



## Working with MultiPlan

Your participation with MultiPlan may include participation in the PHCS Network, our national primary PPO, the MultiPlan Network, our national complementary PPO, and ValuePoint by MultiPlan®, our access card program. For most individual practitioners and small groups, participation also includes our “virtual payer” primary PPO, PHCS Savility®, which was introduced in 2009.\*

PHCS Savility has different reimbursement, claims submission, eligibility and provider service processes. See the PHCS Savility section of this guide for information on these items.

### Identifying Members

Our networks are typically identified on member ID cards with one of these logos\*\*:



### Verifying Eligibility

MultiPlan does not make determinations with respect to benefits or eligibility. Contact the patient’s health plan to obtain eligibility information and confirm pre-certification and utilization management requirements.

### Finding Providers

Contact Service Operations at 800-950-7040 or use the provider search feature on our website to help patients find PHCS or MultiPlan practitioners or facilities. Doing so, whenever feasible, helps keep your patient in-network, and therefore receiving in-network coverage benefits.

\* If you participate with MultiPlan through a group contract, ask your group administrator if your contract includes PHCS Savility.

\*\* Some older logos may remain in the market but are being phased out. To request a complete list of logos, please call MultiPlan at 800-950-7040.

### Submitting Claims

Submit claims as instructed on the member ID card. For questions about a specific claim, contact the claim payer’s customer service department listed on the member ID card or the EOB statement.

*Note: MultiPlan does not pay claims.*

### MultiPlan Handbooks

The MultiPlan Network Professional Handbook is available online in the Providers section of the MultiPlan website.

### Reporting Changes

Report the following changes via e-mail, fax, or mail (changes must be submitted on your office letterhead if sending via fax or mail). Changes for providers contracted through a group must be submitted on the group’s letterhead or by the group administrator.

- Provider name
- Tax ID number
- National Provider Identifier (NPI)
- Service, billing, and mailing addresses (see Online Resources)
- Phone and fax numbers
- E-mail addresses
- Hospital affiliations
- Hospital admitting privileges
- Practitioner retirement or death
- Accepting or declining new patients
- Request to terminate participation

E-mail registrar@multiplan.com  
 Fax 781-487-8273  
 Mail MultiPlan  
 Registrar Department  
 1100 Winter Street  
 Waltham, MA 02451

*Note: The Registrar e-mail account is for incoming messages only; submissions will not receive a response.*

### Disputing Claim Repricing

To dispute the repricing of a claim, contact our Service Operations team at 800-950-7040 or service@multiplan.com. See the MultiPlan Network Professional Handbook (available on the Providers section of our website) for complete information.

### Contacting MultiPlan

Contact our Service Operations team at 800-950-7040 for answers to questions about: applications, fee schedules, claims repricing, or other service-related topics. Representatives are available Monday through Friday, 8:30 a.m. to 7:00 p.m. ET.

### Online Resources

The MultiPlan website (www.multiplan.com) contains information and online resources that will help you get the most out of your participation with MultiPlan, including these online tools:

Provider Search – find participating PHCS and MultiPlan providers.

Self-Update – add or change service addresses for your practice.

Provider Handbook – download a print-ready version of the handbook.

State Specific Contract Provisions– download a copy of the current State Law Coordinating Provision (SLCP) exhibit for your state.

### Provider Newsletter

Our provider newsletter, Partnership, keeps you up-to-date on the news and operational information about MultiPlan that matters to your organization. The newsletter is distributed quarterly via e-mail to participating providers for whom we have a valid e-mail address.

## Working with MultiPlan

### ValuePoint by MultiPlan®

ValuePoint by MultiPlan, our access card program, extends your MultiPlan/PHCS Network contracted rates to consumers carrying an access card featuring the ValuePoint by MultiPlan logo. Members reimburse you directly for the contracted amount, usually in full, at the time of service.

For more information about ValuePoint, visit [www.multiplan.com/valuepoint](http://www.multiplan.com/valuepoint).

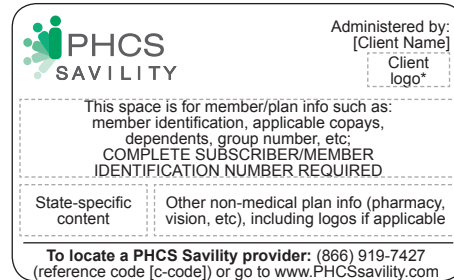
### PHCS Savility®

PHCS Savility is MultiPlan's "virtual payer" primary PPO. As a virtual payer network, PHCS Savility delivers the revenue diversity of multiple payers but with the administrative ease of a single payer. It also delivers enhanced steerage, an online service portal, and reimbursement within 15 calendar days for clean HCFA claims you submit electronically.

PHCS Savility is being introduced in selected markets around the country. You will see these ID cards more frequently if you are located in one of these areas. Always accept PHCS Savility members even if you aren't in a PHCS Savility market. Outside PHCS Savility markets, your PHCS Network contracted rates will apply (or your HealthEOS contracted rates in Wisconsin but outside Milwaukee), and you will see the advantages of faster reimbursement.

### Identifying PHCS Savility Members

All members accessing PHCS Savility have a standard ID card with the PHCS Savility logo in the upper left corner.



### Verifying Eligibility, Claim and Payment Status

To verify eligibility via telephone, call the member services number on the member ID card.

PHCS Savility providers accepting reimbursement electronically can sign up for access to our online portal to confirm eligibility, submit claims, obtain claim and payment status and perform a number of other useful functions. An online enrollment form is available in the PHCS Savility Provider Guide located on the PHCS Savility website.

### Submitting PHCS Savility Claims

Member ID cards will include the same PHCS Savility electronic payer ID and claim submission address regardless of the underlying health plan, so you need learn only one ID/address. For questions about a specific claim, contact MultiPlan's PHCS Savility service team at 877-728-4548.

### Claim Reimbursement

PHCS Savility clients are contractually required to reimburse providers generally within 15 calendar days for clean HCFA claims submitted electronically (10 calendar days for UB claims). Reimbursement can be made electronically if you enroll with InstaMed, our electronic remittance partner. For an online enrollment form, see the PHCS Savility Provider Guide located on the PHCS Savility website.

### Provider Service

Contact our PHCS Savility Provider Service team at 877-728-4548 for answers to questions related to PHCS Savility claims. Representatives are available Monday through Friday, 8:00 a.m. to 7:00 p.m. ET.

### For More Information

To learn more about PHCS Savility, visit [www.PHCSsavility.com](http://www.PHCSsavility.com). A detailed Online Provider Guide is available in the Providers section.

### PHCS Savility Markets

#### Completed:

Central IL  
El Paso/West TX  
Ft. Wayne  
Houston  
Kansas City  
Memphis  
Milwaukee  
Northern Indiana  
Oklahoma City  
Southern IL  
Southwest MO  
Tulsa  
Washington DC

#### Coming in 2011:

Chicago  
Dallas  
Green Bay/Fox Valley  
San Antonio