



FCH

PROVIDER NEWSLETTER

FALL 2019

Free Opioid Reports for Our Communities



John Robinson, MD, our Chief Medical Officer, is interviewed at KING 5 TV studio in Seattle, WA. [Click here to watch the interview.](#)

The Opioid Epidemic is a reality that’s impacting many local companies, affecting their productivity, absenteeism, health and safety. Earlier this year, First Choice Health launched the [COPE program](#) (Chronic Opioid Pain and Education), a Case Management program tackling opioid misuse and abuse using the nine opioid prescribing metrics developed by The Bree Collaborative.

We also [announced an offer](#) of free workforce prescription opioid use reports available to Puget Sound employers. Eligible employers simply instructed their pharmacy benefits manager to send their pharmacy claims to FCH to be analyzed; the extract is de-identified with no personal health information and is completely HIPAA-compliant. Local and national media were very interested in this new approach to help identify possible problems in our community, and provide a first step in fighting the opioid epidemic.

(Continued on the next page.)

Announcing our new logo! Message from CEO Jaja Okigwe

I am very excited to share with you a refreshed version of the First Choice Health logo. We’ve been hard at work refreshing our methods and technology to align with modern healthcare and workforce needs, and wanted our corporate brand to reflect who we are today. You’ll experience the same great service we’ve built over 35 years, with a fresh, bold look and feel.

Our new logo is implemented on our website and social media channels, and we will be phasing out the old logo over the next several months. [Click here to read more about it.](#)



New Logo



Healthy Employees. Healthy Companies.™

Old Logo

UPCOMING HOLIDAY CLOSURES

- Thanksgiving:** Nov. 28th and 29th
- Christmas:** Dec. 24th and 25th
- New Year's Day:** January 1st
- Presidents Day:** February 17th



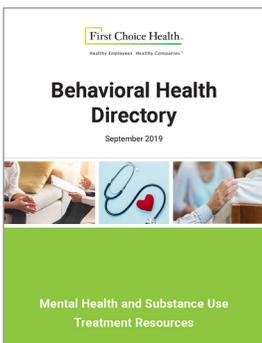
CONNECT WITH US ON SOCIAL!



NEW! FCH Behavioral Health Directory

First Choice Health provides a directory listing Behavioral Health facilities throughout the United States which are considered in our Provider Network. We've had a great response from our clients and members to the communication and greater availability of treatment for Mental Health and Substance Use issues.

Please email [FCH Provider Relations](#) if you have any demographic changes or would like to add a Behavioral Health facility.



[Click here to download the FCH Behavioral Health Directory.](#)

Free Opioid Reports for our Communities

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We had a great response to the limited-time offer available in the Puget Sound area, and have recently announced the same offer to [Central Oregon employers](#), with more locations scheduled for 2020.

We continue to urge all employers to work with providers, provider networks, and employee assistance programs (EAPs) who use guidelines based on evidence-based practices, like the Dr. Robert Bree Collaborative, to address opioid issues in an effort to help their employees stay in the workforce.

We're looking forward to expanding the COPE Program to more clients in the year ahead, and to helping support a healthy workforce population for our clients.

Individual Plans available from Providence Health Plans

Providence Health Plans (PHP) will begin offering an Individual Plan in Washington State on the Federal Exchange with an effective date of 01/01/2020 for individuals residing in Benton, Clark, Franklin, Walla Walla, Thurston and Spokane counties. The member will designate a Medical Home, and a referral will be required for services outside of their Medical Home. The Medical Home may refer to any provider in the First Choice Health Network (FCHN) in Washington and Idaho.

Members do not have an out of network benefit so providers will need to verify that a referral is in place prior to treating the member. Referrals are managed in ProvLink – PHP's provider portal available through One Health Port. Claims should be submitted directly to First Choice Health.



**COLUMBIA (IND)
Choice Network**

Name: _____

ID Number: _____ Group Number: _____

Pharmacists: call 1-888-445-5518 for assistance
BIN # 600428 PCN # 06680000

www.ProvidenceHealthPlan.com

Send claims to: Providence Health Plan (PHP)
P.O. Box 3125, Portland, OR 97208-3125

**For customer service, please call:
503-574-7500 or 1-800-878-4445**

**For 24 hour medical advice, call ProvRN
at 503-574-6520 or 1-800-700-0481**

For prior authorization and inpatient admissions,
contact PHP at 1-800-638-0449.

For questions regarding Mental Health or Chemical
Dependency (MH/CD) services, please call 1-800-711-4577 TTY: 711
Send MH/CD claims to PBH (Optum)
PO Box 30602
Salt Lake City UT 84130

 **First Choice Health.**
Payor ID 91131 - ID, WA

FCHN Claims (ID 91131): PO Box 2289, Seattle, WA 98111-2289
Possession of this card does not in itself guarantee plan benefits.



OneHealthPort

Now accepting daily Provider demographic updates through OneHealthPort's ProviderSource

First Choice Health (FCH) is excited to announce that for Providers in Washington State, we are accepting Non-Delegated Provider demographic updates daily through OneHealthPort's ProviderSource. If you wish to remove a Tax Identification Number(s) (TIN) and/or addresses, these would still need to be made via our [Provider Update Form](#).

When providers attest via ProviderSource, and indicate FCH, we will automatically receive and update your information if any demographic updates are made. We believe this will provide us with the most up-to-date information regarding your office and allow members to find you easier in our online Provider Search.

A delegated provider is someone whose demographics are sent via a spreadsheet through the delegated credentialing coordinator at your office. All other providers are considered non-delegated. Please note that some providers may have more than one billing relationship that could be delegated with FCH. Please check with your provider for confirmation.

For more information, [view the Provider Bulletin on our website](#).

FCH Charitable Giving Committee

First Choice Health distributes charitable giving dollars every year to organizations that provide support throughout our communities. For the first half of 2019, here are some of the organizations that benefited from our contributions:

- Alzheimer's Association
- Camp Primetime
- Clothes for Kids
- Compassion in Deeds
- Dignity for Divas
- Hugo House
- Mountlake Terrace Food Bank
- ReWA
- Ryther Child Center
- Seattle Dogs Homeless Program
- Vision House



State of the Network

We are pleased to announce that as of November 2019, our network includes 108,211 practitioners, 369 hospitals, and 2,337 ancillary facilities.

