June 30, 2015

Important Notice regarding Benefit Design
for Eastern Maine Healthcare Systems (EMHS) plan members

Dear Healthcare Provider:

Effective Jan. 1, 2015, Eastern Maine Healthcare Systems (EMHS) made an adjustment to its employee health benefit plan, administered through Geisinger Health Options (Geisinger). "In Network" Provider claims will be processed at the "**In System" level of benefits**, if the service is delivered at a In System facility (see Exhibit A in this letter) and the claims are submitted correctly.

This benefit plan change will require the cooperation of In Network Providers like you in taking the necessary steps to verify that claims are processed at the highest benefit level for your EMHS/Geisinger patients.

Please read the attached instructions carefully, share with your office billing staff, and retain for your records.

Thank you for your participation,

Stephen Ryan
Director of Network Management
Beacon Health

What is the change?

Beginning January 1, 2015, your EMHS/Geisinger patients will be eligible to receive the In-System benefit level for all care delivered at an EMHS In-System Facility, *even if the provider rendering the service has an In-Network status*. This means that your EMHS patients will experience lower out-of-pocket costs for the services you provide at an In-System Facility, while you receive a larger portion of your payment directly from Geisinger. It is a win-win for both you and your EMHS/Geisinger patients. However, **we need your help** to ensure claim forms contain the necessary location of service information for your patients' benefits to be applied accurately.

What do In-Network providers need to do?

1. DESIGNATE TWO DIFFERENT NPI2s   Your practice already has an NPI2 specifying your location or business unit.   EMHS and Geisinger are asking In-Network Providers to obtain a separate and distinct NPI2 number in Box 33 of the CMS 1500 which is to be used when the service is at an EMHS In-System Facility. Again, <u>**use this second "In System Facility NPI2" to denote services rendered to your EMHS patients at EMHS In-System Facilities**</u>.

2. SEND YOUR IN SYSTEM FACILITY NPI2 TO BEACON HEALTH.   Submit <u>both</u> your In Network (standard) and your In System Facility NPI2s to Beacon Health to be set up with Geisinger. Use the attached form.

Can this change be made solely by a claims processing system change?

In order for Geisinger's system to auto-adjudicate a claim, it must read codes and values that are consistent for every claim, and that will match a set up in Geisinger's claims system to correspond to an In Network affiliation and an In System affiliation. The use of NPI2 to designate whether the service was rendered at an In System facility or an In Network facility is the most conclusive way to ensure that the goal of having these claims that occur at In-System facilities, will pay in an automated way, every time.

How does my practice obtain a second NPI2

You can easily request an additional NPI2 (to be used for services at an EMHS In-System Facility) online at https://nppes.cms.hhs.gov/NPPES/Welcome.do . This is the most efficient method for requesting an additional NPI2 number with turnaround times for these requests averaging 7-10 days. Written requests can also be sent to NPI Enumerator, PO Box 6059, Fargo ND 58108-6059.

Who do I call with questions?

<u>NPI2 QUESTIONS</u>: If you have any questions about how to obtain an additional NPI2, please contact National Plan and Provider Enumeration System (NPPES) at 1-800-465-3203 (NPI Toll-Free).

EMHS BENEFITS: If you have questions regarding this benefit change, please call Geisinger Health Options customer service at (570) 490-7863.

Why is doing this important to EMHS?

This change is being made at the overwhelming request of both EMHS members who correctly believe these services should be covered at the highest level of their benefits and In-Network Providers who feel that their services at an In-System facility should be appropriately recognized. We appreciate your extra effort and cooperation in ensuring your EMHS patients experience the highest level of benefits to which they are entitled.

<u>Exhibit A</u>

In System Hospitals for 2015-16

Acadia Hospital

Blue Hill Memorial Hospital

C A Dean Memorial Hospital

Eastern Maine Medical Center

Inland Hospital

Maine Coast Memorial Hospital

Mercy Hospital

The Aroostook Medical Center

Sebasticook Valley Hospital

Beacon Health
EMHS MEMBER

NPI2 DESIGNATION FORM

ATTACH PROVIDER LIST FOR EACH NPI2

EFFECTIVE DATE: _____

A.   IN NETWORK NPI2 (current NPI2)

In Network NPI2: _____   Tax ID: _____

Practice name: _____

Address: _____

_____

_____

_____

B.   IN SYSTEM FACILITY NPI2 (new NPI2)

In System NPI2: _____   Tax ID: _____

Practice name: _____

Address: _____

_____

_____

_____

Signed: _____   Title: _____

Name: _____   Phone: _____

Date: _____

(OVER)

PROVIDER LIST FOR EACH NPI2

(attach additional pages as needed)

A. IN NETWORK NPI2 (current NPI2)

In Network NPI2: _____ Tax ID: _____

Practice name: _____

PROVIDERS: Name   Provider NPI

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

B. IN SYSTEM FACILITY NPI2 (new NPI2)

In System NPI2: _____ Tax ID: _____

Practice name: _____

Address: _____

PROVIDERS: Name   Provider NPI

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

SEND TO: Email KEldridge@emhs.org or fax to (207) 989-1096