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Provider Spotlight: Cedars-Sinai Medical Group

Since its inception in 1985, Cedars-Sinai Medical Group (CSMG) has focused on providing primary care, disease prevention and specialty care for children and adults. The group has more than 100 multi-specialty and primary care physicians in several offices throughout Beverly Hills and Los Angeles.

For the fifth consecutive year, CSMG has been ranked one of California's top-performing physician organizations by the Integrated Healthcare Association (IHA). The IHA is a non-profit statewide collaborative leadership association that promotes quality improvement, accountability and affordability for the benefit of California consumers. The IHA gives its Top Performance Award to medical groups and independent physician associations (IPAs) that prove to be leaders based on quality performance.

For the third consecutive year, CSMG has been awarded "Elite" status (the highest designation) by the California Association of Physician Groups (CAPG). This rating is based on results from the annual CAPG "Standards of Excellence" program, which surveys CAPG medical groups' infrastructure to offer steadily improving clinical quality, affordability, access, technology, public accountability and individual responsiveness for people. "We are extremely proud of this honor," commented Cedars-Sinai Medical Delivery Network's Chief Executive Officer Thomas D. Gordon. "Our team truly cares about each and every Medical Group patient, and this is validation that our hard work and commitment to providing them with the highest quality care is making a difference."

CSMG has worked diligently to maintain high standards of clinical care and service for its patients. Beech Street has had a long-standing relationship with CSMG, and remains committed to providing access to a broad range of quality medical providers to our clients and their members. For a complete listing of participating providers and hospitals in the Beech Street Network please visit our online directory at www.beechstreet.com.

ppoNEXT Integration Update

The foundation of our business is the providers who participate in the Beech Street Network and communicating updates to you is important to us.

As we have shared with you in previous editions of the *Beech Bulletin*, we are in the final stages of transitioning ppoNEXT customers from the ppoNEXT name to the Beech Street name, and, for a period of time, patient identification cards and/or explanations of payment will refer to either the Beech Street or ppoNEXT name or logo. We anticipate that this transition period will likely last until early 2010 or until all customers using our network have re-issued their patient ID cards. Once this transition is completed, the ppoNEXT name will no longer be used. During the transition period, changes may occur with regard to the claims processing systems used for some of our customers. We encourage you to submit billings for services rendered as soon as possible in an effort to minimize the impact this change in systems may have on claims processing.

Currently, providers may be using a post office box or Addison, Texas, address to submit hard copy claims to ppoNEXT. Effective January 1, 2010, we will no longer accept paper claims through this post office box or the Addison office. Please contact the payor identified on the patient's identification card to determine the appropriate address for submission of claims subsequent to that date.

Please continue to communicate with us using the telephone, fax and e-mail information in the Provider Contact section of this newsletter. Our Provider Manual, current listing of clients and instructions for submitting e-mail and address updates can be found in the Provider section of our website at www.beechstreet.com. Thank you for the opportunity to continue to build a mutually rewarding relationship. ↩

Client Spotlight: Educators Mutual

For nearly 75 years, Educators Mutual has served Utah's educational community with a full range of insurance products and services through Educators Mutual Insurance Association (EMIA). Educators Health Plans Life, Accident and Health is a wholly owned subsidiary of EMIA, organized to provide the same high-quality insurance benefits to the commercial business sector throughout the United States.

Educators Mutual takes great pride in the overall quality and excellence of the products and services it offers to individual members, employer groups and business partners. In a recent member survey, Educators Mutual recorded an overall satisfaction ranking of 93 percent on quality of benefits, network of physicians and facilities, fast and accurate claim payments and customer service. In addition to this recognition, Educators Mutual was honored as Utah's Best of State winner in the Insurance Category for 2009. ↩



Patient Identification Card


The patient identification (ID) card remains a valuable source of claims submission information for providers. As applicable under the eligible person's benefit plan, a patient ID card is issued to the eligible person by the client or payor.

Key payor information is provided on the ID card. This information can include the location of the benefit office, claims payor name, claims mailing address, employer name and policy or group number. We encourage participating providers to use this important contact information to obtain further information on benefit design, eligibility and the payor.

Instructions regarding claims submission, medical management and other claim requirements are also provided on the card. Questions regarding claims or benefits should be directed to the client or payor at the telephone number identified on the ID card. Although format and content of patient identification cards can vary by payor and plan, the patient ID card is always a valuable source of information. A sample card is shown below for your reference.

As a standard administrative practice, many providers keep a copy of the patient ID card, both front and back, in their records. For patients who access one of our logo'd network products, the Beech Street, ppoNEXT, Viant or another Viant affiliate name will appear on the member ID card. The logo may be placed on the front or back of the ID card. ↩

Client logo	Leased Network logo
Insured:	Employer Name:
Effective Date: 00/00/0000	Division Name:
Participant ID#: 000-00-000	Group#:
Deductible:	Copay:
Benefits & Eligibility: 800-000-0000	
Claim Status: 800-000-0000	
For a Health Network Provider: www.beechstreet.com or 800-000-0000	
Precertification: www.beechstreet.com or 800-000-0000	
Mental Health & Substance Abuse: 800-000-0000	
Pharmacy: 800-000-0000	
Claims & Inquiries: PO Box 11111, City, CA 12345-6789	


For access outside of your primary network Beech Street PPO. To locate a Beech Street provider, contact 866-862-3459 or visit http://plus.beechstreet.com .
Outside Primary Network service area; Beech Street PPO. Important: Providers may not honor the discounted rates if your ID card, with proper logo, is not presented at the time of service
Claims & Inquiries: PO Box 11111, City, CA 12345-6789

H1N1 Update

Beech Street closely monitors the healthcare industry and the provider community to keep apprised of important changes that impact administration of the Beech Street Network and your participation. As part of this effort, we learned the recent H1N1 epidemic has resulted in a need to modify certain billing procedures and we have adopted the procedural recommendations of the AMA and CMS:

When billing for administering the 2009 H1N1 influenza type A monovalent vaccine, the recommendation is to report CPT code 90663 (Influenza virus vaccine, pandemic formulation, H1N1) in conjunction with the immunization administration code 90470 (H1N1 immunization administration [intramuscular, intranasal], including counseling when performed). Providers may be paid for administration of the H1N1 vaccine, but since the 2009 H1N1 vaccine will be government-provided free of charge, no payment may be issued for CPT code 90663. When billing 90663, CMS guidance for reporting the charge of the 2009 H1N1 vaccine product on the claim form is that zero dollars should be listed following code 90663.

For additional information on the recommendation for H1N1 billing procedures, please visit the following sites:

AMA website at:

<http://www.ama-assn.org/ama/pub/h1n1/resources/cpt-codes.shtml>

CMS Website at:

<http://www.cms.hhs.gov/H1N1>

For specific information on patient benefits, plan design, or eligibility, please refer to the patient ID card for instructions and contact information.

For additional general questions, you may contact Beech Street by visiting our website at www.beechstreet.com or by calling 1.800.877.1444. ↩

Provider Information Sheet

DEPARTMENT/FUNCTION	SERVICE	CONTACT
Customer Service	General Information, including Provider Status. Request a copy of your current contract. Credentialing questions.	E-mail: customer.service@viant.com Phone: 800.877.1444
Provider Referrals	Referral to participating providers and facilities, including National (multi-state) contracts such as labs.	E-mail: customer.service@viant.com Phone: 800.877.1444
Claims Solutions & Investigations	Assistance on claims when payor has already been contacted; incorrect application of contracted rate (you must send HCFA/CMS or UB and EOB).	Email: Claimsappeals@viant.com Phone: 800.877.1444 Fax: 630.649.5416 Submit Appeals using the "Provider Claim Appeal Submission Form" located on website under Provider tab
Physician Data Management (except see below for Physician/Provider Adds for Non-Delegated Providers)	Changes in physician/provider demographic information, including deletes, adds, changes to Tax Identification Numbers (TIN) (W-9 copies required for TIN changes) and NPI numbers.	E-mail: network.operations@viant.com Phone: 800.877.1444 Fax: 866.241.1644
Physician/Provider Adds for Non-Delegated Providers (Providers requiring the Beech Street credentialing process.)	Send credentialing application and accompanying documents via mail or email. Include W9.	E-mail: nominations@viant.com Phone: 800.877.1444 Fax: 630.799.3050 Mail: Beech Street Corporation 25500 Commercentre Drive Lake Forest, CA 92630
Credentialing Questions	Credentialing questions, including our current credentialing criteria.	E-mail: credentialing@viant.com Phone: 800.877.1444
Facility Data Management	Changes in facility demographic information, including changes to billing information and Tax Identification Numbers (TIN) (W-9 copies required for TIN changes).	E-mail: network.operations@viant.com Phone: 800.877.1444 Fax: 866.241.1644
Copies of Contracts	Copies of executed contracts. Please contact Customer Service.	E-mail: customer.service@viant.com Phone: 800.877.1444
CPT Reimbursement Questions	Inquiry about fees. Please reference your Fee Schedule noted in your Agreement.	E-mail: fee.schedule@viant.com Phone: 800.877.1444 Fax: 866.241.1650
Precertification and Case Management Services	Refer to Patient ID card.	
WEBSITE-ONLINE SERVICE	SERVICE	LOCATION
Claim Status Inquiry	Check the status of claims received by Beech Street in the last six months. Claim payment status must be checked with the payor.	www.beechstreet.com Select "Providers" section and choose "Claim Status Inquiry"
Benefit Office Information & Claim Submission Addresses	Search function to provide information on claims submission addresses and benefit office phone numbers for verification of benefits and eligibility.	www.beechstreet.com Select "Providers" section and choose "Benefits & Eligibility"
Client Listing(s)	Listing of Beech Street clients by network.	www.beechstreet.com Select "Providers" section and choose "Client Listing"
Provider Manual	Reference Guide.	www.beechstreet.com Select "Providers" section and choose "Provider Manual"
Online Features for Providers www.beechstreet.com	Apply to participate in the network, submit electronic updates, learn more about Viant products and read the latest Beech Bulletin newsletter and MORE.	www.beechstreet.com Select "Providers" section and choose from the options on the left

NOTE: Beech Street, a Viant Network, Customer Service Department can be reached at 1.800.877.1444