

MultiPlan Partnership
Keeping the MultiPlan Provider Community Informed



Happy Holidays from MultiPlan!



MultiPlan is proud to support Starlight Children's Foundation on behalf of our employees, clients and providers. Since 1982, Starlight has brought joy and comfort to hospitalized kids.

Your trust and partnership are the best measure of our success.

We thank you and wish you all the best during this holiday season.




Healthcare Payments Simplified

MultiPlan is working with Echo Health to bring Simplicity, a revolutionary healthcare payment model, to the provider community.

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Holiday Card Winners

We are pleased to announce the top drawings selected in our 2018 Holiday Card program.

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Aetna, Ascension Health Join Synaptic Health Alliance

The Synaptic Health Alliance (formerly known as the Blockchain Alliance) announced two more industry leaders have joined the effort to improve provider directory quality.

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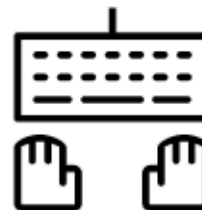
Wait Time Updates

As a reminder, please submit your appointment wait time information for routine and urgent care, as well as for new patients, by December 31. This information may be submitted via email (registrar@multiplan.com), fax (781-487-8273), or mail (MultiPlan, 16 Crosby Drive, Bedford, MA 01730, Attn: Registrar). Please consult our Provider Handbook for additional detail on appointment wait time requirements. You'll find our handbooks in the [Provider Resources section of our website](#).



Online Provider Search Available in Spanish

We are pleased to announce that our online provider search is now available in Spanish. Users can switch from English to Spanish with one click. We hope this improvement makes it easier for you and your patients who prefer to read in Spanish to find a provider participating in our networks.



Check a Practitioner's Group Participation Online

You can check network participation status online for the practitioners in a group with MultiPlan's [Provider Portal](#).

Register for easy access anytime! [Click here](#) for a complete list of the portal's available features. If you have questions about using the Portal, call us at 800-950-7040.

Maintaining Your Information for Medicare Advantage Programs

To support CMS requirements, 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.

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Kansas Medicaid Provider Enrollment Update

As of November 1, 2018, providers participating with a KanCare managed care organization are required to have a KMAP identification number.

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MultiPlan Gets Social

Do you know that MultiPlan is active on social media? It's true. Follow us:

- [Facebook](#)
- [Twitter](#)
- [LinkedIn](#)

PAYER NEWS

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

Announcing Access by Kaiser Permanente Dual Choice PPO Members

MultiPlan is partnering with Kaiser Permanente Insurance Company (KPIC) for the Dual Choice PPO plan, a new product that will launch in Georgia on January 1, 2019. The Dual Choice PPO allows members to access a broad range of providers through MultiPlan's PHCS Network for their medical care.

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Cigna Medical Coverage Policy Update

Cigna will implement a new medical coverage policy to require precertification and review cardiac electrophysiological (EP) studies for medical necessity. The policy, Cardiac Electrophysiological (EP) Studies (0532), is effective for dates of service beginning January 1, 2019. The affected Current Procedural Terminology (CPT®) codes are 93619, 93620, 93621, 93622, 93623, 93624, 93654, 93655, and 93662.

Aetna Provider Newsletters Available Electronically

To register for Aetna newsletters and policy updates, [click here](#).

ValuePoint by MultiPlan®

Medicare Providers: Have



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.

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Code of Conduct

MultiPlan's Code of Business Conduct and Ethics ("Code") contains the legal and ethical standards of conduct required of all parties with which MultiPlan contracts. We expect all providers participating with MultiPlan to comply with our Code in every aspect of their business conduct. The link to our Code is available on our [website](#) at the bottom of the page.

You Completed the Annual CMS Fraud Waste and Abuse Training?

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

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