

PPO Network Provider Newsletter

Fall 2009

CMO Transition at First Choice Health

Jeff Robertson, M.D.



Chief Medical Officer
 First Choice Health

We bid farewell to Dr. Ze'ev Young, our Chief Medical Officer (CMO), after nine years. Dr. Young's contributions to First Choice Health have been many. In his early years he worked with Medical Management transitioning First Choice Health from the insurance market to our entry into self-insured administration. He enhanced First Choice Health's presence in the healthcare community through his participation on the Board at the Puget Sound Health Alliance, the Healthcare Forum's Chronic Care Workgroup and the development of the Scribner Courage

in Health Care Award. In addition, it was his idea to enable \$20,000 grants to physicians for the implementation of Electronic Medical Records leading to the creation of the Washington Health Information Collaborative. Dr. Young also provided key leadership in our achievement of Full URAC Accreditations in Health Utilization Management, Case Management, and Health Provider Credentialing. These are but a few of his many valuable contributions. He will be greatly missed.

Please join us in welcoming Jeff Robertson, M.D., as our new Chief Medical Officer. Dr. Robertson comes to First Choice Health from the Regence Group, where he served as Executive Vice President and Chief Medical Officer for Oregon, Washington, Idaho, and Utah. He joined Regence BlueShield in 1998 as Vice President and Chief Medical Officer, and then later became Sr. Vice President of Health Care Services and Informatics. Before joining Regence, Dr. Robertson was Chief Medical Officer for NYLCare Health Plans Northwest, where he became

familiar with healthcare in Alaska. Prior to that, he served as Medical Director of QualMed Health Plan of Washington. He practiced primary care family medicine for 12 years, including three years as a Peace Corps medical officer and volunteer with Mother Teresa in Kathmandu, Nepal.

He holds a bachelor's degree from Rice University a medical degree from Baylor College of Medicine. He completed his residency at the University of Washington and is board certified in managed care medicine.

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Claims Appeals

Most providers are already aware that the First Choice Health PPO Network (FCHN) does not process claims for our payors. We do, however, price the claims according to your contractual allowance and forward them on to the appropriate payor for processing. Since we price claims for many of our payors, and in some cases our claims address is the only one listed on member ID cards, we receive several claims appeals on a daily basis sent to the FCHN claims address (PO Box 2289). We would like to offer some helpful hints to speed up the process to have your claim(s) appealed.

All claim(s) appeals should be sent directly to the address on the Explanation of Benefits (EOB). Since we do not process the claims, we have to forward these on to the payors, versus if you mail these directly to the payors, it should speed up the process. If the claim has been sent to FCHN for pricing, you have the capability to view the repricing worksheet on our web site at: www.fchn.com/ppo/Providers/PPOProviderContractedProviders/default.aspx. You can attach this to your appeal if you are interested in showing the contractual allowance.

If you have any questions regarding claims appeals, please contact the payors directly or Provider Relations at (800) 231-6935 extension 2103.

Preventive Services

Wellness is becoming a key strategy for many employers. Because of this Employers are adding and improving their preventive benefits. Most often these benefits are available on a 'first dollar' basis without patient 'out-of-pocket' costs. For the patient this means they have the routine and preventive services covered as part of their medical plan and at no cost to them. But for these preventive benefits to apply, the services must be billed with preventive and screening codes. Preventive services billed with diagnostic codes will most likely incur 'out-of-pocket' costs for your patient.

Important Client Update

TRA Industries, dba: Huntwood Industries, Inc. has terminated their access to the First Choice Health PPO Network and medical plan administration with CoreSource, Inc. effective July 1, 2009.

CoreSource will continue to process run-out of claims with dates of service prior to July 1, 2009. The length of the claims run-out will be for a 6 months period.

Patients may still present ID cards in your office indicating they are part of the First Choice Health PPO Network. Effective July 1, 2009, patients under Group Number 4151 are no longer accessing your First Choice Health PPO Network agreement. If these patients do not have other health coverage, they should be considered private pay.

If you have any further questions about the termination of TRA Industries, dba: Huntwood Industries, Inc. please contact Provider Relations at (800) 231-6935, extension 2103 or via email at ProviderRelations@fchn.com.

Provider Bulletin Index

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



<u>Control Number</u>	<u>Subject</u>
PRB 07-09-01	Huntwood Termination
PRB 09-09-01	PHP EDI Provider Bulletin
PRB 10-09-01	Group Health Options, Inc. access to FCHN
PRB 10-09-03	Changes to the Provider Web Pages

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>.

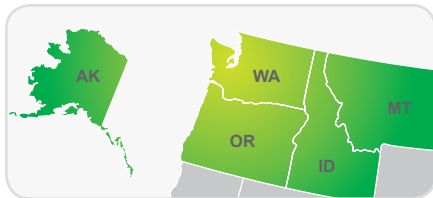
2009 Holiday Schedule

First Choice Health will be closed in observance of the following holidays:

- Thanksgiving Day
Thursday November 26, 2009
- Day after Thanksgiving
Friday November 27, 2009
- Christmas Eve Day
Thursday December 24, 2009
- Christmas Day
Friday December 25, 2009

Multiplan Announces Acquisition of Viant Including Beech Street Business

MultiPlan and Viant jointly announced that MultiPlan will acquire Viant subject to satisfaction of closing conditions and customary regulatory approvals. The transaction is expected to close prior to the end of the year. The acquisition will include the Beech Street business. At this time there are no changes to the contract between Beech Street and First Choice Health. Beech Street continues to access the First Choice Health PPO Network (FCHN) in Washington and selected counties in Idaho. MultiPlan does not have access to FCHN at this time.



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 Oct 1st, 2009, our network **includes 50,111 practitioners, 249 hospitals, and 1,862 ancillary facilities.**

Client Updates

New Payors:

- HealthSCOPE Benefits, Inc now has a direct relationship with FCHN. Their first group, Los Angeles Firemen's Relief Association, was effective 1/1/09.
- Physician Health Partners now has a direct relationship with FCHN. Their division, Correctional Health Partners, is the administrator for their first group, Oregon Department of Corrections, effective 7/1/09.
- USAccess now has a direct relationship with FCHN. There are seven active groups as of 7/1/09.
- WEBTPA now has a direct relationship with FCHN. Their first group, Gresham Transfer, was effective 5/1/09.

Terminating Payors:

- Alaska Carpenters Health & Welfare Trust Fund terminated 6/30/09.
- Red Lion Hotels Corporation terminated 7/30/09.

Other Updates:

- Alaska United Food & Commercial Workers (UFCW) Health & Welfare Trust has changed their venue of access to FCHN from a direct relationship to access via Beech Street effective 5/1/09. Welfare & Pension Administrative Services (WPAS) remains their administrator. Alaska UFCW had been accessing FCHN hospitals in Washington only, however they will now access all FCHN providers in WA and ID.
- The Covenant, an Oregon-only client since 1/1/07, has been added.
- Key Tronic Corporation has changed their venue of access to FCHN from a direct relationship to access via Beech Street effective 8/1/09, and AmeriBen will take over claims administration from Mercer.
- Laborers AGC Trust of Montana has changed their venue of access to FCHN from a direct relationship to access via Zenith Administrators effective 6/1/09. New ID cards were issued 4/1/09 with new group number U640.
- Stein Distributing has changed their venue of access to FCHN from a direct relationship to access via Allegiance Benefit Plan Management effective 10/1/09.

New Online Medical Management Tools



First Choice Health's (FCH) Medical Management now accepts online requests for the following areas:

- Pre-authorization Requests
- Case Management Referrals
- Outpatient Mental Health Treatment – Concurrent Review Requests

Information is submitted to First Choice Health via a secure website and you will receive a confirmation email upon submission.

To ensure First Choice Health is the contracted medical management company, please refer to the back of the member ID card or see the List of Payors (yellow pages) on www.fchn.com.

To access the online forms go to www.fchn.com and select the For Providers or Medical Management tab. For more information please call (800) 808-0450.

Changes to the Provider Web Pages

The First Choice Health PPO Network (FCHN) is always looking for opportunities to improve our website in ways that are helpful to providers. The PPO Network Provider Pages of our web site (www.fchn.com) will have several enhancements in the coming weeks that we feel will improve a provider's ability to find critical information about many of our payors. Some of the highlights are:

Contacts

This drop-down box contains contact information for the FCHN payor. Providers can call these numbers to check patients' benefits & eligibility, claim status, or to determine if pre-authorization or certification is required.

Claims Submission

This area contains all pertinent information regarding claims submission. It advises providers where to send both Professional and Institutional claims, and also lists the Electronic Claims (EDI) submitter ID number, when applicable.

WebSite

We asked all of our payors to inform us if they have a web site that would be useful for FCHN providers. If their site contains details such as eligibility & benefits and/or claim status, we will have a link to that site located in this section.

Client Information

This is where you will be able to find details about each payor such as Service Area Definitions (which states/counties payors access FCHN) and, if searching by group, you will be able to find the group name and number.

Groups

Here you will find a list of all employer groups associated with each specific payor, including group names and numbers.

Reference Materials

Here you will find reference materials such as sample ID cards and sample EOBs.

We are hopeful that these new, exciting changes will be useful to providers and better assist your staff when searching for Payor and Employer group information. If you have any questions or concerns regarding these changes, please do not hesitate to contact the Provider Relations Department at (800) 231-6935 or via email at ProviderRelations@fchn.com.

Washington Only Network Closure

First Choice Health periodically evaluates its PPO Network to ensure that members have access to an adequate number of providers. Based upon that review, unsolicited applications for non-participating individuals or clinics in Washington will not be accepted beginning June 1, 2009, for the specialty types identified in the article.

Please Note: Applications will be accepted if you are joining an existing group agreement. Exceptions may also be granted on a case-by-case basis.

If your practice specialty is not identified below or you are joining an existing group agreement or you have been granted an exception please go to the Provider Web Page at: www.fchn.com/ppo/providers/becomeProvider.aspx to download an application.

Specialty Type

- Acupuncturist
- Audiologist
- Chiropractor
- Dietician
- Marriage and Family Therapist
- Massage Practitioner
- Mental Health Counselor
- Midwife – Certified/Licensed
- Naturopath
- Nutritionist
- Optometrist
- Psychologist
- Social Worker
- Speech Language Pathologist