

1199SEIU PROVIDER CONNECTIONS

SPRING 2007

Your Key to the 1199SEIU Benefit Funds

New Out-of-Area Provider Networks

Ask For New Health Services ID Cards, and Remember to Refer In-Network

As a participating Benefit Fund provider, you are part of an extensive network of 70 hospitals and more than 20,000 providers in New York City, Long Island and Westchester County. You can help your 1199SEIU patients avoid out-of-pocket costs by referring them to other participating providers in our network—both our participating panel and Member Choice providers, and our contracted wraparound networks outside of New York City.

If your 1199SEIU patients need care outside of New York City, you can refer them to providers in the following networks:

- **GHI network** – New York State, outside of New York City only
- **QualCare network** – New Jersey

Members may use the Multiplan network when accessing care outside of New York and New Jersey. Members received new Health Services ID cards early this year, which list these new networks. 1199SEIU members must use their new ID card from now on, even if they are visiting providers in the Fund's own contracted network. Make sure you ask your 1199SEIU patients for their new ID card and update your records with the new information.



KEEP AN EYE OUT New Policies and Procedures Are Coming Soon

With collective bargaining between 1199SEIU and the League of Voluntary Hospitals and Homes of New York recently concluded, there may be changes coming soon in the way that your 1199SEIU patients access care. Keep an eye out in the mail for new policies on pre-authorization and prescription drugs. We'll let you know what steps you should follow to make sure your 1199SEIU patients are getting the care they need.

LOG ON TO

www.1199nbf.org
or call the Fund at (646) 473-9200 to check whether a specialist is within the Fund's network or one of our contracted wraparound networks.



Letter From the Executive Director



Dear Provider:

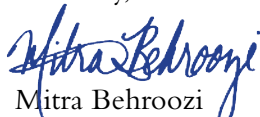
As a self-administered Benefit Fund that contracts directly with our own network of providers, we're proud to offer 1199SEIU members an extensive choice of more than 20,000 providers and 70 hospital networks in New York City, Long Island, Westchester and the Hudson Valley. And now our members have even more provider choices for accessing care outside New York City with our new wraparound networks.

If you're referring your patients to a specialist, please make sure he or she is a participating provider. Outside New York City, make sure they participate either in the Fund's own network or one of our wraparounds—the GHI network in New York State (outside of New York City), the QualCare network in New Jersey, and the Multiplan network outside of New York and New Jersey. Members have already received new ID cards listing the new networks, so ask for their new card when they visit your office and update your records.

We know that one of the best ways to keep building our network – and ensuring our members receive quality care – is by constantly working to improve our service to you. In this issue of 1199SEIU Provider News, we'll update you on new prior authorization policies and let you know what steps you can take to help us process your claims as quickly and accurately as possible.

As always, we value the care you provide to your 1199SEIU patients. We hope you find that these improvements will help us work together even more efficiently in the year ahead.

Sincerely,



Mitra Behroozi
Executive Director

1199SEIU Benefit and Pension Funds

Help Your Patients Avoid Out-of-Pocket Costs: Follow the Fund's Pre-Authorization Policies

Prior Authorization Now Required for At-Home Wheelchairs

The Fund has established new pre-authorization requirements for at-home wheelchair requests. To be approved, 1199SEIU patients must submit a detailed letter of medical necessity and a prescription from their provider, and undergo a home visit and functional assessment. Remember to include accurate claims codes and detailed manufacturer information on the request.

Reminder: 1199SEIU Members Are Covered for 12 Chiropractic Visits Per Year

The Fund's plan allows only 12 chiropractic visits per year without prior authorization. If your patient requires any additional visits, you must apply for prior authorization through the Fund's CareReview Program and show that the extra visits are medically necessary. To request prior authorization call (800) 227-9360.

For details or more information on these and other pre-authorization programs, call the Fund's Care Management Department at (646) 473-7446 or visit www.1199nbf.org.

COMPLETE, ACCURATE CLAIMS Are Processed Faster: Include "Rendering Provider" Info for Speedier Payment

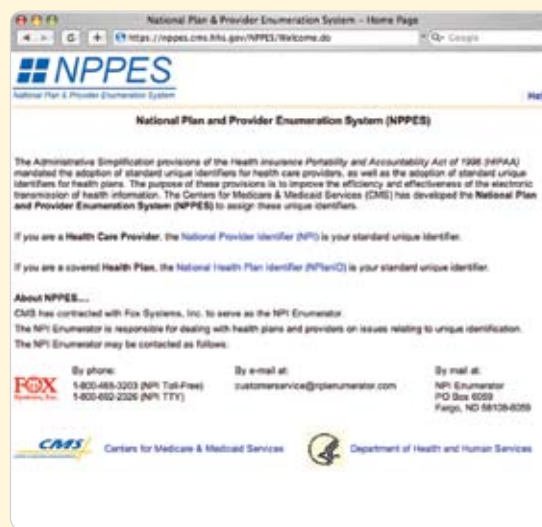
Timely payment for your claims is important to you—and important to the Fund. Help us to help you by making sure that you have included all the necessary information on your HCFA 1500 claims before you submit them. In particular, check over the "Rendering Provider" section (Box 31 on the HCFA 1500 claims form) and see that it is filled out completely. Without this information, your claim will be considered incomplete and payment may be delayed until we can get all the necessary information from you.

In order to ensure that your claim is processed accurately, you should also make sure that you are submitting the appropriate modifier and code combinations. If your claim is submitted with incorrect modifiers, it may be denied.

Using Your National Provider Identifier Helps the Fund – and Helps You

Have you already applied for your National Provider Identifier (NPI)? Using this information helps speed your claims payment, simplify coordination of benefits, and streamline all of your transactions with the Fund such as referrals, eligibility and questions about your claims status.

If you are already using your NPI, please submit it to the Fund by fax at (212) 868-6898 or email it to providers@1199nbf.org with the subject line "National Provider Identifier." Please include your full name, license and your tax identification number. If you haven't applied for the number, we encourage you to request one as soon as possible from the U.S. Department of Health and Human Services. You can apply electronically at <https://nppes.cms.hhs.gov/NPPES>



or download a paper application at www.cms.hhs.gov.





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Reminder for Group Practices



Each Provider Must Complete an Individual Provider Application

Credentialing our providers is one of the ways the Fund ensures that 1199SEIU members are receiving the best care. If you work in a group practice, each provider in your practice must be credentialed by the Fund.

If your providers are not individually credentialed already, please submit a Provider Application to ensure that he or she is credentialed as a participating provider. Simply complete the provider recruitment form online at www.1199nbf.org and submit it to the Fund to request an application.