



Network Professional Handbook



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Introduction

This Network Professional Handbook is the “Administrative Handbook” referenced in your Participating Professional Agreement. Please read it carefully and refer to it as questions arise. Please note that if a provision in this handbook conflicts with state or federal law or the terms of your Participating Professional Agreement, the state or federal law or your Participating Professional Agreement takes precedence. The terms of this handbook may be modified at the sole discretion of MultiPlan, Inc. In addition to the obligations specified in your Participating Professional Agreement, this handbook provides information about contractual obligations for Network Professionals, including any Network Professionals participating in the Network through a subsidiary of MultiPlan such as Private Healthcare Systems, Inc. (“PHCS”) or HealthEOS by MultiPlan, Inc. (“HealthEOS”). When the word “you” or “your” appears in this handbook, it means the Network Professional that is party to a Participating Professional Agreement with MultiPlan, Inc., or is obligated directly or indirectly, to comply with the terms of a Participating Professional Agreement. When “MultiPlan” or “MultiPlan, Inc.” is referenced, it includes MultiPlan and its subsidiaries, including PHCS and HealthEOS.

We are committed to positive relationships with our Network Providers, Clients and Users. To strengthen these relationships, we have a variety of information, including the most current version of this Network Professional Handbook at www.multiplan.com or www.healtheos.com. You may also request a current copy of the Handbook or our most recent list of Clients and/or Users by contacting Service Operations at service@multiplan.com or (800) 950-7040.

MultiPlan’s Network Products

PHCS Network, our nationwide primary PPO Network, is the largest independent primary PPO network in the country and serves over 16 million health plan participants. Participants are directed to Network Providers through state-of-the-market online search capabilities, standardized directories, and telephonic referrals.

HealthEOS Network, a primary PPO network in Wisconsin, offers access to 160 hospitals and over 20,000 professionals, including every one of the state's major health systems. Some 1.2 million people access HealthEOS as their primary PPO.

MultiPlan Network, our nationwide complementary network, is used by an estimated 27 million participants who access the network on a complementary basis when seeking care from providers outside of their primary provider network. Because participants share in the benefit of your contracted discount, they have a significant financial incentive to select you over non-participating providers.

ValuePoint by MultiPlan, our access card program which is a non-insured business arrangement under which, in exchange for a fee or other consideration paid by Participant directly to Client, and upon presentation of an identification card bearing the ValuePoint logo or other Authorized Logo, a Participant has the right to reimburse Network Providers directly at the Contract Rate as payment in full for health care services rendered.

PHCS SavilitySM, a new primary PPO product, offers participating providers accelerated reimbursement, enhanced steerage and administrative efficiencies, including a uniform member ID card and a central service number for all payers, in exchange for more competitive discounts. PHCS Savility preserves the benefits of MultiPlan’s diverse client base while providing the advantages of a single payer.

Section One

Important Definitions

Depending upon the specific form of agreement you signed, the following terms may be utilized in your Participating Professional Agreement and are intended to be defined as provided for in your Participating Professional Agreement:

- (i) *Ancillary Provider* may be referred to as Vendor;
- (ii) *Billed Charges* may be referred to as Regular Billing Rates;
- (iii) *Client* may be referred to as Payor or Company;
- (iv) *Contract Rates* may be referred to as Preferred Payment Rates or Specified Rates;
- (v) *Covered Services* may be referred to as Covered Care;
- (vi) *Network Provider* may be referred to as Preferred Provider;
- (vii) *Participant* may be referred to as Covered Individual or Policyholder; and
- (viii) *Program* or *Benefit Program* may be referred to as Contract.

Benefit Program Maximum An instance in which the cumulative payment by a User has met or exceeded the annual or lifetime benefit maximum (e.g., dollar amount or service count) for a particular type of Covered Service rendered to a Participant in accordance with the terms of the Participant's Benefit Program.

Certification The determination made by a licensed, registered or certified health care professional engaged by the Utilization Management program that the health care services rendered by a Network Professional meet the requirements of care, treatment and supplies for which payment is available by a MultiPlan Client or User pursuant to the Participant's Program. Certification may also be referred to as "Precertification."

Clean Claim Unless otherwise required by law, "Clean Claim" means a completed HCFA or CMS 1500 (or successor form), as appropriate, or other standard billing format containing all information reasonably required by the Client or User for adjudication (e.g., provider's name, tax identification number, date of service, procedure code with Billed Charges, the Client's name and policy number, and the Participant's name, address, identification number and relationship to the Participant).

Clean Claim (PHCS Savility) Unless otherwise required by law, "Clean Claim" means a completed UB04 or HCFA/CMS 1500 (or successor form), as appropriate, or other standard billing format containing all information for adjudication, including, but not limited to, Provider's name, tax identification number, date of service, diagnosis, procedure code with Provider's regular billed charges, the PHCS Savility Clients' name and policy number, and the PHCS Savility Participant's name, address, identification number and the patient's date of birth.

Client An insurance company, employer health plan, Taft Hartley fund, or other organization that sponsors or administers on behalf of a User, one or more Programs for the provision of health care services to Participants accessing the Network.

Concurrent Review Utilization Review conducted during a patient's hospital stay or course of treatment.

Contract Rates The rates of reimbursement to Network Professional for Covered Services, as set forth in the Participating Professional Agreement.

Section One: Important Definitions

Covered Service Health care treatment and supplies rendered by a Network Provider and provided to a Participant for which a User is responsible for payment pursuant to the terms of a Program.

Emergency A condition, illness or injury of such a nature that failure to obtain immediate medical care could place the health of a Participant in serious jeopardy. The determination as to whether a condition, illness or injury is an Emergency is made without consideration of whether services provided to treat the Emergency are covered under a Participant's Program.

Network An arrangement of Network Providers created or maintained by MultiPlan, Inc., or one of its subsidiaries, including PHCS and HealthEOS, under which such Network Providers have agreed to accept certain Contract Rates for Covered Services provided to Participants.

Network Provider A licensed facility or licensed, registered, or certified health care professional that agrees to provide health care services to Participants and that has been independently contracted for participation in the Network. Network Providers may be referenced in this handbook individually as "Network Facility," "Network Ancillary Provider" or "Network Professional."

Participant Any individual and/or dependent eligible under a Client's Program that provides access to the Network.

Program Any contract, insurance policy, workers' compensation plan, auto medical plan, health benefit plan or other health plan or program under which Participants are eligible for benefits. Program may also include the ValuePoint by MultiPlan Program.

Protected Health Information (PHI) Information transmitted or maintained in any form or medium – electronic, on paper, or in conversation – that identifies an individual and is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or health care clearinghouse; and relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual.

Quality Management Program A program designed to promote quality assurance and improvement activities within an organization and assess the credentials of Network Providers and the quality of health care services rendered by each Network Provider. A Quality Management program may include a complaint investigation and resolution process.

Retrospective Review Utilization Review conducted after services have been provided to a Participant.

User The entity responsible for the payment of Covered Services. A Client may also be a User. For purposes of the ValuePoint by MultiPlan Program or Discount Card Program, User shall mean an individual.

Utilization Management Program (Sometimes referenced as "Utilization Review.") A program established by or on behalf of a MultiPlan Client or User under which a request for care, treatment and/or supplies may be evaluated against established clinical criteria for medical necessity, appropriateness and efficiency.

Section Two

Network Participation

Proprietary Information

All information and materials provided to you by MultiPlan, MultiPlan Clients or MultiPlan Users remain proprietary to MultiPlan, MultiPlan Client or MultiPlan Users. This includes, but is not limited to, your Participating Professional Agreement and its terms, conditions, and negotiations, any Program, rate or fee information, MultiPlan Client or User lists, any administrative handbook(s), and/or other operations manuals. You may not disclose any of such information or materials or use them except as may be permitted or required by the terms of your Participating Professional Agreement.

Network Professional Responsibilities and Requirements

As part of the Network, you are responsible for meeting certain requirements for network participation. You have the responsibility for:

- The care and treatment of Participants under your care. You must ensure that all care is rendered in accordance with generally accepted medical practice and professionally recognized standards and within the scope of your applicable license, accreditation, registration, certification and privileges;
- Complying with any and all applicable state and/or federal laws related to the delivery of health care services and the confidentiality of Protected Health Information and taking all precautions to prevent the unauthorized disclosure of such Participant's medical and billing records;
- Complying with MultiPlan and MultiPlan Client and/or User requests for copies of a Participant's medical and billing records for those purposes which MultiPlan and/or its Clients or Users deem reasonably necessary, including without limitation and subject to any applicable legal restrictions, quality assurance, medical audit, credentialing or recredentialing;
- Cooperating with the Quality Management and Utilization Management programs of MultiPlan Client or Users;
- Meeting the MultiPlan credentialing criteria, as referred to later in this section; and
- Honesty in all dealings with MultiPlan, its Client and Users. As a Network Professional, you agree not to make any untrue statements of fact in any claim for payment, nor any untrue statements of material fact or any intentional misrepresentations of any fact in any statement made to MultiPlan or any MultiPlan Client or User.

In addition, you must meet the following requirements for Network participation:

- You may not engage in inappropriate billing practices, including but not limited to billing for undocumented services or services not rendered, unbundling, up-coding or balance billing.
- You may not change hospital affiliations, admitting privileges or specialty status in such a way as to substantially limit the range of services you offer and/or Participants' access to your services.
- You may not be the subject of publicity that adversely affects the reputation of MultiPlan, as determined by MultiPlan. You may not commit professional misconduct that violates the principles of professional ethics.

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- You may not engage in any action or behavior that disrupts the business operations of MultiPlan or any MultiPlan Client or User.
- Your responses to inquiries by MultiPlan shall be timely, complete and delivered in a professional manner.

Quality Monitoring Activities

The Quality Management Committee

The MultiPlan Quality Management Committee is a companywide council that provides support and oversight of quality management and improvement activities at MultiPlan. This integrated support and promotion of quality initiatives is vital to MultiPlan, and the Committee's objectives, listed below, reflect this:

- To strengthen the position of MultiPlan as an organization that continually strives to deliver services of optimal quality to its Clients, Users and their Participants;
- To promote companywide awareness of, and participation in, continuous quality improvement;
- To oversee activities throughout MultiPlan that contribute to quality and process improvement; and
- To assist MultiPlan with meeting national accreditation standards, state and federal mandates and Client and User expectations.

In addition to the Quality Management Committee, the MultiPlan commitment to quality includes maintaining provider credentialing, recredentialing and Quality Management programs. Specifics of these programs follow.

Credentialing

We apply rigorous criteria when we credential the providers in our Network. MultiPlan has established and periodically updates credentialing criteria for all categories of providers it accepts into its Network. The credentialing criteria include but are not limited to:

- Board certification or requisite training in stated specialty
- Acceptable licensure history as provided by the National Practitioner Data Bank (NPDB) and/or the state licensing board(s)
- Acceptable malpractice claims payment history
- Adequate liability insurance
- Admitting privileges at a Network Facility
- Current, valid, clinically unrestricted license

The MultiPlan Credentialing Committee makes all decisions regarding provider participation in the Network in accordance with MultiPlan credentialing criteria. Credentialing criteria vary by provider type. To obtain a copy of the MultiPlan credentialing criteria, please contact Service Operations at service@multiplan.com or (800) 950-7040.

Delegated Credentialing for Groups of Professionals

MultiPlan offers a delegated credentialing option for large groups of health care professionals. MultiPlan delegates the credentialing function to groups that meet MultiPlan standards, as well as National Committee for Quality Assurance (NCQA) and URAC standards. The decision by MultiPlan to delegate the credentialing function results from a review of the group's credentialing policies and procedures and an on-site audit of the group's credentialing files. The MultiPlan

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Credentialing Committee reviews the resulting delegation report and makes a determination to approve, defer or grant provisional delegated status for the group. If provisional status is granted, this is followed by a reassessment within a specified period of time and a final decision to approve or defer. Groups granted delegated status are required to sign a delegated credentialing agreement with MultiPlan.

Recredentialing

Network Professionals

MultiPlan recredentials Network Professionals on a set schedule in accordance with state and federal law and national accreditation standards. MultiPlan compares Network Professionals' qualifications to credentialing criteria and considers any history of complaints against the Network Professional. Recredentialing activities may also be triggered as a result of quality management investigations or information received from state or federal agencies. Following the submission of a signed, complete recredentialing profile, Network Professionals are considered to be successfully recredited unless otherwise notified by MultiPlan.

Delegated Recredentialing for Groups of Professionals

On an annual basis, MultiPlan conducts group audits and may delegate the recredentialing function to delegated groups using the same process used to initially delegate the credentialing function.

Quality Management Program

MultiPlan maintains a Quality Management program that is responsible for the management of complaints originating from various sources, including Participants, MultiPlan Clients or MultiPlan Users. The Quality Management program acknowledges, tracks and investigates complaints about Network Professionals, and manages their resolution through a standard process. Complaints may include but are not limited to perceptions of:

- Unsatisfactory clinical outcome
- Inappropriate, inadequate, over-utilized or excessive treatment
- Unprofessional behavior by Network Professional or office staff
- Inappropriate billing practices

As part of your participation in the Network, you are responsible for participating in, and observing the protocols of the MultiPlan Quality Management program. The MultiPlan Quality Management Program consists of the following:

Investigation Process

MultiPlan facilitates the complaint investigation process by gathering information from various parties (including the Network Professional involved) to determine the circumstances surrounding the complaint. Requests for information from Network Professionals may include a patient's medical and/or billing records. MultiPlan recognizes that the Network Professional's participation in the investigation process is critical. When requesting information, MultiPlan reports the complainant's concerns and affords the Network Professional an opportunity to respond to the complaint.

While complaints are investigated in a timely fashion, it is important to note that timeframes are predicated upon the receipt of information necessary to complete the investigation. Depending upon the nature of the complaint, it may be thirty to sixty (30-60) days before an initial determination is reached. MultiPlan conducts the investigation process with strict confidentiality.

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If the complaint is of a clinical nature, MultiPlan clinical staff (including a MultiPlan Medical Director) participates in the investigation process.

Outcome of Investigation

Investigation outcomes vary based on the type and severity of the complaint and the complaint record of the Network Professional. Based upon the outcome, complaints may be categorized as “No Incident,” or in levels ranging from “Patient Dissatisfaction” to “Termination.” If the investigation reveals the presence of imminent danger to Participants, termination may be immediate.

MultiPlan communicates investigation outcomes and resulting actions directly to the Network Professional involved. Network Professionals terminated from participation in the Network are notified in writing and informed of the right to appeal. All complaint records are maintained confidentially and reviewed during the recredentialing process. Data obtained from analysis of complaint records may also be used in aggregate form to support other initiatives, including provider education.

Appeals Process for Professionals Terminated or Rejected from the Network

MultiPlan complies with all state and federal mandates with respect to appeals for providers terminated or rejected from the Network. Terminated or rejected providers may submit a request for an appeal as outlined in the letter of rejection/termination sent by MultiPlan. In addition, the request for appeal must be received by MultiPlan within thirty (30) days of the date of the rejection/termination letter. Upon receipt of the letter by MultiPlan, the appeal is forwarded to the MultiPlan Appeals Committee for review.

The voting members of the Appeals Committee are MultiPlan Medical Directors and Network Professional(s). Advisory members may include:

- Appeals Committee Chair - MultiPlan Medical Director
- One representative from the Network Quality Department
- One representative from the MultiPlan Legal Services Division

The appeal is conducted on the basis of any written information submitted by the terminated or rejected provider, in conjunction with any information previously in possession of or gathered by MultiPlan. Unless required by state or federal law, MultiPlan does not offer meetings in person or by telephone with the terminated or rejected provider, or any representative thereof, as part of the appeals process.

The appeal information submitted by the terminated or rejected provider is presented to the Appeals Committee by either a representative from MultiPlan Corporate Quality Management or the MultiPlan Medical Director in whose region the provider practices. In the event the terminated or rejected provider is a mental health/behavioral health provider, a MultiPlan psychiatrist attends the Appeals Committee meeting.

By majority vote, the Appeals Committee renders a decision to uphold or reverse the initial decision to reject or terminate the provider. The provider has the right to request a second level of appeal, which is heard by a separate MultiPlan Appeals Committee. The determination of the second level Appeals Committee is final.

In the event that MultiPlan upholds a decision to terminate a provider upon appeal, the original effective date of the termination is upheld unless otherwise determined by the MultiPlan Appeals Committee.

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If the Appeals Committee reverses a termination decision, the Network Professional's participating status is reinstated as of the date of the initial adverse decision, unless otherwise determined by the Appeals Committee.

MultiPlan Agreement with the National Practitioner Data Bank (NPDB) for Professionals Terminated from the Network

As a requirement of the participation agreement between MultiPlan and the National Practitioner Data Bank (NPDB), MultiPlan is obligated to report the termination of a Network Professional if the termination resulted from a quality of care issue resulting in harm to a patient's health and/or welfare. Any provider subject to this reporting requirement is notified via a letter of termination from MultiPlan. The Network Professional may have additional appeal rights afforded by state or federal law.

HealthEOS by MutliPlan CareEngine Services. In addition to the above, the HealthEOS Network also utilizes CareEngine[®] Services, which is intended to support improvement of the overall quality of healthcare provided to Participants, and to lower the overall costs of such healthcare.

Recognition of Authorized Logos

Network Professional agrees to recognize each name and/or logo identified as an Authorized Logo when displayed on identification cards, Explanation of Benefits (EOB) forms or other forms of identification and evidence of the Client or User's right to access Network Professional as a Network Provider and to reimburse Network Professional at the Contract Rates for Covered Services rendered to Participants. MultiPlan may update the list of Authorized Logos included in Appendix A of this handbook by posting such modifications to the MultiPlan website; however, Network Professional should refer to his/her Participating Professional Agreement for specific access.

Section Three

Utilization Management

You are required to participate in and observe the protocols of MultiPlan Client or User's Utilization Management programs for health care services rendered to Participants. Utilization Management requirements may vary by MultiPlan Client or User, and by the Participant's Program.

Certification

Most Utilization Management programs used by MultiPlan Clients or Users require Certification. As part of the Certification process, please be prepared to provide the following information by telephone, facsimile, or through any other method of communication acceptable to the MultiPlan Client or User's Utilization Management program:

- Client or User name
- Group policy number or name
- Policyholder's name, social security number and employer (group name)
- Patient's name, sex, date of birth, address, telephone number and relationship to policyholder
- Network Professional's name and specialty, address and telephone number
- Facility name, address and telephone number
- Scheduled date of admission/treatment
- Diagnosis and treatment plan
- Significant clinical indications
- Length of stay requested

You may be required to obtain Certification from the Utilization Management or Utilization Review program for the following:

- **Inpatient admissions, outpatient surgery and other procedures identified by the MultiPlan Client or User's Utilization Management program** To obtain Certification for these procedures, call the telephone number provided by the Participant or the MultiPlan Client or User prior to the date of service to the Participant. You may be required to obtain separate Certifications for multiple surgical procedures. To facilitate a review, be sure to initiate the Certification process a minimum of seven to ten (7-10) days before the date of service.
- **Emergency admissions** Certification of all admissions following an emergency room visit is usually required within forty-eight (48) hours after the admission.
- **Length of stay extensions** In the event a length of stay extension is required for those health care services initially requiring Certification, you may be required to obtain additional Certification from the Utilization Management program prior to noon of the last certified day.

Concurrent Review

Network Professionals must participate in the Utilization Management program of Concurrent Review. A nurse reviewer performs Concurrent Review to document medical necessity and facilitate discharge planning.

Retrospective Denial of Authorized or Certified Services

Unless otherwise specified in your Participating Professional Agreement, Client shall be bound by the authorization or certification of Covered Services for a Participant provided to Participating Professional by Client, and Client shall not rescind or modify such authorization or certification pursuant to a retrospective review by Client, provided however, Client may rescind or modify such authorization or certification upon any of the following:

- (a) the information on which such authorization or certification was based was inconsistent with the claim information; or
- (b) at the time of authorization/certification, the Client did not know, and with the exercise of reasonable care could not have known, that (i) the service was not a Covered Service, or (ii) a pre-existing condition existed;

Case Management

Case management identifies those Participants whose diagnoses typically require post-acute care or high level and/or long-term treatment. The case manager works with providers and family members to formulate a plan that efficiently utilizes health care resources to achieve the optimum patient outcome. Case management services are provided for Participants who may benefit from:

- Change in facility or location of care
- Change in intensity of care
- Arrangements for ancillary services
- Coordination of complex health care services

Before completing the Certification process, always contact the MultiPlan Client or User to obtain eligibility information.

In cases where multiple procedures are performed, be sure to confirm benefit eligibility from the MultiPlan Client or User for each procedure.

Referrals to other Network Providers

To help Participants avoid a reduction in benefits, you are required to use your best efforts to refer Participants to Network Providers within the same respective Network, when medically appropriate and to the extent these actions are consistent with good medical judgment. For assistance in finding other providers participating in the Network for referral purposes, contact Service Operations at (800) 950-7040.

In the event a Participant requires hospitalization and you do not have hospital privileges with a facility within the same respective Network, you agree to exercise best efforts to refer the Participant to another Network Professional with hospital privileges at a facility within the same Network. Be sure to inform the Participant whenever a referral is made to an out-of-network provider.

Appeals Process for Utilization Management Decisions

The appeals process may vary by the Client or User's Utilization Management program and/or as mandated by state or federal law. In the event you or a Participant do not agree with a noncertification determination made under the Utilization Management program, you or the Participant has the right to appeal the determination in accordance with the MultiPlan Client or User's Utilization Management program appeals process. To obtain details of the MultiPlan Client or User's Utilization Management program appeals process, please contact the appropriate MultiPlan Client or User.

Failure to observe the protocols of the Utilization Management program may also result in a reduction of benefits to the Participant. You are responsible for notifying the Participant of any potential financial implications associated with failure to observe the Utilization Management Program protocols.

Waiting Times for Participants

As a Network Professional, you agree that the expected waiting time for Participants to schedule an appointment shall not exceed the following:

- One (1) week for urgent appointments
- Four (4) weeks for specialty care appointments
- Six (6) weeks for routine appointments

As a Network Professional, you agree to inform MultiPlan by December 31st of each year of your average waiting time for routine and urgent care appointments. Updates are required annually and can be sent to MultiPlan via US mail, fax or e-mail as follows:

Mail: MultiPlan, 1100 Winter Street, Waltham, MA 02451-1227, Attn: Registrar

Fax: 781-487-8273

E-mail: registrar@multiplan.com

Section Four

Reimbursement and Billing Requirements

Timely Payment of Claims

Unless otherwise specified in your Participating Professional Agreement, in order to obtain the benefit of the Contract Rates in your Participating Professional Agreement, Clients contracted with MultiPlan will be required to pay or arrange for Users to pay for Covered Services within thirty (30) business days of receipt of a Clean Claim (unless a shorter of period of time is required by law). In addition to the foregoing, certain state laws requiring alternative time periods within which payment is to be made may apply to Client. To the extent such laws apply, Client may be liable for statutory interest penalties. Claims should be sent as usual by following the instructions on the back of the member's ID card. Any payments due by Client shall be reduced by any applicable Co-payments, Deductibles, and/or Co-insurance, if any, specified in the Participant's Benefit Program and/or any service for which the Participant's Benefit Program does not provide coverage.

Identification of Participants

MultiPlan Clients and Users furnish Participants with a means of identifying themselves as covered under a Program. Such methods of identification include, but are not limited to, affixing an authorized logo on an identification card; a MultiPlan phone number identifier, written notification by Client of an affiliation with MultiPlan at the time of benefits verification, a MultiPlan authorized logo on the explanation of benefits form, or other means acceptable to MultiPlan and the Network Provider. MultiPlan Clients and Users will also furnish a telephone number to call for verification of the Participant's eligibility. Always contact the MultiPlan Client or User to obtain eligibility and benefit information before rendering services. Please note that confirmation of eligibility does not guarantee payment. Benefit restrictions and limitations may apply. MultiPlan does not determine benefits eligibility or availability for Participants and does not exercise any discretion or control as to Program assets, with respect to policy, payment, interpretation, practices, or procedures. Be sure to notify Participants of restrictions and/or limitations identified when contacting the MultiPlan Client or User.

Compensation and Claims Submission

MultiPlan Clients or Users typically reimburse Network Professionals on a fee-for-service basis. As a Network Professional, you agree to submit to the MultiPlan Client or User a timely, Clean Claim for services rendered to Participants. All claims should be submitted using your Billed Charges and the appropriate procedure code per American Medical Association (AMA) and Center for Medicare and Medicaid Services (CMS) standards.

Note: MultiPlan is not an administrator, insurer, underwriter, guarantor, or payer of claims and is not liable for any payment of claims for services under Programs submitted by the Network Professional to MultiPlan or any MultiPlan Client or User.

Submitting Claims by Mail

Claims must be submitted to the address found on the Participant's ID card using a HCFA-1500 or CMS-1500 claim form.

Submitting Claims Electronically

All claims may be submitted electronically through transaction networks and clearinghouses in a process known as Electronic Data Interchange (EDI). This method promotes faster, more accurate processing than paper claims submitted by mail, and is required by federal benefit plans. We encourage you to exercise your best efforts to implement electronic claims submission capability as soon as reasonably practicable.

The National Provider Identifier (NPI) is a required identifier on all electronic health care transactions. MultiPlan recommends that you submit your NPI information as part of your standard submission of practice information updates. MultiPlan supplies this information to MultiPlan Clients and Users for use in electronic transaction processing.

Maintenance of Practice Information

MultiPlan requires that you provide all Tax Identification Numbers (TINs) currently in use, including the name of the owner of each TIN, for each of your practice locations.

If a TIN is not recorded with MultiPlan, Participants' benefits may be reduced and your payment may be delayed. Please inform MultiPlan promptly of any change in TIN, practice location, telephone number or billing address. Failure to provide updated information may result in a delay or error in payment of claims for Covered Services rendered to Participants.

All sites at which you practice shall be considered in-Network sites. If you also practice independently and have not contracted with MultiPlan directly with respect to that independent site, services rendered by you at that site will be considered out-of-Network. You must use different Tax Identification Numbers to distinguish between in-Network and out-of-Network sites.

Report all practice information updates to MultiPlan via US mail, fax or e-mail as follows:

Mail: MultiPlan, 1100 Winter Street, Waltham, MA 02451-1227, Attn: Registrar

Fax: 781-487-8273

E-mail: registrar@multiplan.com

Some updates may be submitted online through our Provider Self Update function in the Providers section of the MultiPlan website (www.multiplan.com).

Reimbursement Policies

Administrative Fees

When fees are negotiated for care, treatment and supplies pursuant to the MultiPlan Participating Professional Agreement, it is recognized that such services may include an administrative and maintenance component. As a result, the fees paid for health care services pursuant to the MultiPlan Participating Professional Agreement include payment for administrative, oversight, overhead and/or similar charges related to the provision of any service rendered. You may not separately bill or collect from the Participant or the MultiPlan Client or User any additional amount for administrative, oversight, overhead and/or similar charges related to the provision of such services.

Professional Fees

MultiPlan requires that all Network Providers use the nationally recognized coding standards set by the Centers for Medicare and Medicaid Services (CMS) and the American Medical Association for all services performed. We refer to CMS reimbursement methodologies to help us

Section Four: Reimbursement and Billing Requirements

develop our provider reimbursement structure for the services you render at approved clinical, institutional and non-institutional settings.

You may bill a professional fee when you have specifically provided a professional service to a Participant. You may not bill a professional fee for a computer generated report.

Since we apply the industry standard code sets (CPT and HCPCS), we recommend you verify that all services performed have a signed physician order, are medically necessary and are coded correctly. MultiPlan ensures that all contracted providers maintain a current chargemaster or fee schedule and urge you to verify that the codes and descriptors used match the services performed. For further documentation, please refer to your Participating Professional Agreement with MultiPlan.

Multiple Procedures

In a case where multiple surgical procedures are planned, be sure to obtain information from the MultiPlan Client or User with regard to benefit coverage for each procedure. Reimbursement for multiple procedures may vary by the MultiPlan Client or User, and may be reduced when performed during a single encounter (e.g. 100% of the negotiated rate for the primary procedure, 50% of the negotiated rate for the secondary procedure, etc.).

Coordination of Benefits

Participants are sometimes covered by more than one insurance policy, benefit plan or other health plan or program. In that instance, the MultiPlan Client or User uses the following rules for the Coordination of Benefits (COB) with regard to payment:

MultiPlan Client or User is Primary

When a MultiPlan Client or User is primary under the COB rules, the MultiPlan Client or User pays or arranges to pay for services according to the Participant's Program (e.g., 90%, 80%, or any other percent based on the Participant's coinsurance amount) and pursuant to the MultiPlan Contract Rate.

MultiPlan Client or User is Secondary

If a MultiPlan Client or User is other than primary under the COB rules, the MultiPlan Client or User will pay or arrange to pay a reduced amount only after the Network Professional has received payment from the primary plan. Please refer to your Participating Professional Agreement for the specific terms related to payment when a MultiPlan Client or User is other than primary under the COB rules.

As a Network Professional, you are required to cooperate fully with MultiPlan and/or MultiPlan Clients or Users in supplying information about other entities providing primary medical coverage or otherwise having payment responsibility for services rendered to Participants, and in all other matters relating to proper coordination of benefits.

Note: Payment may vary based on state or federal law when Medicare is a primary or secondary payer.

Balance Billing

Please be sure to review the Explanation of Benefits (EOB) form sent to you by the MultiPlan Client or User to determine the amount billable to the Participant. At the time of the visit, you may collect any copayment or encounter fee specified in the Participant's Program. Following the receipt of an EOB, you may also bill for deductibles and co-insurance, if any, as specified in the Participant's Program, and/or payment for non-Covered Services. In the event that you collect

Section Four: Reimbursement and Billing Requirements

fees from the Participant that exceeds the Participant's responsibility, you must refund those fees to the Participant promptly upon notice of overpayment.

As specified in the Participating Professional Agreement, Participants cannot be billed for the difference between your Billed Charges and the Contract Rate.

Note: Payment may vary based on state or federal law when Medicare is a primary or secondary payer.

Benefit Maximums

As previously mentioned, Participants cannot be billed for the difference between Billed Charges and the Contract Rate for Covered Services, whether the MultiPlan Client or User is primary or secondary. In instances where the cumulative payment by a MultiPlan Client or User has met or exceeded an annual or lifetime benefit maximum for a particular type of Covered Service rendered to a Participant, Network Providers may not "balance bill" Participants for the difference in billed charges and the Contract Rates. However, you may bill the Participant for the Contracted Rate once the Participant has reached the Benefit Program Maximum.

A benefit maximum limits the MultiPlan Client or User's cumulative responsibility for payment of a select set of services to some annual or lifetime dollar amount or service count. This prohibition will remain in effect as long as the patient remains a Participant under a MultiPlan Program. When a particular type of care, treatment or supply is considered a "major medical exclusion" pursuant to the Program and/or does not qualify under any circumstance as a Covered Service for the Participant, Network Providers may bill the Participant at the regular billing rate for the "excluded" service.

Assignment of Benefits and Release of Medical Information

MultiPlan Clients and/or Users can pay or arrange to pay Network Professionals directly only when the Participant has approved the assignment of benefits. Participants should present a signed form for this purpose during the first visit to you. If the Participant does not have an appropriate form from the MultiPlan Client or User, you may obtain an assignment using your standard form. Signatures need only be provided once and can be filed with the Participant's record. All claims submitted should indicate that signatures for assignment of benefits are "on file."

For some types of treatment, MultiPlan Clients or Users may require the Participant's consent (and possibly the consent of family members) to release Protected Health Information. These signatures should be kept on file with the Participant's record.

Reimbursement for the Duplication of Medical Records

If copies of medical records are requested to process an admission, concurrent review, appeal or retrospective review, you will be reimbursed the cost of medical record duplication at a reasonable rate, per the terms of your Participating Professional Agreement and pursuant to any state or federal law.

Disputing a Claim

As a Network Provider you and the Client have the right to dispute a claim. When a problem arises, contact MultiPlan Service Operations at (800) 950-7040 or service@multiplan.com as soon as possible, as required by your contract, and provide all information pertinent to the problem. If the issue can't be resolved on the call, it will be escalated to a provider service

Section Four: Reimbursement and Billing Requirements

representative who will conduct an inquiry, contacting the Client/User and/or regional provider relations specialist as appropriate.

Erroneous Claim Submission

If you discover that a claim you sent to a Client was meant for another Client or the claim had incorrect information, you must notify the Client per the terms of your Participating Professional Agreement.

Failure to Submit a Clean Claim

If a Client or User receives a claim that is not a Clean Claim containing all complete and accurate information required for adjudication or if the Client has some other stated dispute with the claim, they will provide you with written notification prior to payment of the claim. The Client will pay or arrange to pay you at the Contract Rate(s) for all portions of the claim not in dispute. Please provide complete and accurate information requested within thirty (30) business days of the Client or User's request (unless otherwise specified in your Participating Professional Agreement).

Timeframe for Disputing a Claim

You or the Client may challenge payments made to you during the timeframe as specified in your Participating Professional Agreement, unless otherwise required by law, following your receipt of payment from the Client, otherwise such payment shall be deemed final.

Section Five

MultiPlan Statement of Member Rights

MultiPlan is committed to preserving and respecting member rights. Below is our statement recognizing member rights and protections. We expect our Network providers, including individual practitioners, to support and act in accordance with these rights.

1. Members have the right to receive accurate, easily understood information about MultiPlan, the services we provide, the providers in our networks, the rights of members and MultiPlan and PHCS Network providers, and how to contact us regarding concerns about MultiPlan services or networks.
2. Members have the right to be treated with respect and recognition of their dignity and the right to privacy. This right includes protecting the confidentiality of medical and other personal information. It also includes members' rights to review their medical and personal information on file at MultiPlan, as required by applicable state and federal law.
3. Members have the right to communicate with providers in making decisions about their healthcare without interference from MultiPlan.
4. Members have the right to register complaints about MultiPlan, our services, determinations, or the care provided by a MultiPlan or PHCS Network provider. This includes the right to have complaints addressed in a timely manner through formal procedures appropriate to the nature of the complaint.
5. Members have the right to a choice of healthcare providers from the MultiPlan and/or PHCS Network, consistent with the terms of their health benefit plans and applicable state and federal law.
6. Members have the right to receive healthcare services without discrimination. MultiPlan and/or PHCS Network providers are precluded by contract from differentiating or discriminating against members in the provision of healthcare services due to certain member characteristics, and are required to render such services to all members in the same manner, in accordance with the same standards, and with the same availability as offered to the Network provider's other patients.

MultiPlan uses its best efforts to assure that all members are afforded these rights. If you feel that your rights as a member have not been met, you may voice your concern through the MultiPlan complaint resolution process. The complaint resolution process is the formal mechanism by which MultiPlan addresses members' concerns about their health care from our Network providers. To begin the complaint resolution process, kindly document the complaint in writing and send it to:

MultiPlan
1100 Winter Street
Waltham, MA 02451-1227
Attn: Corporate Quality Management

Appendix A:

AUTHORIZED LOGOS

**MultiPlan Clients use the following logos on member ID cards.
Refer to your Participating Professional Agreement for specific access.**

Primary Network



Complementary Network



Primary Network



Non-Insured Arrangement



Primary PPO, WI/MI/MN



**You may also see the following logos, which are being phased out
of the market.**

Primary PPO
Network Access



Complementary Network
Access



Non-Insured Arrangement



Primary PPO, National



Primary PPO CT/MA/RI



Primary PPO,
LA/MS/AR

