

SIGNATURE HEALTH ALLIANCE PROVIDER NEWSLETTER – SPRING 2004

MERGER SUMMARY

- On September 1, 2003 HealthSpring, USA purchased the Community PPO of Middle Tennessee and Signature Health Alliance.
- On January 1, 2004 HealthSpring merged these two wholly owned subsidiaries into one entity. The Community PPO of Middle Tennessee was merged into Signature Health Alliance and all contracts of the Community PPO of Middle Tennessee inured to the benefit of Signature. **THE PPO WILL NOW BE KNOWN AS SIGNATURE HEALTH ALLIANCE.**
- The PPO contracts remain completely separate from any HealthSpring HMO contracts you may have. Please continue to contact HealthSpring for any HMO related inquiries. In addition, the Signature PPO network and the HS HMO network include different providers. Please reference the appropriate website or call to verify network participation.

HOW TO IDENTIFY A SIGNATURE MEMBER

Members should present their insurance identification card each time services are requested from a participating provider. **To help you identify Signature Health Alliance members, health plan membership cards should display the Signature logo, shown below. During 2004 as Community PPO groups are renewed and new ID cards are issued, the following logos should be accepted under your Signature Agreement.** (See examples at bottom of page)

- Signature Health Alliance (SHA)
- Beech Street Corporation (thru SHA)
- Tennessee Healthcare (THC)
- Community PPO (CPPO)

- As former Community PPO clients come up for renewal new ID cards, showing the Signature Health Alliance logo, will be issued to the members.
- However, until the end of 2004, please continue to recognize the Signature Health Alliance or the Community PPO logo and know that either of these members fall under your current contract with Signature.
- Tennessee Health Care and BeechStreet both access the Signature Health Alliance network exclusively in Middle Tennessee. If you see either of these logos on member's ID cards, know that these members also fall under your current Signature agreement.
- **Always obtain a copy of the front and back of the member's identification card** and place it in the member's file for future reference.

SIGNATURE HEALTH ALLIANCE PAYOR / CLIENT LISTING AVAILABLE ON OUR WEBSITE

For your convenience, the payor listing of Signature Health Alliance is now available via our website, www.signaturehealth.com. Go to the Provider link, then to Site Registration and you can register for a confidential password which will allow you to access this information which is updated monthly.

FEE SCHEDULE INFORMATION

Signature physician fee schedules that are based on a percentage of Medicare RBRVS will update to 2004 Medicare rates effective April 1, 2004.

If your fee schedule allowed for a default discount for codes where the billed charge was less than or equal to the allowable, this provision **will not** be implemented in 2004.

PROVIDER BILLING INFORMATION

Signature is currently auditing our provider database to ensure accuracy in your claims and billing information, including your tax identification Number (TIN) and legal name. **To assist us, please forward all current entity names, locations, and Federal W-9 forms to us at your earliest convenience.**

Please remember to submit all changes in writing, stating the change and the date it will become effective.

CLAIMS

Important address change for CPPO claims.

Please send all claims to the address indicated on the member's health plan identification card. This will ensure correct handling of your claim submission and expedite the payment process for you. **Signature is not an insurer or payor of claims.** Claim payments and EOB's will come to you directly from the payor identified on the member's ID card.

Signature Health Alliance does reprice claims for some payors. Signature will reprice your claim according to the contracted rate and forward the claim to the appropriate payor for payment.

Claims that are being repriced by Signature should be sent to the following address (which will be on the ID card):

**P.O. Box 22419, Nashville, TN 37202-2419 or;
Signature's payor number is 62159**

Signature can accept both HCFA 1500 and UB92 claims electronically through WebMD/Envoy.

This includes all CPPO claims for which CPPO had been repricing. Please **DO NOT SEND** PPO claims to 44 Vantage Way, Nashville, TN 37228, this will delay handling and payment.

QUESTIONS

Should you have questions regarding payment of claims, please contact the insurer or payor directly first. If you cannot resolve claims issues directly with payor, contact our Customer Service staff at (615) 251-4674 or (800) 264-3060. Also, visit our website @ www.signaturehealth.com for full listing of network providers, updates, and additional information.

