allows members to opt out of the Group Health only network and receive care at the "out of network" benefit level with FCHN providers.** The plans also have higher levels of coverage—an attractive feature for some members.

To help you correctly identify GHO patients and verify their coverage, please check their ID cards; the FCHN logo appears on the front as well as the back. ID card examples are posted on our FCHN Web site at:

www.fchn.com/ppo/providers/sampleIdCard.aspx

Claims should be submitted to the address on the back of the ID card. Please use the GHO Customer Service phone number to verify eligibility and claim status. Eligibility can also be verified online at www.onehealthport.com. If you do not currently use One Health Port, you can register on the Web site.

Reminder: If you have a direct contract with Group Health Cooperative, that contract supersedes your FCHN contract.

If you have questions regarding the content of this bulletin please call the FCHN Provider Relations department toll-free at (800) 231-6935, extension 2103 or send an e-mail to ProviderRelations@fchn.com.

Staff Update

Vice President of Network Management:

Bob Hinman

Provider Relations Manager:

Kendra Bunch

Provider Relations Representatives:

Seattle:

Christine Lyons

Anthony Bird

Kathy DeBoer

Spokane:

Syndi Peterson

Charmaine Miller

Lynn Poelstra

The Provider Relations Department's responsibility is to act as the liaison between the provider and the payor for assistance with any issues that may arise. They answer questions regarding where to send claims, how to navigate through the First Choice Health PPO Network (FCHN) Provider web site and advise you what your contractual allowance amounts are. Provider Relations Representatives are also available to come to your office for a personal tutorial on how to look up Priced Claims Status on line (if claims are sent to FCHN) and how to utilize the Payor/Employer group search more efficiently. Please contact us at (800) 231.6935 ext. 2103 or ProviderRelations@fchn.com.

Provider Bulletin Index

Since January 2009, all providers should have received the following Provider Bulletins:



<u>Control Number</u>	<u>Subject</u>
PRB 12-08-01	January 1st Client Changes and Terminations

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>.



Website Option For Changing Your Contact Information

First Choice Health would like to take this opportunity to remind providers that we've incorporated the option on our website to update your contact information electronically. Providers now have the ability to make demographic changes such as address, phone number, clinic name, etc. There is also the option to change your Tax Identification Number (TIN) however First Choice Health requires a W9 form to accompany the requested change. When a W9 is needed, Providers can fill out the information on the website and print the form and fax that along with the W9 to (206) 268-2940 with attention made to Provider File Maintenance. Providers also have the option to scan all of this and email documentation to ppofilemaintenance@fchn.com.

www.fchn.com/ppo/providers/changeContactInfo.aspx

Bob Hinman



Vice President,
Network Management

New VP of Network Management

We are pleased to announce that Bob Hinman has joined First Choice Health as our new Vice President of Network Management. Bob has many years of experience in provider/payer contracting and reimbursement. He most recently served as the Director of Payer Contracting & Reimbursement for Overlake Hospital Medical Center in Bellevue, WA. Bob has been active in the Healthcare Financial Management Association and previously served as President of that organization for the Washington & Alaska Chapter.

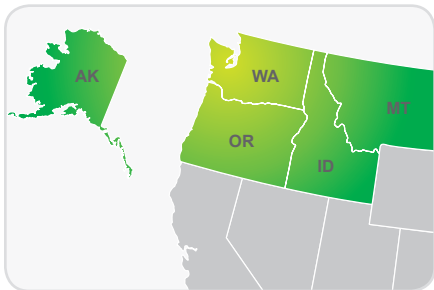
Phone: (800) 231-6935

Email: bhinman@fchn.com

2009 Holiday Schedule

First Choice Health will be closed in observance of Memorial Day, Monday May 25th as well as the Fourth of July, Friday, July 3rd. 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.



State of the Network

In an ongoing effort to maximize savings to your 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 1, 2009, our network includes **46,122 practitioners, 242 hospitals, and 1,891 ancillary facilities.**

Client Updates

New Payors:

- Prairie State Enterprises now has a direct relationship with FCHN. They are effective 1/1/09 and their initial groups are Aero-Metric and Sargento Foods.
- TC3 Health, Inc now has a direct relationship with FCHN. They are effective 1/1/09 and their first group is California Water Service Co.
- Capitol Administrators now has a direct relationship with FCHN. They were effective 8/1/08 and their initial groups are the Stillaguamish Tribal Member Health Plan and the Klamath Tribes Employee Health Plan.
- Confederated Tribes of Siletz now has a direct relationship with FCHN. They were effective 1/1/09.
- Nez Perce Tribe dba Nimiipuu Health now has a direct relationship with FCHN. They were effective 1/1/09.

Terminating Payors:

- Agri Northwest, administered by Mercer, terminated 12/31/2008.
- Itron, Inc, administered by Mercer, terminated 12/31/08.
- Mutual of Omaha, now known as Coventry Healthcare, terminated 12/31/08.
- Ultra Administrative Group terminated 2/28/09.
- Columbia Lighting terminated 12/31/08. They closed their Spokane location.
- The Epoch Group terminates its direct relationship 6/30/09. They continue as a payor for some groups that access FCHN via Beech Street.
- Local Government Insurance Coalition (LGIC) terminated 12/31/08. The group was comprised of employees of Ferry, Lincoln, and Stevens Counties, and they are now part of the Washington Counties Insurance Pool (WCIP), group # U481, which is administered by Zenith.
- Superien Health Network/Interplan terminated 12/31/08.

Other Updates:

- Puget Sound Electrical Workers Health & Welfare Trust Fund has issued new ID cards with FCHN's claims address. Welfare & Pension Administrative Service (WPAS) continues as their administrator.
- Retiree's Welfare Trust has issued new ID cards with FCHN's claims address. Northwest Administrators (NWAD) continues as their administrator.
- Westport Shipyards, Inc has issued new ID cards with FCHN's claims address. Northwest Administrators (NWAD) continues as their administrator.
- Administrative Services Inc (ASI), a Spokane-based payor, was acquired by Zenith Administrators in 2007. As part of their ongoing integration, the ASI name is being replaced with Zenith Administrators. ASI/Zenith is the payor for Helca Mining Co., Laborers AGC Trust of Montana, and Washington & Idaho Carpenters Health & Security Trust.
- FirsTier Administrators, formerly known as Administrators West, has changed their name to Premier Claims Administration.
- Kipp & Company was recently acquired by Employee Benefit Management Services (EBMS). For now the two organizations continue to operate as separate organizations, however Kipp has started using the EBMS name. EBMS's offices are in Billings, MT and Kipp/EBMS is in Portland, OR.
- Effective 4/1/09, KPS Health Plans can receive priced claims from FCHN via EDI.

Other News:

- Reminder that Coalition America was reported as terminated 12/31/08 in the October List of Payors.