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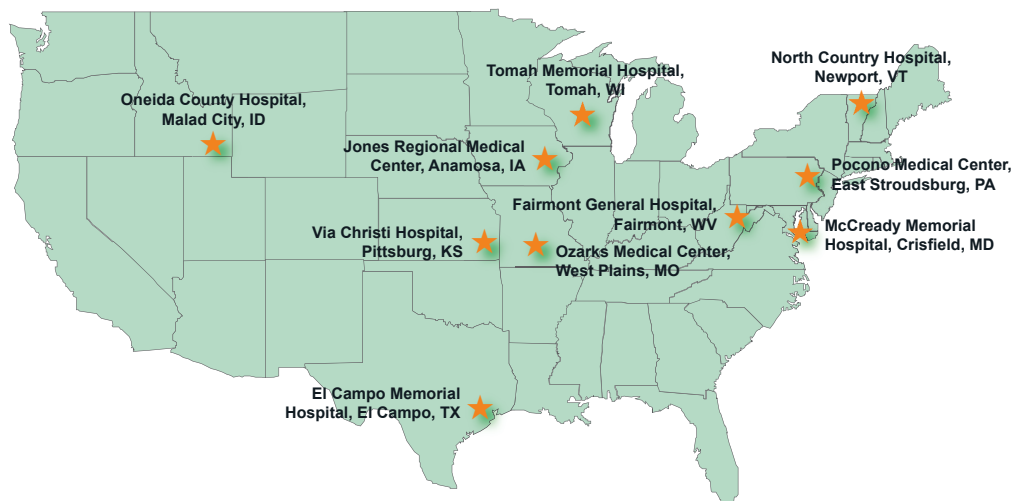
MultiPlan Rural Health Grant Recipients

MultiPlan introduced its Rural Health Outreach Grant in 1995 and since then has awarded nearly \$360,000 to rural healthcare facilities that participate in MultiPlan's networks, including Beech Street and Texas True Choice, which were acquired earlier this year. The ten facilities (including four that participate in the Beech Street network) receiving this year's grants were selected from 123 applications and represent a diverse array of programs focused on improving the health of people living in rural areas. Grant recipients will each receive \$3,000 to help them introduce or expand services, education, screenings and other healthcare related endeavors that support the wellbeing of the people in their communities.

The recipients of the 2010 MultiPlan Rural Health Outreach Grant are:

- El Campo Memorial Hospital in El Campo, Texas will use the grant to expand its Free Community Health Screenings and Health Prevention Education program. Through this program, El Campo Memorial hosts health screening and information events at local businesses to reach the people who work in the community.
- Fairmont General Hospital in Fairmont, West Virginia will purchase an Advanced Life Support baby mannequin for its Pediatric Advanced Life support (PALS) Program.
- Jones Regional Medical Center in Anamosa, Iowa will implement bereavement counseling training to staff to support their emergency room patients.
- McCready Memorial Hospital in Crisfield, Maryland will use the grant to make its existing fitness outreach program safer for local residents by installing a defibrillator in its exercise center.


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In The News

Self-Update Reminder

To make it easier for potential patients to find you and to help your claims get paid as quickly and accurately as possible, please take a moment periodically to validate your demographic data. To see the information we display about your practice, log onto the Beech Street online directory at www.BeechStreet.com and use the "Find a Doctor or Hospital" feature listed under the "Patient" tab at the top of the page. You can easily submit updates via the "Contact Us" link under the Provider tab. You can also send updates via email to: network.operations@viant.com. Be sure to include your TIN, full practice address and specialty.

Thank you for helping to keep your practice information current! 

Provider Spotlight


Beech Street is committed to providing access to a broad range of quality medical providers to our clients and their members. Below we feature two such providers: National Radiology Network and Diabetes Specialty Center. For a complete list of participating providers and hospitals in the Beech Street network, see our online directory at www.beechstreet.com.

TNRN

The National Radiology Network (TNRN) is a primary radiology and diagnostic imaging network serving providers and members nationwide. TNRN delivers a single point of contact for access to over 2,500 diagnostic imaging centers in 45 states across the United States. The TNRN network offers a full range of radiology and administrative services to group health and workers' compensation plans. By specializing exclusively in radiology for over 10 years, TNRN uses its experience to maintain a robust and rapidly growing network, and provide cost savings to customers and patients, while offering members and patients access to a consistently high-quality network of radiology providers.

TNRN's objective is to deliver value to all customers by helping them manage costs while providing access to high-quality radiology services. For payers, they provide a cost-effective, turnkey radiology network that is customized to meet individual organizational needs and the demand of the markets in which they provide service. For providers, they offer all of the benefits associated with group contracting and scheduling assistance for patients. For patients, they provide access to imaging centers that meet stringent guidelines at rates that help patients and their families maximize their healthcare dollar. For all, they offer prompt and accurate claims processing and an excellent customer service experience.

TNRN's radiology network focuses on the high-end, high-tech modalities such as MRI, CT and PET. Most contracted facilities also offer an array of other radiology modalities including Mammography, X-Ray, Nuclear and Ultrasound. TNRN provides easy access to information for both patients and providers to locate contracted facilities, obtain scheduling assistance, determine claims status and access information regarding procedures.

To find out more about TNRN, visit them online at www.TNRN.NET. 

Provider Spotlight: Diabetes Specialty Center



Diabetes Specialty Center (DSC) is a specialized DME provider focusing exclusively on diabetes supplies. They have been serving customers for over 10 years, and provide all aspects of service for patients living with diabetes, including:

- Glucose Meters and Strips
- Insulin Pumps and Supplies
- Continuous Glucose Monitoring Systems
- Full Service Pharmacy (Insulin and all other medications)

DSC proactively manages prescriptions and refills, including calling customers before they run out of supplies, helping ensure patient compliance and reducing workload for physician offices. They provide patients and members a detailed review of their benefit plan to illustrate the savings and promote the benefits of their insurance coverage.

DSC is contracted directly with all major manufacturers, and is one of the top five insulin pump distributors in the country. The company is headquartered in Salt Lake City, Utah*, and serves customers nationally. They are a fully accredited Medicare supplier.

To find out more about DSC, visit them online at www.DiabetesSpecialty.com.

* Services are slightly limited for members in Utah; please call for clarification: 1-800-775-4372. ↩

Customer Corner: Rockport HealthCare

Beech Street is pleased to provide you with information about Rockport HealthCare, a Workers' Compensation network focused specifically on work-related injuries and illnesses serving employers, insurance companies, TPAs and managed care companies. To find more information on Rockport, go to their website at: www.rockporthealthcare.com and click on the "Provider Services" page. To obtain a list of Rockport, Texas payors/clients, click on "Latest News" and select "Texas."

Aetna Provider Newsletters Available Electronically

To learn more and register for Aetna newsletters and policy updates, visit their website at: http://www.aetna.com/healthcare-professionals/news/regional_hcp_newsletters.html ↩



- North Country Hospital in Newport, Vermont is using its grant funding to broaden its Asthma Education and Prevention Project which seeks to improve the quality of life in young people with asthma.
- Oneida County Hospital in Malad City, Idaho will sponsor a community health fair providing education and health screenings targeting unemployed and disadvantaged residents of Oneida County.
- Ozarks Medical Center in West Plains, Missouri will expand its Community-Wide Breast Cancer Screening program with a Breast Cancer Screening event. The event will include free screenings along with education about self-examinations, exercise and nutrition.
- Pocono Medical Center in East Stroudsburg, Pennsylvania will use its grant to support the Familia Saludables (Healthy Families) program. The program helps area Hispanic residents with access to healthcare and health information by providing health screening events in the community along with interpretive services and Spanish language health literature.
- Tomah Memorial Hospital, in Tomah, Wisconsin will use the grant to help host its 1st Annual Men's Health Event. The goal of the event is to reduce health risks and healthcare costs by helping men identify their healthcare risks and providing them with the tools and resources needed to maintain a healthy lifestyle.
- Via Christi Hospital in Pittsburg, Kansas is using the grant to help fund its skin cancer education and prevention program. The Summer Skin Safety program will bring summer skin safety education to students at local schools and provide sunscreen at two area municipal swimming pools. ➔



Provider Information Sheet

| DEPARTMENT/FUNCTION | CONTACT |
|---|---|
| Customer Service | E-mail: customer.service@viant.com Phone: 800.877.1444 |
| Provider Referrals | E-mail: customer.service@viant.com Phone: 800.877.1444 |
| Claims Solutions & Investigations | E-mail: coordinators@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) | 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.) | E-mail: nominations@viant.com Phone: 800.877.1444 Fax: 630.799.3050 Mail: Beech Street Corporation 25500 Commercentre Drive Lake Forest, CA 92630 |
| Facility Data Management | E-mail: network.operations@viant.com Phone: 800.877.1444 Fax: 866.241.1644 |
| Copies of Contracts | E-mail: customer.service@viant.com Phone: 800.877.1444 |
| CPT Reimbursement Questions | E-mail: fee.schedule@viant.com Phone: 800.877.1444 Fax: 630.649.5416 |
| Precertification and Case Management Services | Refer to Patient ID card |
| WEBSITE-ONLINE SERVICE | LOCATION |
| Claim Status Inquiry | www.beechstreet.com Select "Providers" section and choose "Claim Status Inquiry" |
| Benefit Office Information & Claim Submission Addresses | www.beechstreet.com Select "Providers" section and choose "Benefits & Eligibility" |
| Client Listing(s) | www.beechstreet.com Select "Providers" section and choose "Client Listing" |
| Provider Manual | www.beechstreet.com Select "Providers" section and choose "Provider Manual" |
| Online Features for Providers www.beechstreet.com | www.beechstreet.com Select "Providers" section and choose from the options on the left |

For additional copies of Beech Bulletin or to add other individuals to this list, please email us at: marketing@viant.com
<http://www.beechstreet.com/providers/update.html>