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Beech Street Supports Transparency in Contracting

The American Medical Association (AMA) and the American Association of Preferred Provider Organizations (AAPPO) recently collaborated on a Provider Contracting Toolkit to assist providers with evaluating and reviewing PPO contracts. This educational guide includes information on the key features of primary and secondary/wrap networks as well as the value of participation in those networks. The guide also promotes transparency in the network provider contract and during the contracting process by outlining the type of information that should be included in network provider contracts or otherwise provided during the contracting process.

Beech Street participating provider contracts have been designed to support the goal of clearly defining the contractual relationship and maintaining transparency regarding obligations and benefits of participation in the network. Clients are required to maintain contractual agreements with Beech Street in order to access network provider contracted rates. In addition, we require that Beech Street or a Beech Street affiliate identification appear on explanations of payment for claims where our network contract rate is applied. We also identify our clients on our website, www.BeechStreet.com. Please visit our website often. ↩

America's Best Hospitals

The 2009 edition of America's Best Hospitals, published annually by *U.S. News & World Report*, ranks the top 174 hospitals in the United States. The hospitals were ranked in 16 different specialty categories, including:

- Cancer
- Diabetes & Endocrine Disorders
- Digestive Disorders
- Ear, Nose & Throat
- Geriatric Care
- Gynecology
- Heart & Heart Surgery
- Kidney Disorders
- Neurology & Neurosurgery
- Ophthalmology
- Orthopedics
- Psychiatry
- Rehabilitation
- Respiratory Disorders
- Rheumatology
- Urology

We are proud to have the following 142 Beech Street providers recognized among America's Best Hospitals for 2009.

Alabama

University of Alabama Hospital at Birmingham

Arizona

Banner Good Samaritan Medical Center

Mayo Clinic Hospital

St. Joseph's Hospital and Medical Center

University Medical Center

California

Cedars-Sinai Medical Center

City of Hope

John Muir Medical Center

Long Beach Memorial Medical Center

Rancho Los Amigos National
Rehabilitation Center

Ronald Reagan UCLA Medical Center

St. Joseph Hospital

Scripps Mercy Hospital

Stanford Hospital and Clinics

University of California – Irvine Medical Center

University of California – San Diego
Medical Center

University of California – San Francisco
Medical Center

USC Norris Cancer Hospital

USC University Hospital

Colorado

Craig Hospital

National Jewish Health

Poudre Valley Hospital

University of Colorado Hospital

Connecticut

Yale-New Haven Hospital

Florida

Cleveland Clinic Florida

H. Lee Moffitt Cancer Center and Research
Institute

Holy Cross Hospital

Mayo Clinic

Mercy Hospital

Mount Sinai Medical Center

Sarasota Memorial Hospital

Tampa General Hospital

University of Miami – Jackson Memorial
Hospital

Georgia

Emory University Hospital

Shepherd Center

Illinois

Advocate Good Samaritan Hospital

Advocate Lutheran General Hospital

Central DuPage Hospital

Loyola University Hospital

Methodist Medical Center of Illinois

Northwestern Memorial Hospital

Rehabilitation Institute of Chicago

Rush University Medical Center

St. Alexius Medical Center

University of Chicago Medical Center

University of Illinois Medical Center at Chicago

Iowa

University of Iowa Hospitals and Clinics

Kentucky

Norton Healthcare

St. Elizabeth Medical Center

University of Kentucky Chandler Hospital

Louisiana

Ochsner Medical Center

Maryland

Franklin Square Hospital Center

Good Samaritan Hospital

Johns Hopkins Bayview Medical Center

Johns Hopkins Hospital

Sinai Hospital of Baltimore

Union Memorial Hospital

Massachusetts

Beth Israel Deaconess Medical Center

Boston Medical Center

Brigham and Women's Hospital

Dana-Farber Cancer Institute

Massachusetts General Hospital

New England Baptist Hospital

Michigan

Beaumont Hospital (Grosse Pointe)

Beaumont Hospital (Royal Oak)

Beaumont Hospital (Troy)

Genesys Regional Medical Center

Harper University Hospital

St. John Hospital and Medical Center

Sinai-Grace Hospital

America's Best Hospitals

Minnesota

Abbott Northwestern Hospital
Mayo Clinic
St. John's Hospital

Missouri

Barnes-Jewish Hospital/Washington University
St. Louis University Hospital
St. Luke's Hospital

New Jersey

Hackensack University Medical Center
Kessler Institute for Rehabilitation
Newark Beth Israel Medical Center
Robert Wood Johnson University Hospital
St. Barnabas Medical Center
University Hospital

New York

Albany Medical Center
Beth Israel Medical Center
Hospital for Special Surgery
Lenox Hill Hospital
Long Island Jewish Medical Center
Maimonides Medical Center
Memorial Sloan-Kettering Cancer Center
Montefiore Medical Center North Division
Mount Sinai Medical Center
New York Eye and Ear Infirmary
New York-Presbyterian University Hospital of
Columbia and Cornell
NYU Langone Medical Center
St. Francis Hospital
Staten Island University Hospital
Stony Brook University Medical Center

North Carolina

Duke University Medical Center
University of North Carolina Hospitals

Ohio

Akron General Medical Center
Christ Hospital
Cleveland Clinic
Good Samaritan Hospital and Health Center
Grant Medical Center-OhioHealth
Riverside Methodist Hospital-OhioHealth
University Hospital
University Hospitals Case Medical Center

Oregon

Oregon Health and Science University

Pennsylvania

Geisinger Medical Center
Lancaster General Hospital
Albert Einstein Medical Center
Fox Chase Cancer Center
Hospital of the University of Pennsylvania
Pennsylvania Hospital
Thomas Jefferson University Hospital
Wills Eye Hospital
Magee-Womens Hospital of UPMC
UPMC-University of Pittsburgh Medical Center

Texas

Baylor Institute for Rehabilitation
Baylor University Medical Center
Memorial Hermann-Texas Medical Center
Menniger Clinic
Methodist Hospital
Parkland Memorial Hospital
St. Luke's Episcopal Hospital
Texas Orthopedic Hospital
TIRR Memorial Hermann
University of Texas M.D. Anderson
Cancer Center
University of Texas Southwestern
Medical Center

Virginia

Inova Fairfax Hospital
Mary Washington Hospital
Sentara Leigh Hospital
Sentara Norfolk General Hospital
University of Virginia Medical Center
Virginia Commonwealth University
Health System

Washington

Harborview Medical Center
University of Washington Medical
Center

West Virginia

Charleston Area Medical Center

Wisconsin

Aurora St. Luke's Medical Center
St. Joseph's Hospital
University of Wisconsin Hospital and
Clinic


Credentialing and Recredentialing Update

Beech Street's Quality Management functions were transitioned to our Chattanooga office in August 2009. Our credentialing team in Chattanooga will now handle Quality Management functions including:

- Delegated Provider Applications/Agreements
- Hospital-based Physician Exemption Process
- Facility/Ancillary Applicants
- Complaint/Sanction Reviews
- Client Reports/Audits

Our credentialing guidelines are consistent with the credentialing standards established by the Centers for Medicare and Medicaid Services (CMS). Our standard credentialing cycle for new providers is 30 to 60 days after receipt of a complete application. Our standard credentialing cycle for physicians added to an existing group is 30 days after receipt of a complete application.


Recredentialing of participating providers is scheduled on a three-year cycle unless state law requires more frequent recredentialing. Our recredentialing process validates professional licensure, medical malpractice insurance, hospital privileges and other key criteria to verify that the participating provider continues to meet Beech Street credentialing standards.

Beech Street remains committed to maintaining a diverse network of quality providers. If you have questions regarding our credentialing or recredentialing process, please contact our Customer Service Representatives at 800.877.1444. 

Modifier Reimbursement Update for Assistant Surgical Services

Beech Street is updating the standard reimbursement level for assistant surgical services billed with the 81 and AS modifiers. These updates are being made in response to requests by our customers to utilize reimbursement percentages that are more consistent with those used by others in the industry. Effective January 1, 2010, the standard reimbursement level for the 81, 82 and AS modifiers will be as follows:

Modifier	Definition	Reimbursement
-81	Minimum Assistant Surgeon	10% of allowed amount for the surgical procedure
-82	Assistant Surgeon When qualified resident Is not available	20% of the allowed amount for the surgical procedure
-AS	Non-Physician Assistant At surgery	10% of the allowed amount for the surgical procedure

As always, actual reimbursement will be subject to the terms of your provider contract and the applicable plan. If you would like to review a listing of other modifiers and the corresponding reimbursement, please review our Provider Manual, which can be accessed on our website at www.BeechStreet.com. 

ppoNEXT Transition

In June of 2007, Beech Street Corporation (Beech Street) announced the acquisition of ppoNext. During the past two years, we have worked to integrate the operational structure of the two companies, making it simpler for our participating providers to work with us. We are now taking the final steps to simplify the Beech Street organizational structure through the merger of ppoNEXT into its parent company, Beech Street.

Over the past months, participating providers in both networks have received communication regarding the merger. During the process of customer transition from the ppoNEXT name to the Beech Street name, patient ID 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 member ID cards. Once this transition is completed, the ppoNEXT name will no longer be used. During this final transition period, changes may occur with regard to the claims processing systems used for some of our customers. We encourage you, therefore, to submit billings for services rendered as directed on the patient identification card as soon as possible in an effort to minimize the impact this change in systems may have on claims processing.

We are pleased to be able to streamline network participation for providers and clients. Please visit our website at www.BeechStreet.com for a client listing and to locate additional information about the network. ↩

Helpful Billing Tips

- Prior to seeing a patient, be sure to get a copy of the patient's ID card
- Keep a copy of the ID card, front and back, for your records
- Call the Benefits and Eligibility phone number on the ID card to get eligibility information
- Ask about any plan design exclusions, billing guidelines, or claims coding rules that may be specific to your services or to the plan
- Unless prohibited by law, the copayment amount, deductible, or coinsurance may be collected at the time of service
- Submit clean claims promptly to the address indicated on the patient's ID card
- Bill using your usual billed charge
- Also, please remember that any change in address, tax identification number or other demographic information should be submitted promptly to Beech Street.

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)	E-mail: claimsappeals@viant.com Phone: 800.877.1444 Fax: 630.649.5416
DELEGATED CREDENTIALING GROUPS ONLY 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: network.operations@viant.com Phone: 800.877.1444 Fax: 866.241.1644
NON-DELEGATED GROUPS for Physician/Provider changes, ADDS 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. Include W-9. For other demographic changes, please see the Provider Manual.	E-mail: nominations@viant.com Phone: 800.877.1444 Fax: 630.799.3050 Mail: 25500 Commercentre Drive Lake Forest, CA 92630
Credentialing Questions	Credentialing questions.	E-mail: credentialing@viant.com Phone: 800.877.1444
FACILITY Data Management	Changes in facility demographic information, billing information, etc. W-9 copies required.	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"
Payor Listing(s)	Listing of Beech Street Payors and employer groups, listed by product.	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's Customer Service Department can be reached at 1.800.877.1444