Spring 2017 Provider Newsletter

Closures & Webinar Dates

Holiday Schedule

First Choice Health will be closed on the following Holidays:

- **Memorial Day**, Monday May 29th
- **Independence Day**, Tuesday July 4th
- **Labor Day**, Monday September 4th

One Health Port's April Webcast

April 13th 11-11:30am

FCH will be featured as a payor on One Health Port's Monthly Webcasts Thursday April 13th 11-11:30am. Please click **here** to sign up as an attendee. You may email providerrelations@fchn.com or use the designated fields on the sign up form to let us know of any areas you would like us to cover during the webcast. ■

Provider Demographics Why is it important?

We recently sent a survey to a number of First Choice Health (FCH) providers.

One of the survey questions asked whether or not providers notified FCH when they had demographic changes. 33% of providers surveyed indicated that they do not notify FCH at all of demographic changes. When providers do notify us, they use fax/email (33%), our online provider update form (18%) and ProviderSource (15%). We were a little surprised at how many providers do not notify us at all!

While FCH is not regulated by the Centers for Medicare & Medicaid Services (CMS), it is important to note that the accuracy of online provider data is getting significant scrutiny by regulators. In 2015 CMS published a new rule requiring Medicare Advantage plans to contact doctors and other providers every three months to update online directories in "real time." In addition, CMS announced a separate rule regarding accuracy and monthly updates of online directories for exchange plans through healthcare.gov. Provider directory inaccuracies with Medicare Advantage plans may trigger penalties of up to $25,000 a day per beneficiary. Federal exchange plans can incur penalties of up to $100 per day per affected beneficiary for problems in their online directories.

The accuracy of the demographic data we have on file for you is critical to both your practice and FCH. Accurate demographic data allows for members to connect with you when searching for care using our online Provider Search, and also supports claims accuracy and timely reimbursement. Additionally, accurate demographic data prevents returned mail and helps expedite the timeliness of your recredentialing process with FCH.

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First Choice Health™

Healthy Employees. Healthy Companies.™

(800) 231-6935

www.fchn.com

New Base Agreements

First Choice Health is in the process of getting all providers up to date on their contract language. When your re-credentialing cycle is up, your base agreement will be reviewed, and if necessary, we will send you a new contract for signature via EchoSign. ■

Medical Management

First Choice Health added tools to our website that make the process of obtaining and monitoring pre-authorization efficient and easy!

- View the most current member-specific benefit documents for pre-authorization and exclusion information
- Access our new member-specific code lookup tool to help determine if pre-authorization is appropriate
- Submit a pre-authorization request by completing the interactive online form which includes the ability to upload clinical documentation
- Determine which clinical records to upload by viewing our Medical Policies
- Access OneHealthPort to check the status of any pre-authorization request that has been submitted online

See our online user guide for more information: https://goo.gl/1fEx1P ■

Provider Demographics Why is it important?

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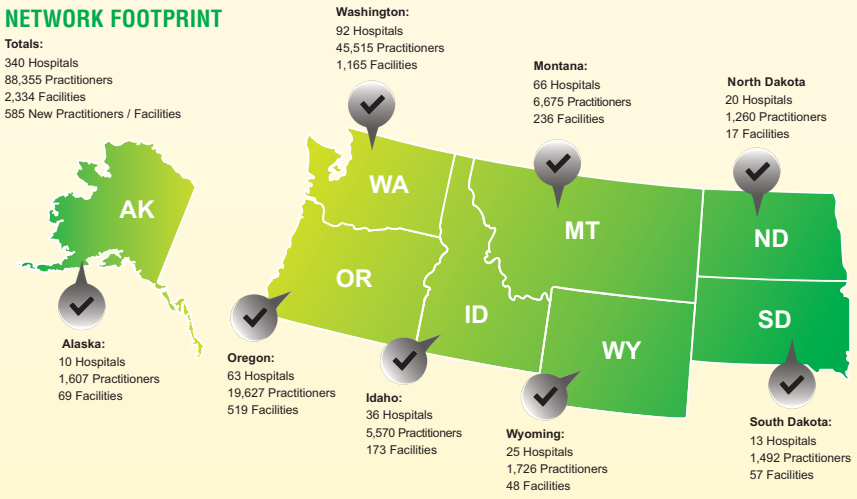
Making updates to your demographic information is quick and easy! The online Provider Update Form is a quick, efficient way to notify FCH of any TIN changes, address changes, name changes, etc.

The Washington State Office of the Insurance Commissioner (OIC) has recently required additional fields for reporting provider demographic data to the OIC. FCH relays provider demographic data to our payors so the new required fields have been added to our online provider update form. Complete and accurate provider demographic information enables our payers to comply with OIC data requirements. The additional fields on the provider update form are: Hospital affiliation, ADA accessible, gender limitations, minimum/maximum age limits, women's health, OB deliveries and telemedicine.

FCH will be targeting providers for demographic updates by specialty and geographic location throughout this year, so please be sure to respond if you receive an inquiry from us. Thank you for your ongoing support of FCH! ■

State of the Network

In an ongoing effort to maximize value to our network, 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 February 2017, our network includes **88,355 practitioners, 340 hospitals, and 2,334 ancillary facilities.** ■



Check out our Online Provider Resources!

Group Health is now Kaiser Permanente

Group Health's 651,000 members and more than 6,000 employees in Washington are now part of the largest integrated health system in the U.S.

The acquisition of Group Health Option's parent company Group Health Cooperative by Kaiser Foundation Health Plan of Washington was finalized early February 2017. Group Health Options is now doing business as Kaiser Foundation Health Plan of Washington Options, Inc. Kaiser Permanente states that there are no immediate changes to member care and coverage.

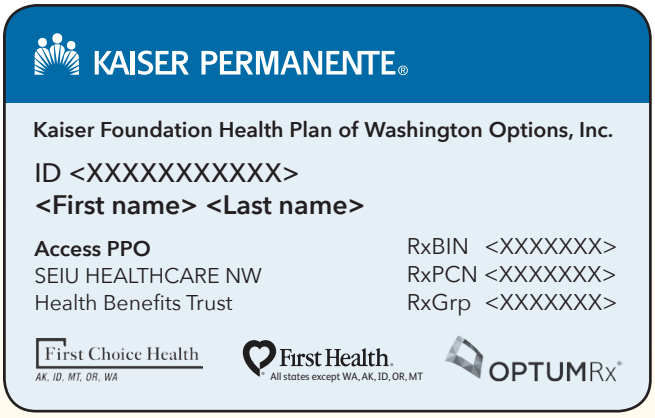
For more information, please click **here** to view the press release from Kaiser Permanente. ■

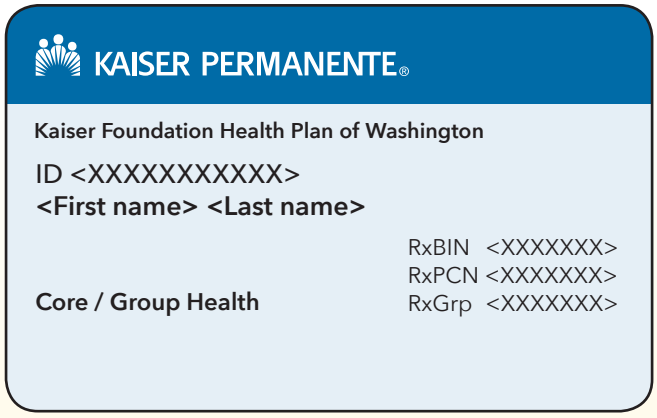
KAISER PERMANENTE®

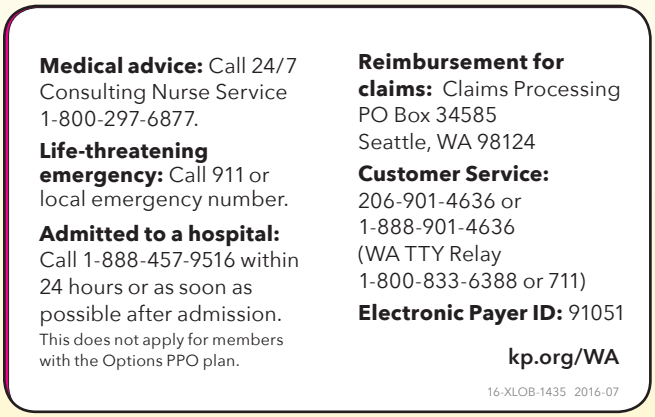
Did you know?

- Children grow faster in the spring than during other times of the year.
- Every year, allergies constitute over 17 million outpatient office visits, mostly in the spring and fall.
- During the spring, birds are more vocal as they sing to attract mates and warn away rivals.
- Benjamin Franklin first proposed Daylight Saving Time in 1784.
- The first spring flowers are typically daffodils, dandelions, lilies, tulips, iris and lilacs to name a few.

Happy Spring, everyone!







Come see us at the 2017 Idaho Health Care Conference this Spring!

Save the Date – 2017 Idaho Health Care Conference Watch for more information and invitations.

Locations:

- **Coeur d'Alene** – Best Western Conference Center, Tuesday, May 2nd
- **Treasure Valley** – Nampa Civic Center, Tuesday, May 9th
- **Fort Hall** – Shoshone-Bannock Hotel and Event Center, Thursday, May 11th