

Keeping the MultiPlan
Provider Community Informed



MultiPlan Partnership

Third Quarter, 2015

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Address Change for Submitting Demographic Updates to MultiPlan

Effective October 1, 2015, MultiPlan's Registrar, our department that handles provider demographic changes, will move to a new location along with the rest of our staff currently located in Waltham, Massachusetts. The new address is:

MultiPlan
Registrar Department
16 Crosby Drive
Bedford, MA 01730

The email and fax for Registrar remain the same (email: registrar@multiplan.com, fax: 781-487-8273).

Please share this information with your colleagues.

Inside MultiPlan: Data Quality



MultiPlan is serious about our data quality. [Watch this video](#) to see what we do to maintain the quality of our provider data.

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MultiPlan's Information Security Practices Among Best in the Healthcare Industry



MultiPlan's information security practices rate significantly higher than other companies in the healthcare industry. That was the finding of BitSight Technologies, a security expert that assesses a company's risks and evaluates performance. BitSight rated MultiPlan's cyber security as advanced, with a 770 rating. The industry benchmark in

healthcare is 620, indicating their security effectiveness is basic. In fact, MultiPlan's rating is above the highest industry benchmark of 710 for finance. [Learn more here.](#)

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Vote for Your Favorite Drawings!



It's time to vote for your favorite holiday art in MultiPlan's annual Holiday Card program! [Click here](#) to see this year's entries and vote for your favorites! Voting is open through September 25. Winners will be announced the week of October 5.

About the 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. 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 top entries. Hospitals may use the cards in fundraising to support activities for young patients. All hospitals that submit entries receive a cash value gift card as a thank you for participating.

We 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

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Use the Portal to Search for a Claim

Registered users of MultiPlan's Provider Self Service Portal can look up individual claims associated with any of MultiPlan's provider networks. Once the claim is located, users can print a PDF version of the claim pricing summary. Portal users can also submit questions about a claim. [Click here](#) for instructions and [click here](#) for a complete list of the portal's available features.

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Referrals to Other Network Providers

To help patients keep their out-of-pocket medical costs down and preserve their in-network benefit coverage, please use your best efforts to refer patients to in-network providers when medically appropriate. For help finding other in-network providers use the Provider Search at www.multiplan.com.

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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.

featuring their drawings and a cash value gift card prize.

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Provider Search Enhancements

In September, the Provider Search results on multiplan.com will be bolstered with information to help meet recently passed regulations enforced by certain states. The elements will be added to the on-screen and printer-friendly results for Doctor and Facility searches. Some will be visible at-a-glance on the initial search results screen, while others like Hospital Affiliations and Procedures will be available on the detail page when a provider name is selected. [Learn more here.](#)

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MultiPlan Is Ready for ICD-10



As you know, ICD-9 diagnosis and procedure coding standards will be replaced with ICD-10 on October 1, 2015. This is an important transition for the healthcare industry because by significantly expanding the number of codes, it will allow for greater specificity in reporting.

MultiPlan has been preparing for this change almost since it was announced. Our systems and processes have been updated, we've conducted testing with a number of clients and providers, and we're ready to reprice claims with ICD-10 codes.

We understand our network providers are concerned about losing revenue during this transition. As such, our goal in ICD-10 remediation is to maintain your reimbursement level. To accomplish this, we will not crosswalk inbound claims with ICD-9 codes to ICD-10 or vice versa. Instead, we will reprice each claim based on the codes with which it is submitted, making our ICD-9/ICD-10 repricing dependent on the claim

For more information about ValuePoint, including how to identify members, calculate payment and collect reimbursement, [click here.](#)

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Payer News

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

United Healthcare Announces Enhancements to umr.com

As part of their ongoing paperless initiative, United Healthcare has enhanced their umr.com provider portal to allow you to submit correspondence electronically.

Documents submitted online will automatically be indexed in United's document management system, where they will be routed to the appropriate department for handling. By submitting your documents online, you'll save time, the cost of postage and receive a digital receipt with a tracking number you can use to track and view your submission.

Ready to start saving time and money today?

1. Go to umr.com
2. Select Providers
3. Select Submit documents from the left navigation to access the SourceHOV system to register and begin submitting your documents online.

For questions concerning your submission, please call the 800 number on your patient's member ID card.

Cigna's Electronic Data Interchange (EDI) Enhancement

To support their efforts to improve eService interactions and help minimize administrative costs for providers, Cigna moved the electronic data interchange precertification request and response (EDI 278) from their Interactive Gateway (i-Gateway) to the Enterprise Gateway on August 17, 2015.

Cigna will continue to make enhancements to the EDI 278 transaction

data clients send us.

Our repricing engine has logic that determines which of a provider's contract rates apply given the data on a claim. Where this logic is dependent on ICD-9 codes, we have updated it with the appropriate ICD-10 code using CMS's general equivalence mappings (GEMs). However, because GEMs does not always have one-to-one or even approximate matches, MultiPlan needs to make decisions\interpretations. In an effort to make these decisions transparent, we have posted the maps of ICD-9 to ICD-10 diagnosis and procedures codes to the provider section of www.multiplan.com. [Click here to view the page now.](#) We encourage you to view them and let us know if you have questions.

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by including eligibility verification, batch transactions, electronic precertification appeals, as well as prepare for markets that may require referrals.

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: http://www.aetna.com/healthcare-professionals/news/regional_hcp_newsletters.html.

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Group Health



Government



Workers'
Compensation



Auto Medical

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