MultiPlan Partnership

Second Quarter, 2016

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MultiPlan Acquired by Hellman & Friedman

In early June, Hellman & Friedman acquired MultiPlan from Starr Investment Holdings, LLC and Partners Group. Founded in 1984, Hellman & Friedman is a private equity firm known to limit its investments to a small number of elite high-performing companies with the potential for growth. Starr and Partners Group will retain minority investments in MultiPlan, and our key executives, including CEO Mark Tabak, will remain in place. Learn more here.

MultiPlan's Holiday Card Program — a FUNraiser for Pediatric Patient Programs

It may be summer, but we’re already gearing up for the winter holidays with our annual Holiday Card program. Through this program we invite pediatric patients in participating MultiPlan hospitals to submit seasonal and holiday-inspired drawings to MultiPlan, which we display on our website for a public vote. It’s a fun diversion for pediatric patients, and a great promotional opportunity for participating hospitals.

The top five drawings will be featured on holiday cards, produced courtesy of MultiPlan, and presented free of charge to the hospitals that submitted the entries. Hospitals may use the cards in fundraising.

MultiPlan's Provider Demographic Data Receives Highest Quality Score to Date

Every other month, MultiPlan sends our provider demographic data to an outside vendor, Enclarity, to score the relative quality of provider directory information. In simple terms, the score measures the likelihood that the provider is actively practicing at the address listed in the directory and reachable by the phone number given. The scoring ranges from 0 to 950, with the larger number indicating higher quality data. Scores rarely reach 700.

In May, MultiPlan was awarded our highest quality score ever by Enclarity, 609. The 609 is higher than the score of any other company in healthcare and over 50 points better than the second highest healthcare score.

Our previous high was 608, earned in September 2014. We are proud of our high rating because it has a positive impact on anyone using our provider directories. Because we realize how important accurate data is to you and your patients, we will continue to work hard to enhance our demographic data through our work with Enclarity and our other data quality initiatives. You can help ensure the accuracy of our provider data by periodically reviewing your data and notifying us about any changes via the provider portal or by email to registrar@multiplan.com.
to support activities for young patients. All hospitals that submit entries will receive a cash value gift card as a thank you for participating.

We’ll also reward the top five artists for their efforts: each of these artists will receive a framed print of their artwork, their very own holiday cards featuring their drawings and a cash value gift card prize.

We mailed letters of invitation and participation forms to qualifying hospitals in June. To request forms, contact us at holidaycard@multiplan.com.

Deadline for entries.............. August 26
Online voting...................... September 12 - 23
Winners announced............... week of October 3
Cards delivered to hospitals.... mid-November

See our website for more about our philanthropic programs.

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MultiPlan Awards $30,000 in Grants to Four Rural Hospitals

MultiPlan has announced the recipients of its 2016 Rural Health Outreach Grant. The four finalists represent a diverse array of programs focused on improving the wellbeing of people living in rural areas. Grant recipients will each receive $7,500 to help them introduce or expand services, education, screenings and other endeavors that support the healthcare needs of people in their communities. Since the program’s inception in 1995, MultiPlan has awarded $520,000 to hospitals serving rural communities.

The recipients of the 2016 MultiPlan Rural Health Outreach Grant are:

Jacobson Memorial Hospital Care Center in Elgin, North Dakota. This 25-bed critical access hospital serves southwestern North Dakota, with affiliated clinics in Elgin and Glen Ullin. Jacobson Memorial Hospital is the only medical facility in Grant County and the only hospital within a 70-mile radius. The grant award will allow the hospital to purchase two portable Vscan ultrasound machines. These scanners will improve patient care at Jacobson Memorial Hospital Care Center and its affiliated clinics by allowing the use of ultrasound technology to immediately identify critical health issues.

Vidant Edgecombe Hospital in Tarboro, North Carolina. As the only hospital in Edgecombe County, North Carolina, this full-service 117-bed acute care facility provides services to more than 56,000

**Notices for Providers Participating in Medicare Advantage Programs**

**Changes to Demographic Information and Provider Panels**

CMS requires our clients that are Medicare Advantage Sponsors to maintain information regarding network adequacy and availability. To support this requirement, MultiPlan asks all providers participating in our Medicare Advantage Network to inform us of any changes to your provider directory information (e.g., street address, phone number, office hours) and whether you are accepting new patients. Please promptly inform MultiPlan of any changes to this information.

**New 2016 CMS Compliance Training Requirement**

The Centers for Medicare & Medicaid Services (CMS) and MultiPlan network provider agreements for participation in the Medicare Advantage Network mandate that all those contracted to provide healthcare services to Medicare Advantage beneficiaries complete the requisite General Compliance and Fraud, Waste and Abuse (FWA) training within 90 days of the contracting and annually thereafter.

As of January 1, 2016, CMS requires all downstream entities, such as providers participating in MultiPlan’s Medicare Advantage Network and their employees and subcontractors, to complete the CMS developed web-based compliance training available on the Medicare Learning Network (MLN). Providers participating in the Medicare program are deemed to have met the CMS compliance training requirement for FWA. However, these providers are still required to complete the CMS standardized General Compliance training.

Providers participating in MultiPlan’s Medicare Advantage Network have the following three options to ensure they have satisfied the General Compliance and FWA training requirements:

- Complete the General Compliance and/or FWA training modules located on the CMS MLN. Once an individual completes each of the trainings, the MLN system will generate a certificate of completion. The MLN certificates of completion will be accepted by MultiPlan as proof of satisfying the training requirement;
- Download and incorporate the content of the CMS standardized training modules from the CMS website into their organizations’ existing compliance training materials/systems; or
- Incorporate the content of the CMS training modules into written documents for providers (e.g. provider guides, participation manuals, business associate agreements, etc.).

Although the training content cannot be modified, CMS will allow modifications to the appearance of the content (e.g. font, color, background, format, etc.). Additionally, providers may enhance or wrap around the CMS training content by adding topics specific to their organization or the employee’s job function. At MultiPlan’s request, providers must submit an attestation confirming that they have completed the appropriate General Compliance and FWA training.

Providers participating in MultiPlan’s Medicare Advantage Network are required to maintain evidence of completion of the General Compliance and FWA trainings, such as training materials, training logs and program materials, for a period of ten (10) years and must make such evidence available to MultiPlan for review upon request.

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residents in Edgecombe and neighboring counties. Vidant Edgecombe will use the grant to promote male prostate cancer awareness among low income African American men, who are reported to be disproportionately affected by the disease. The program will recruit barber shops serving African American communities to provide education and outreach to promote the concept of screening and early detection of prostate cancer.

**Hillcrest Hospital in Claremore, Oklahoma.** Hillcrest Hospital Claremore (HHC) is an 89-bed facility. Their Physical Therapy and Rehab Center has outgrown its pediatric treatment facility and struggles to treat more than one pediatric patient at a time. The grant will allow Hillcrest to make renovations that support expansion of their pediatric rehabilitation services. The expansion will increase the treatment space from 128 sq. ft. to 504 sq. ft., allowing for increased patient volume and additional services.

**Hill County Memorial in Fredericksburg, Texas.** This 86-bed hospital located in Central Texas serves approximately 191,000 people across eight counties. The facility will use the grant money to expand an existing program called “Red in Fred.” The primary purpose of Red in Fred is to promote and increase awareness, knowledge and access to free heart health screenings to address women's heart health issues.

For more information about the MultiPlan Rural Health Outreach Grant and other programs that help support MultiPlan participating hospitals and the patients they serve, visit our website.

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**ValuePoint by MultiPlan®**

ValuePoint by MultiPlan is our access card program that lets you serve the growing patient population who are responsible for more of their healthcare costs while preserving the key benefits you expect from participation in a PPO network:

- Low collection risk - Patients pay your MultiPlan contracted rate in full at the time of service.
- Patient steerage - With members from some of the country’s most recognized companies, including our client Optum HealthAllies.
- Administrative ease - Simply call the number on the ID card to obtain your MultiPlan fee schedule information and collect that amount from the patient.

For more information about ValuePoint, including how to identify members, calculate payment and collect reimbursement, click here.

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**Code of Conduct**

MultiPlan’s Code of Business Conduct and Ethics contains the legal and ethical standards of conduct required of all parties with which MultiPlan contracts. We expect that all providers participating with MultiPlan to comply with our Code’s high ethical, moral and legal principles in every aspect of their business conduct. CMS requires that we notify providers of this code, which is available on our website.

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**Payer News**

We are sharing this news from select client payers for your convenience.

**Cigna’s Enhanced Drug List Search Tool**

Cigna recently made several enhancements to the drug list search tool on the Cigna for Health Care Professionals website (CignaforHCP.com). Participating providers can now more easily view patient profiles, search specific drug lists for prescription coverage, and identify the associated cost share based on plan benefits.

Participating providers can access the drug list search tool by logging in to CignaforHCP.com > Resources > Pharmacy Resources > Cigna Prescription Drug Lists.

**Aetna Provider Newsletters Available Electronically**

To learn more and register for Aetna newsletters and policy updates, click here or paste this address into your web browser: www.aetna.com/healthcare-professionals/news/regional_hcp_newsletters.html.

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Follow us on LinkedIn!

MultiPlan is now on LinkedIn. If you are active on
and you can export a roster when it’s convenient for you because the Provider Portal is available 24/7! Read this guide to see how to export a roster and click here for a complete list of the portal’s available features.

**Looking for a List of MultiPlan Clients?**

Portal users can download the latest list of MultiPlan clients anytime in three easy steps.

**Have You Registered for the Portal?**

Not yet registered for self-service access? Online registration is easy. Go to [provider.multiplan.com](http://provider.multiplan.com) and choose "Click here if you do not have an account." To register, you’ll need your Group TIN (or a TIN for one of your practitioners) and Group NPI number. To expedite the registration process, you may also enter your MultiPlan Group ID if you have it. Once you create an account you may log in anytime. For more information or assistance specific to our portal, call 877-460-0352. For non-portal inquiries, call 800-950-7040.

**Portal Demonstrations**

Interested in attending a demonstration of the Provider Portal features available to Provider Groups? Sessions take place via Web presentation twice a month and are designed to help groups take advantage of the portal’s advanced features. There is no fee for this training, but registration is required. See the schedule on the Provider Education Resources page of MultiPlan.com.

[LinkedIn](https://www.linkedin.com), please check out the MultiPlan company page and become a “follower” to receive updates about MultiPlan.

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