

SPRING 2022

Complying With No Surprises Act: Changes to Provider Application and Attestation Process

Congress passed the 'No Surprises Act' (NSA), which is changing the landscape for how health plans (fully insured health plans, insurance carriers, and self-funded medical plans) and Provider Organizations communicate and share data. There are many aspects of the NSA that will affect all of us.

We have thoughtfully considered several options while keeping your practice methods in mind. We made the following changes, effective April 1, 2022, to help us meet the requirements in the NSA:

1. Provider Source or CAQH application is required.

All providers whose credentialing is not delegated to another organization will be required to have an active Provider Source or CAQH application. We will utilize Provider Source and CAQH applications for credentialing new providers, recredentialing existing providers and for provider demographic updates.

- a. Provider Source/OneHealthPort is already the existing solution for credentialing applications in the State of Washington.
- b. We estimate approximately 90% of our current non-delegated providers are already using CAQH outside of Washington State.
- c. If you are a NEW provider outside the state of Washington and will utilize CAQH for your application process, you must fill out the New Provider form on our website and provide us with your CAQH ID number:

www.fchn.com/providers/networkparticipation

2. Medversant Technologies is our CVO in all states.

Provider outreach for missing or outdated information is made by our Credentials Verification Organization (CVO) Vendor: Medversant. If you are contacted by them on our behalf,

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FCH promotes Shruti Singal, MD, MBA as new Chief Medical Officer



Effective January 1, 2022, John Robinson, MD departed First Choice Health, and Shruti Singal, MD, MBA assumed leadership of Medical Management as our Chief Medical Officer. Dr. Shruti Singal, formerly our VP of Medical Management, has been promoted to

Chief Medical Officer responsible for all of Medical Management. Prior to joining First Choice Health, Dr. Singal was a medical director for Anthem Blue Cross Blue Shield, and a leader in its commercial medical management.

Dr. Singal has a wide range of experience and skills, focused innovation and strategy as well as premium medical care. She is consistently dedicated and diligent in making improvements within medical management, first presiding over productivity enhancements for utilization management, and later overseeing case management. We welcome Dr. Singal into this new role, and are excited for our next steps as we continue to work on innovative programs and improving the health of our members.

UPCOMING HOLIDAY CLOSURES

Memorial Day: Monday, May 27th

Independence Day: Monday, July 4th

Labor Day: Monday, September 5th

Changes to Provider Application and Attestation Process, cont.

please work directly with them as they are responsible for the Primary Source Verification of all our In Network providers.

3. Attestation every 90 days is required.

Provider Source and CAQH applications must be attested to every 90 days to ensure your provider demographic information is current and accurate. This is an NSA requirement.

- a. For CAQH, you must have global access selected or you must give FCH access to your application.
- b. All provider demographic updates will be submitted to us via these attestations.
- c. If adding a new Tax Identification Number, we require a W9 separate from the attestation. Send the W9 to ppofilemaintenance@fchn.com with an indication you have attested to your update via Provider Source or CAQH.

4. Removal from our Provider Directory until in compliance.

If a provider has not attested to their application at least once every 90 days, we are required by the NSA to remove them from our Provider Directory. The provider will remain an in-network provider but will not be visible on our Provider Directory. If your application has not been attested in the 90 days prior to **July 1st, 2022**, we will deactivate your listing in our directory on that date until you have attested to your information.

Regardless of the state you live or practice in, you must have an active provider application with either Provider Source or CAQH, and have attested to that application between April 1st, 2022, and June 30th, 2022, or you will be removed from our Provider Directory per the NSA.

If you do not yet have an account, please use the following links to get started.

CAQH ProView: <https://proview.caqh.org/login>

OneHealthPort Provider Source: <https://www.onehealthport.com/credentialing/login>

Questions? Please contact providerrelations@fchn.com.

Updated Medical Policies for First Choice Health

First Choice Health Medical Management has updated several of their Medical Policies, which can be accessed here:

www.fchn.com/medicalpolicies

FCH Medical Policies include:

- Artificial Intervertebral Discs
- Axicabtagene Ciloleucl (Yescarta)
- Bariatric Surgery
- Biofeedback
- Brexucabtagene Autoleucl (Tectarus)
- Cervical Fusion
- Dental Anesthesia
- Implantable Bone Conduction Hearing Aids
- Implantable Intrathecal Spinal Pumps for Intractable Pain or Spasticity
- Implanted Hypoglossal Nerve Stimulators for Management of Obstructive Sleep Apnea
- Ketamine
- Lumbar Fusion
- Medical-Surgical Treatment for Gender Dysphoria
- Onasemnogene abeparvovec-xioi (Zolgensma)
- Peripheral Nerve Blocks
- Psychiatric Partial Hospitalization Programs
- Reconstructive vs. Cosmetic Services
- Skin Lesions and Lipomas
- Spinal Cord Stimulation
- Transcranial Magnetic Stimulation for Treatment Resistant Depression
- Varicose Vein Diagnosis and Treatments
- Wheelchairs, Power Operated Vehicles and Strollers



Online Medical Management Portal

The FCH Online Provider Portal, available at www.fchn.com/providers, includes a link to our Medical Management Portal. Using single sign-on credentials from OneHealthPort, users have access to:

- View benefits and eligibility
- Request pre-authorization
- Check authorization requirements
- View an authorization determination letter
- Submit a Case Management referral

In addition, users have access to our clinical guidelines via InterQual Transparency. We use InterQual clinical criteria for the majority of medical necessity reviews in partnership with proprietary medical policies. Access InterQual Transparency to view the clinical criteria that FCH will apply to your authorization request.

State of the Network

We are pleased to announce that as of May 2022, FCH networks include 149,816 practitioners, 683 hospitals, and 3,821 ancillary facilities, located across the following states:

Washington
Oregon
Alaska
Idaho
Montana
Wyoming
North Dakota
South Dakota
Iowa
Nebraska

Online Provider Search Enhancements

Users now have an improved Provider Search experience on our website, www.fchn.com. When enabled, the Location field is conveniently auto-populated with the users location, which they can keep or change at any point in the search. A Frequent Searches section has been added, which lists the most commonly selected Behavioral Health specialties. Selecting a Frequent Search option will populate the Specialty field in the search bar. Additional Frequent Search options will be added in the future.

