

Provider Quick Reference Guide

About Your Participation

Your participation with MultiPlan means that you may be considered an in-network provider in all of our provider networks. Refer to your MultiPlan Participating Professional Agreement for specific participation information.

Identifying Members

Our networks are typically identified on ID cards by these logos. See our website for additional logos and for more information about our networks.



Verifying Eligibility

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

Reporting Changes

Report changes to provider directory information (e.g., street address, phone number, office hours) and your availability through our provider portal or via email, 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 by the group administrator.

Email registrar@multiplan.com
Fax 781-487-8273
Mail MultiPlan
Registrar Department
16 Crosby Drive
Bedford, MA 01730

Note: The Registrar email is for incoming messages only; inquiries will not receive a response.

Finding Providers

To find participating providers, follow the instructions on the patient's ID card.

Submitting Claims

Submit claims as instructed on the patient's ID card. For questions about a specific claim, contact the claim payer listed on the ID card or the EOB statement. Note: MultiPlan does not pay claims.

Disputing Claim Payments

Contact the claim payer as instructed on the patient's ID card or the EOB statement. MultiPlan does not have access to payment records.

Resources

- Provider Portal – Use our secure provider portal for any-time access to most administrative issues including claims and general inquiries, information updates, forms and other resources, including our client list. To sign up, go to <http://provider.multiplan.com> and choose "Click here if you do not have an account" for self-registration options.
- MultiPlan.com – Click the Providers button on the home page to access information and resources to help you get the most from your participation with MultiPlan, including our provider handbook.
- Service Operations – We're available Monday – Friday, 8:30 am – 6:00 pm ET at 800-950-7040.
- Partnership newsletter – This quarterly e-newsletter keeps you up-to-date on the news and operational information about MultiPlan that matters to your organization. We'll send this to the email address we have on file for you. You may also subscribe on our website at: <http://www.multiplan.com/providers/newsletters.cfm>.

