

# Provider Agreements

## Rights and Responsibilities

### Benefits of Participation

- Regence members have financial incentives to seek care from participating providers because their expenses will be limited to deductible, copayment, and coinsurance amounts, and charges for non-covered items. They may also pay a lower rate of deductible, copayment, and/or coinsurance if care is provided by a participating provider.
- Participating providers are listed in Regence provider directories (depending on the agreements signed) made available to Regence members.
- Claim payments are made directly to participating providers on a weekly basis.
- Participating providers may provide input on Regence reimbursement and medical policies. See the *Medical and Reimbursement Policies* section of this manual for more information.
- Provider services representatives are available to help you and your staff.

### Responsibilities of Participation

As a participating provider, you have agreed to:

- Accept Regence's Maximum Allowable Fees (depending on which agreements you have signed) as payment in full for covered services for all Regence and affiliated members. Your patient is only responsible for copayment, coinsurance and deductible amounts, and for services not covered by their benefit contract. They are 'held harmless' for any financial liability. Refer to the *Payment Policy* section of this manual for more information on hold harmless and calculating Maximum Allowable Fees.
- Bill Regence directly for covered services. Patients should not be asked to submit claims.
- Direct patients to physicians, other health care professionals and facilities participating on the network used by the member's plan whenever possible.
- Cooperate with Regence's Member Appeal Process.

# Provider Information

## Provider Directories

Participating providers are listed in hard-copy and online directories. Hard-copy directories are printed as the need arises and provided to our members and participating providers by request. Regence does not keep a large stock of printed directories on hand, as they are quickly outdated. Before a new directory is printed, the database is refreshed from our Provider Master File to ensure that all changes are reflected in the directory.

We also provide access to our Provider Directory on the Internet at: **[www.ut.regence.com](http://www.ut.regence.com)**. Corrections or updates to the Provider Directory are posted on a weekly basis.

If the information about you in either the paper directory or the online directory is incorrect, please submit the corrected information via our online ***Provider Information Update Form*** located in the *Forms* section of the Provider Library at **[www.ut.regence.com/physicians](http://www.ut.regence.com/physicians)**. You may submit the form online, or you may print the form and fax the completed form to (801) 333-6558. If you don't have access to the internet, please call Provider Services at (801) 333-2600 or 1(800) 621-2155 and provide us with the corrected information.

## Provider Identification Numbers

When you become contracted with Regence, you will be issued a unique Provider Identification Number (PIN). This PIN will be linked internally to your National Provider Identifier (NPI). Most physicians, facilities and other health care professionals are required to bill under their own numbers. Those specialties not contracted through Regence (i.e., physician assistants, dieticians, genetic counselors, etc.) may bill under the name of their supervising physician to enable the member to receive in-network benefits if the supervising physician is a participating provider.

Prior to May 23, 2008, all claims must be billed with **just** your Regence PIN, or with your Regence PIN **and** your NPI. Effective May 23, 2008, all electronic transactions must be billed using the NPI rather than your previous Regence PIN. This identifier should be entered at the bottom of box #33 on the CMS-1500 billing form. For electronic billing, contact your software vendor or the EDI Support Center at (801) 333-2900 or toll free 1(888) 344-5583 to obtain the record and field number used in your electronic format for the billing number.

In order to enter and process your claims, the NPI, Tax ID number and billing address on your claims must match the PIN, NPI, Tax ID number and billing

address on our files. If they do not match our files, the claim will be returned to you requesting updated information or clarification of information contained in our files. For accurate and timely payment of your claims, please make sure you notify Provider Services, as described above, if you make any changes to your billing address or Tax ID number.

### **National Provider Identifier (NPI)**

As a result of the federal Health Insurance Portability and Accountability Act (HIPAA) of 1996; every practicing physician, facility or other health care professional, including every supplier who files electronically, is required by Centers for Medicare/Medicaid Services (CMS) to obtain a National Provider Identifier (NPI) to serve as their unique provider identification. The number will identify the provider wherever he/she practices across the nation, regardless of whether the provider is practicing as a single individual or practicing in a large clinic or other facility. If the provider moves or changes Tax ID numbers, the NPI number will never change. If you have not already received your NPI, please refer to the CMS Web site for instructions on how to enumerate at: [www.cms.hhs.gov/medlearn/mpi/npiviewlet.asp](http://www.cms.hhs.gov/medlearn/mpi/npiviewlet.asp).

To submit your NPI to Regence, please complete and submit a ***Provider Information Update Form*** located in the *Forms* section of the Provider Library on our Web site. You may submit the form online, or you may print the form and fax the completed form to (801) 333-6558. If you don't have access to the internet, please call Provider Services at (801) 333-2600 or 1(800) 621-2155 and provide us with your NPI.

## **Access and Availability Standards**

Regence is committed to providing our membership with access to health services that are reasonably accessible and available to satisfy their health service needs. Participating Providers have contractually agreed to abide by and comply with certain Access and Availability standards.

These standards include, but are not limited to: a clean, well maintained office that is handicap accessible internally as well as externally; with adequate parking available; a waiting room large enough to adequately accommodate patients for each provider practicing there; examination rooms that are well equipped, clean, and private; appropriate equipment available for the number and specialties of all providers practicing at that location; adequate medical records capabilities to maintain organized and current patient information; adequate providers and staff available to accommodate patients within a reasonable timeframe.

A complete listing of Site Review standards is available in the *Quality Improvement* section of this manual. Provider Services staff will perform regular

site reviews to ensure physicians, other health care professionals and facilities are in compliance with these standards.

## **File a Copy of Your Contract**

Please make a photocopy of your contract before returning it to Regence BCBSU. For easy reference, we suggest that you file a copy of your contract in this section of your manual. If you do not have a copy of your contract, you may request one by calling (801) 333-2600, or you may email your request to **utahprovrel@regence.com**.