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## The Provider Perspective

Steve Peake, M.D.

In these uncertain times, we as providers want to reduce our exposure to unpaid claims. Providers want to decrease the amount of time and resources spent on collections, negotiating out-of-network charges on an ad hoc basis and billing our patients for large unpaid amounts. Many providers realize that participation in a combination of network arrangements can help address these issues.

Beech Street offers an entire product suite of network solutions to help participating providers address these concerns and reduce their exposure to unpaid claims. Participation can ensure direct payment of the contracted rate to the provider instead of the patient. Furthermore, participation can help reduce the amount of time and resources spent on negotiating out-of-network claims, reviewing usual and customary edits and costly collection activity.

The table on the following page outlines the features of the Beech Street suite of network offerings:

- Beech Street Primary Health Benefit Network
- Beech Street Complementary Network
- Beech Street Supplemental Network
- Workers' Compensation Network
- Auto Medical

*Please see table on page 2 for additional information.*

Beech Street Program	Features
Beech Street Primary Health Benefit Network	<ul style="list-style-type: none"> <li>▪ Benefits apply at the in-network benefit level.</li> <li>▪ Patients can access our provider directory to verify provider participation.</li> <li>▪ Our customers recognize the importance of timely payment for services.</li> <li>▪ Patient identification cards identify Beech Street or a Beech Street affiliate and provide customer contact information, including where to send claims.</li> <li>▪ Explanations of payment clearly identify Beech Street or a Beech Street affiliate.</li> </ul>
Beech Street Complementary Network	<ul style="list-style-type: none"> <li>▪ Benefits apply at the in-network or out-of-network benefit level based on the patient's benefit plan.</li> <li>▪ Patients can access our provider directory to verify provider participation.</li> <li>▪ Our customers recognize the importance of timely payment for services rendered.</li> <li>▪ Patient identification cards identify Beech Street or a Beech Street affiliate and provide customer contact information, including where to send claims.</li> <li>▪ Explanations of payment clearly identify Beech Street or Beech Street affiliate.</li> <li>▪ Since customers direct payment of covered services to the provider instead of to the patient, patient accounts receivable amounts can be reduced.</li> </ul>
Beech Street Supplemental Network	<ul style="list-style-type: none"> <li>▪ Benefits typically apply at the out-of-network benefit level, based on the patient's benefit plan.</li> <li>▪ Our customers recognize the importance of timely payment for services rendered.</li> <li>▪ Since customers direct payment of covered services to the provider instead of to the patient, patient accounts receivable amounts can be reduced.</li> <li>▪ Patient identification cards provide customer contact information, including where to send claims. Identification cards are not required to include the Beech Street or Beech Street affiliate name, but providers can access a list of customers that access the Supplemental Network on the Beech Street website.</li> <li>▪ Explanations of payment clearly identify Beech Street or a Beech Street affiliate.</li> </ul>
Workers' Compensation Network	<ul style="list-style-type: none"> <li>▪ Adjusters and patients can access our provider directory to verify provider participation.</li> <li>▪ Explanations of payment clearly identify Beech Street or a Beech Street affiliate.</li> </ul>
Auto Medical	<ul style="list-style-type: none"> <li>▪ Patients can access our provider directory to verify provider participation.</li> <li>▪ Patient identification cards provide customer contact information, including where to send claims.</li> <li>▪ Beech Street or a Beech Street affiliate will be identified on the ID card and/or on the explanation of payment.</li> </ul>

## Electronic Demographic Updates for Provider Groups and Facilities

Did you know that Beech Street will accept provider demographic updates in electronic format from provider groups and facilities? In fact, electronic updates of provider demographic information can help to make sure that your updates are processed promptly.

We encourage participating providers to submit updates in our standard format. The file layout is found in the provider section of our website at [beechstreet.com](http://beechstreet.com). Updates can be sent in both Microsoft Excel and Microsoft Access database files. Updates are generally processed within 30 days of the date we receive all required information. The standard file layout contains the requirements for individual, groups and facility providers.

Please send group and facility demographic updates via e-mail to [network.operations@viant.com](mailto:network.operations@viant.com). If you have questions regarding the process, please call our Customer Service department at 1.800.877.1444.

Viant continues to offer access to quality providers throughout the Beech Street PPO network through contracts with prestigious providers and hospitals. We are proud of our long-standing relationship with the Mayo Clinic, which now offers even more fully integrated services at its new, state-of-the-art hospital facility on a single campus in Jacksonville, Florida.

"Mayo's participation in the Beech Street Primary Network is built upon a shared goal of providing the highest quality of care to every patient, every day," said John Presutti, MD, Medical Director for Mayo Clinic's enterprise-wide Contracting and Payer Relations department and a physician at Mayo Clinic in Jacksonville. "We've enjoyed a very positive relationship with Beech Street for many years and look forward to continuing to provide Viant customers who subscribe to the Beech Street Primary Network access to quality healthcare for many years to come."

The Mayo Clinic is the first and largest integrated, not-for-profit group practice in the world. Doctors from virtually every medical specialty work together to care for patients, joined by common systems and a philosophy that "the needs of the patient come first." More than 3,300 physicians, scientists and researchers and 46,000 allied health staff work at Mayo Clinic, which has sites in Rochester, Minn., Jacksonville, Fla., and Scottsdale/Phoenix, Ariz. Collectively, the three locations treat more than half a million people each year.

The Mayo Clinic offers access to:

- 1,900 doctors and more than 1,000 scientists in its Minnesota location
- 400 doctors and scientists in its Arizona location
- 370 doctors and scientists in its Florida location

In 2008, the Mayo Clinic was recognized by U.S. News & World Report as one of America's Best Hospitals for the 19th straight year. Mayo received accolades in every specialty category the magazine ranked. In addition, Mayo Clinic doctors have been performing and pioneering organ transplants for 45 years. More than 1,100 organ transplants are performed at Mayo Clinic each year, making it the largest transplant program in the United States. Mayo Clinic Jacksonville is among the top five liver transplant programs in the nation, and has the highest survival rate among these programs.

To learn more about a particular location or service, or to contact Mayo directly, visit its website at [www.MayoClinic.org](http://www.MayoClinic.org).

## 2009 Annual PPO Forum

### Transforming the Future of Healthcare: Creating a New GPS for the PPO Industry

Viant attended the recent American Association of Preferred Provider Organizations' (AAPPO) 2009 Annual Forum. In addition to being an exhibitor and sponsor, Viant's own Keith Vangeison, Executive Vice President of Network Development, was named Chairman Elect of AAPPO's Board of Directors. In this capacity, Keith will work closely with the Board to advance the issues of importance to AAPPO members.

The 2009 event program focused on how PPO networks and payers can leverage their core strengths to ensure long-term success in the PPO industry. The educational tracks and sessions presented by industry experts addressed important topics affecting both providers and payers today: rising medical costs, a downturn in managed care, a changing political landscape and PPO contracting reform at the state level.

Industry events and association memberships like these, as well as maintaining positions on various Boards of Directors, allow Beech Street to be an active participant in industry legislation that helps form the direction of the PPO industry, as well as stay ahead of the latest developments in the ever-changing healthcare industry.

## Provider Information Sheet

DEPARTMENT/FUNCTION	SERVICE	CONTACT
<b>Customer Service</b>	General Information, including Provider Status. Request a copy of your current contract. Credentialing questions.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
<b>Provider Referrals</b>	Referral to participating providers and facilities, including National (multi-state) contracts such as labs.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
<b>Claims Solutions &amp; Investigations</b>	Assistance on claims when payor has already been contacted; incorrect application of contracted rate ( <b>you must send HCFA/CMS or UB and EOB</b> )	E-mail: <a href="mailto:claimsappeals@viant.com">claimsappeals@viant.com</a> Phone: 800.877.1444 (Option 2, then 5) Fax: 949.672.1113
<b>DELEGATED CREDENTIALING GROUPS ONLY</b> Physician/Provider changes including ADDS + NPI #s (PDM in Chattanooga, TN)	Changes in physician/provider demographic information, deletes, etc. W-9 copies required. Physician/Provider Adds to delegated credentialing groups. (For Groups with an executed Delegated Credentialing Agreement with Beech Street.)	E-mail: <a href="mailto:network.operations@viant.com">network.operations@viant.com</a> Phone: 800.877.1444 Fax: 949.672.1133
<b>NON-DELEGATED GROUPS for Physician/Provider changes, ADDS</b> Providers requiring the Beech Street credentialing process. (Lake Forest, CA)	Existing groups without delegated credentialing send Credentialing app and accompanying documents via mail or email. Also for submission of change, add, delete, etc, include W9.	E-mail: <a href="mailto:nominations@viant.com">nominations@viant.com</a> Phone: 800.877.1444 Fax: 949.672.1133 Mail: 25500 Commercentre Drive Lake Forest, CA 92630-8855
<b>Credentialing Questions</b>	Credentialing questions.	E-mail: <a href="mailto:credentialing@viant.com">credentialing@viant.com</a> Phone: 800.877.1444
<b>FACILITY Data Management</b>	Changes in facility demographic information, billing information, etc. W-9 copies required.	E-mail: <a href="mailto:network.operations@viant.com">network.operations@viant.com</a> Phone: 800.877.1444 Fax: 949.672.1133
<b>Copies of Contracts</b>	Copies of executed contracts. Please contact Customer Service.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
<b>CPT Reimbursement Questions</b>	Inquiry about fees. Please reference your Fee Schedule noted in your Agreement.	E-mail: <a href="mailto:fee.schedule@viant.com">fee.schedule@viant.com</a> Phone: 800.877.1444 (Option 2, then 4) Fax: 949.672.1130
<b>Precertification and Case Management Services</b>	Refer to Patient ID card.	
WEBSITE-ONLINE SERVICE	SERVICE	LOCATION
<b>Claim Status Inquiry</b>	Check the status of claims received by Beech Street in the last six months. Claim PAYMENT status must be checked with the payor.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Claim Status Inquiry"
<b>Benefit Office Information &amp; Claim Submission Addresses</b>	Search function to provide information on claims submission addresses and benefit office phone numbers for verification of benefits and eligibility.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Benefits & Eligibility"
<b>Payor Listing(s)</b>	Listing of Beech Street Payors and employer groups, listed by product.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Client Listing"
<b>Provider Manual</b>	Reference Guide.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Provider Manual"
<b>Online Features for Providers</b> <a href="http://www.beechstreet.com">www.beechstreet.com</a>	Apply to participate in the network, submit electronic updates, learn more about Viant products and read the latest Beech Bulletin newsletter and MORE.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose from the options on the left

NOTE: Beech Street's Customer Service Department is open between the hours of 5:00 a.m. and 5:00 p.m. Pacific Time 1.800.877.1444