



PRIME
HEALTH SERVICES

The Provider Lookup Tool Guideline

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Introduction

Prime Health Services (Prime Health) is a national medical cost containment company with a noteworthy Physician Only PPO Network. A seamless solution for reference based pricing, the PRIME physician only network (PRIMEpon) allows our clients flexibility and increased network coverage. In addition, the group health market appreciates the reasonable reimbursement controls while having a strong primary physician base.

Prime Health's extensive physician only network has over 600,000 providers nationwide, primarily built on reference based contracts with a focus on % of Medicare. Network coverage adequacy, dedicated provider contracting, customization, network gap analysis, healthy network reports, and provider nominations is what allows Prime Health's clients to access a truly customizable program fit specifically for their members.

Setting Your Location

The first step to locating a provider is to Set Your Location; this location will be either your location or the location of the injured employee.

- 1) Choose **Set your Location** shown in Figure 1.

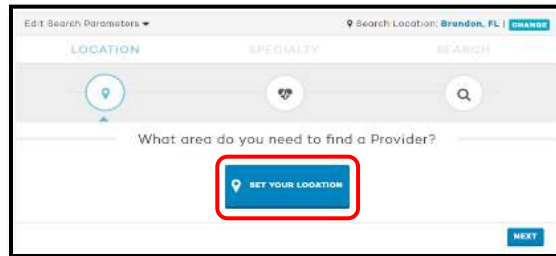


Figure 1

- 2) Set your address by typing a city, state, or the desired zip code, which will begin to auto-populate. Click on the populated results to set your desired location as shown in Figure 2.

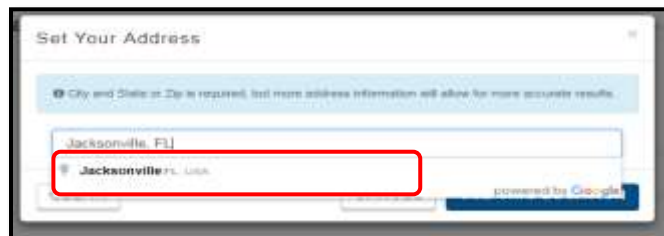


Figure 2

- 3) The final step to setting the location is click on **Use this location** shown in Figure 3 below.

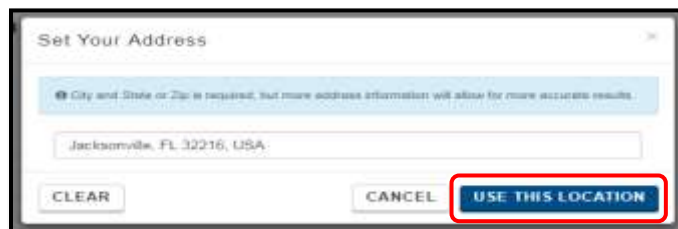


Figure 3

Selecting a Specialty

All providers stored in the Prime Health Services system are to be associated with one or more taxonomy codes, as defined and maintained by the National Uniform Claim Committee. The Healthcare Provider Taxonomy Codes and code descriptions that health care providers select when applying for NPIs may or may not be the same as the categorizations used by Prime Health Services in our contracting and credentialing activities.

Any available taxonomy code may be applied to a provider within the Prime Health Services system, however not all taxonomy codes are included in listing on our Specialty tab groupings.

Prime has providers sectioned into 4 main categories: Physicians, Ancillary Providers, Ambulatory Facilities and Rehabilitation. Underneath the four main categories are subsets of provider types, shown in Figure 4.

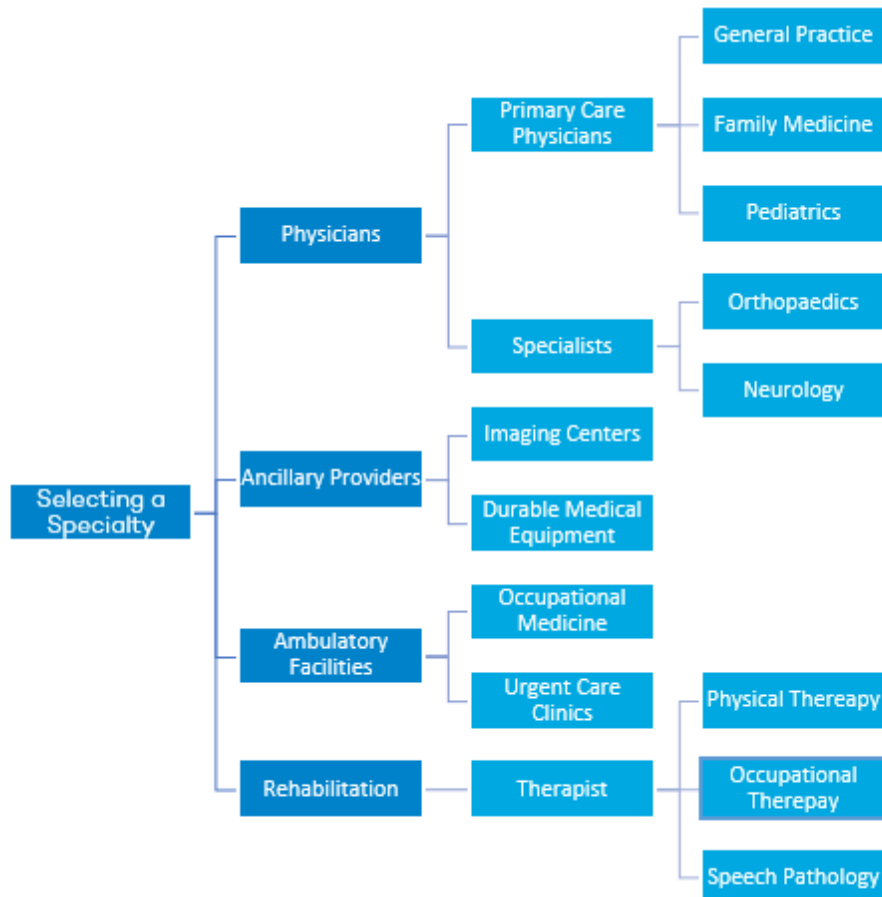


Figure 4

Selecting a Specialty (continued)

For example: If you need to locate an occupational medicine facility, select Ambulatory Facilities > Occupational Medicine. You also have the ability to select more than one specialty as shown in Figure 5. Should you want to search for all specialties, select the **Skip** option.



Figure 5

Once the desired specialties have been selected, shown in the red rectangle, the site will provide an overview of the providers selected. If you have accidentally chosen the wrong provider type, simply click the X as shown by the blue circle in Figure 6.

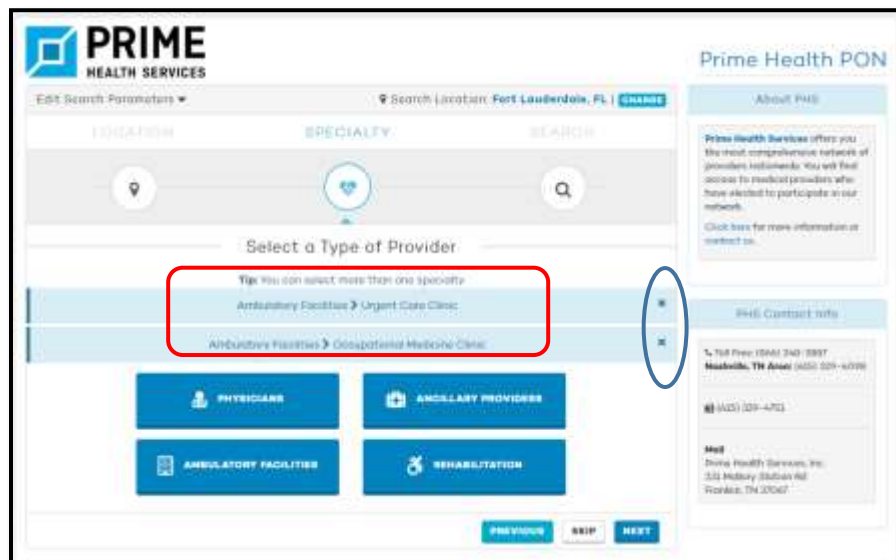


Figure 6

Populating Physicians

In Figure 7 below, an overview of the desired search location and specialty is highlighted within the blue circle. We recommend to search by your specialty and then begin filtering down the search results; however, you do have the ability to search by Tax ID (TIN) or NPI (if applicable), as well as the address. Simply click *Search*, shown by the red box in Figure 7, to begin populating the provider results.

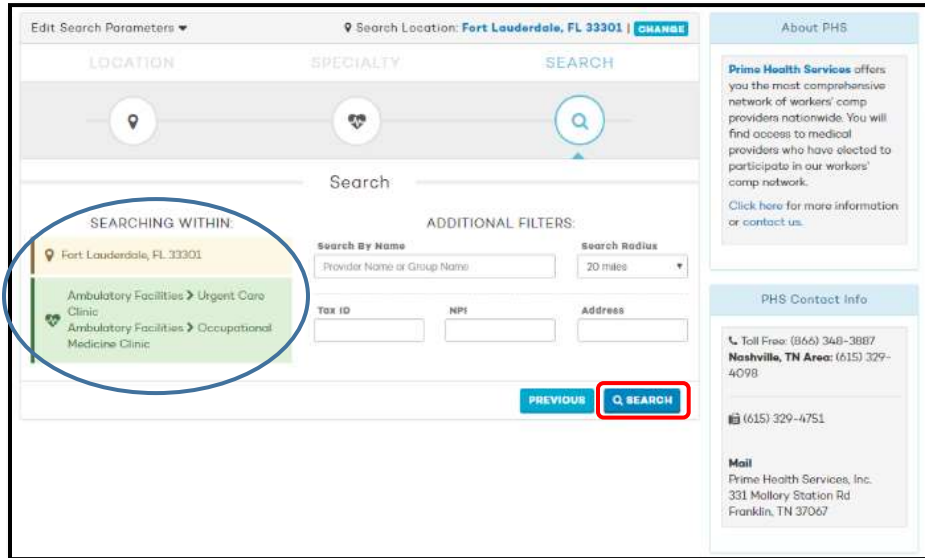


Figure 7

Note: Depending on the selected specialty, populating a full directory, designated search area, and geographical radius search results may take time to populate.

Populating Physicians — Search Results

The provider results will automatically be displayed as 5 results per page but has the functionality to show 10 or 25 providers per page, shown by a blue circle shown in Figure 8.

Populating Physicians — Filtering Providers

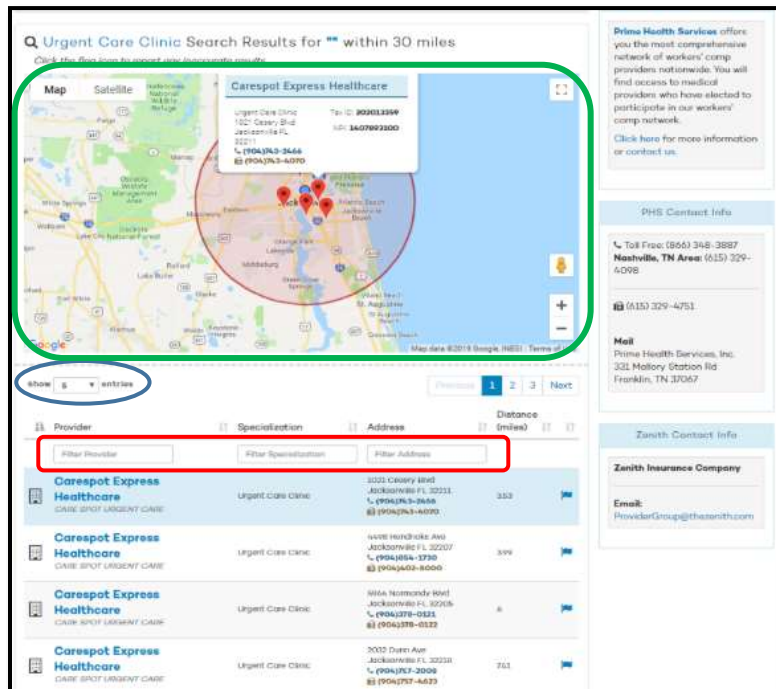
To begin filtering down the search results by provider name, specialization (when selecting multiple or all specialties), or address, begin typing in the text fields shown by the red rectangle in Figure 8.

Populating Physicians (continued)

Populating Physicians — GeoMap

The map displays where providers are located geographically from the set location represented by the green rectangle in Figure 8 below.

If you click on a record, the map will show additional details such as the provider/facility Tax ID (TIN) and NPI.



Urgent Care Clinic Search Results for " within 30 miles

Map Satellite Hybrid Street View

Carespot Express Healthcare
 Urgent Care Clinic
 100 Casey Blvd
 Jacksonville, FL 32211
 ☎ (904) 363-3468
 📍 (904) 363-4000
 Tax ID: 80013359
 NPI: 1407692000

PHS Contact Info
 ☎ Toll Free: (866) 348-3887
 Nashville, TN Area: (615) 329-4098
 📞 (615) 329-4751
 📧 Prime Health Services, Inc.
 321 Mallory Station Rd
 Franklin, TN 37067

Zenith Contact Info
 Zenith Insurance Company
 📧 ProviderGroup@zenith.com

Provider	Specialization	Address	Distance (miles)
<input type="text" value="Filter Provider"/>	<input type="text" value="Filter Specialization"/>	<input type="text" value="Filter Address"/>	
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	3021 Cowley Blvd Jacksonville FL 32211 ☎ (904) 363-3468 📍 (904) 363-4000	353
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	6400 Hinkley Ave Jacksonville FL 32207 ☎ (904) 654-1730 📍 (904) 603-8000	399
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	980A Normandy Blvd Jacksonville FL 32216 ☎ (904) 278-0121 📍 (904) 278-0122	6
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	3032 Darrin Ave Jacksonville FL 32218 ☎ (904) 767-2008 📍 (904) 767-4833	7.1

Figure 8

Populating Physicians — Provider Flags

Even though Prime Health strives to ensure our provider demographics are as accurate as possible, there are instances where providers move, retire, etc. before we can update their demographic information.

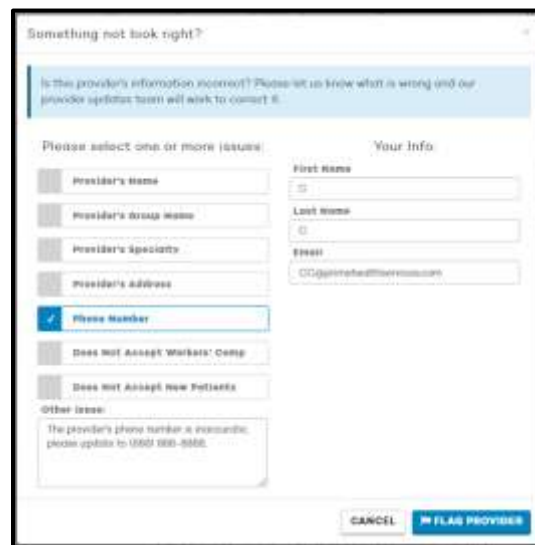
We have created flags that are located on the right side of your results, shown in Figure 9, to help us rectify any inaccurate information as soon as possible. This information is sent to our network services team to update accordingly.



Filter Provider	Filter Specialization	Filter Address		
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	1021 Cesery Blvd Jacksonville FL 32211 ☎ (904)763-2666 📠 (904)763-6070	353	🚩
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	4498 Hendricks Ave Jacksonville FL 32207 ☎ (904)854-1750 📠 (904)402-8000	399	🚩
Carespot Express Healthcare CARE SPOT URGENT CARE	Urgent Care Clinic	5964 Normandy Blvd Jacksonville FL 32205 ☎ (904)378-0121 📠 (904)378-0122	6	🚩

Figure 9

As shown in Figure 10, please provide your information, as well as the information that needs updated, in order for Prime’s network services team to look into this information further. We will send out confirmation once we receive your flag and when a resolution has been met.



Something not look right?

Is the provider's information incorrect? Please let us know what is wrong and our provider services team will work to correct it.

Please select one or more issues:

- Provider's Name
- Provider's display name
- Provider's Specialty
- Provider's Address
- Phone Number
- Does not Accept Walk-in Care
- Does not Accept New Patients

Other Issues:

The provider's phone number is incorrect, please update to (904) 854-8000.

Your Info:

First Name:

Last Name:

Email:

Figure 10

Additional Tabs

There are additional tabs at the top of the Provider Lookup which include: About Us, FAQ, Nominate, Provider Complaints, and Contact Us, shown in Figure 11.



Figure 11

Additional Tabs — Nominate Tab

Prime Health developed a core philosophy of giving our clients access to the providers of their choice. If you cannot locate the provider you would like to be seen by, you have the ability to nominate them to join by simply filling out the information shown in Figure 12. Once the information is complete you will be contacted by one of Prime Health's team members with confirmation and status updates on the nomination. We value our relationship with you as we work to offer you the best in service and support here at Prime Health Services, Inc.

If you have any questions, please contact clientservices@primehealthservices.com

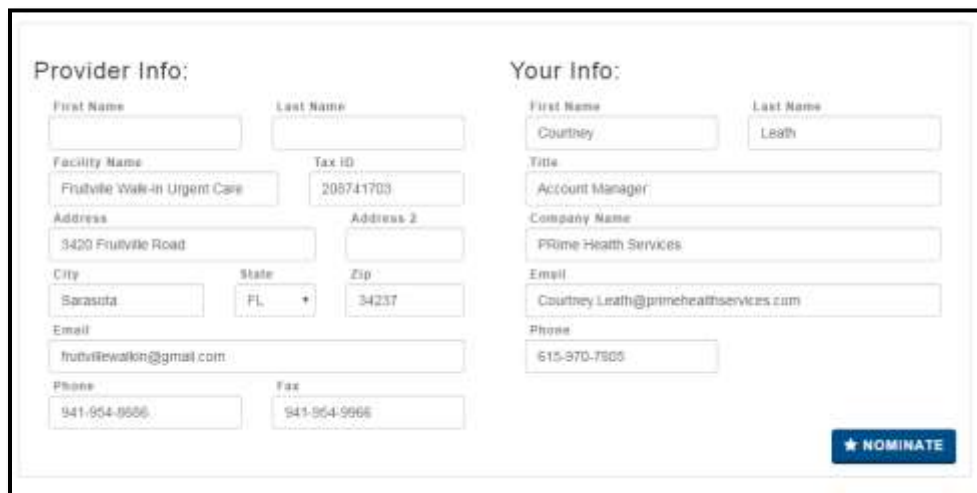


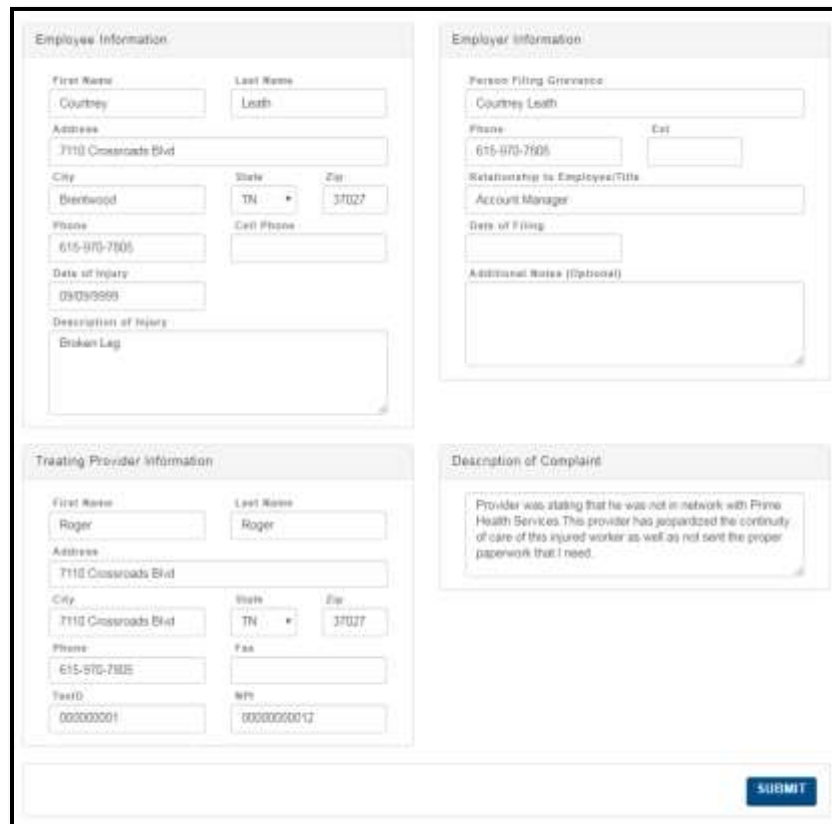
Figure 12

Note: a Tax ID is how a provider is identified for billing and recruitment purposes. The Tax ID that the provider bills under can be obtained by calling the provider's office. This is needed for your nomination and will expedite the recruitment process.

Additional Tabs — Provider Complaint Tab

Prime Health is dedicated to quick resolution of complaints filed with regard to providers within our network. To help ensure proper actions will be taken, the following information is needed for review and resolution as shown in Figure 13.

As we work to offer you the best in service and support, we thank you for participating with the Prime Health Services PPO Network. For immediate questions or concerns, please contact our Provider Relations Department at providerrelations@primehealthservices.com



Employee Information		Employer Information	
First Name Courtney	Last Name Leath	Person Filing Grievance Courtney Leath	
Address 7110 Crossroads Blvd		Phone 615-970-7805	Ext []
City Brentwood	State TN	Relationship to Employee/Title Account Manager	
Zip 37027	Phone 615-970-7805	Date of Filing []	
Date of Injury 09/09/2018	Cell Phone []	Additional Notes (Optional) []	
Description of Injury Broken Leg			
Treating Provider Information		Description of Complaint	
First Name Roger	Last Name Roger	Provider was stating that he was not in network with Prime Health Services. This provider has jeopardized the continuity of care of this injured worker as well as not sent the proper paperwork that I need.	
Address 7110 Crossroads Blvd			
City 7110 Crossroads Blvd	State TN		
Zip 37027	Phone 615-970-7805		
Fax []	Cell []		
NPI 000000001	State 0000000012		
<input type="button" value="SUBMIT"/>			

Figure 13