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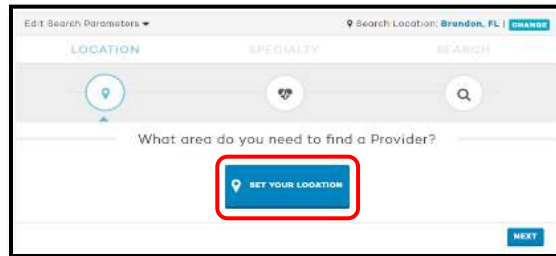
1) Choose *Set your Location* shown in Figure 1.

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.
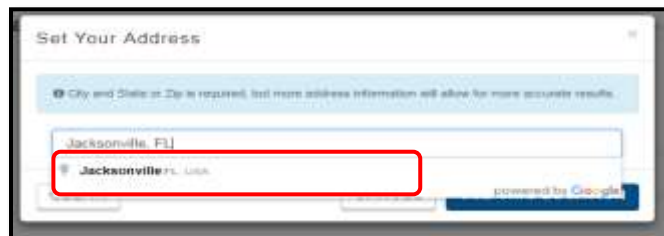

Figure 2

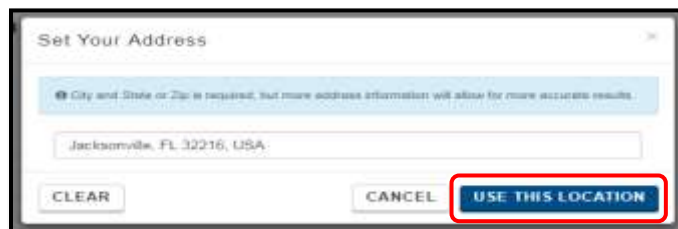3) The final step to setting the location is click on *Use this location* shown in Figure 3 below.

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.
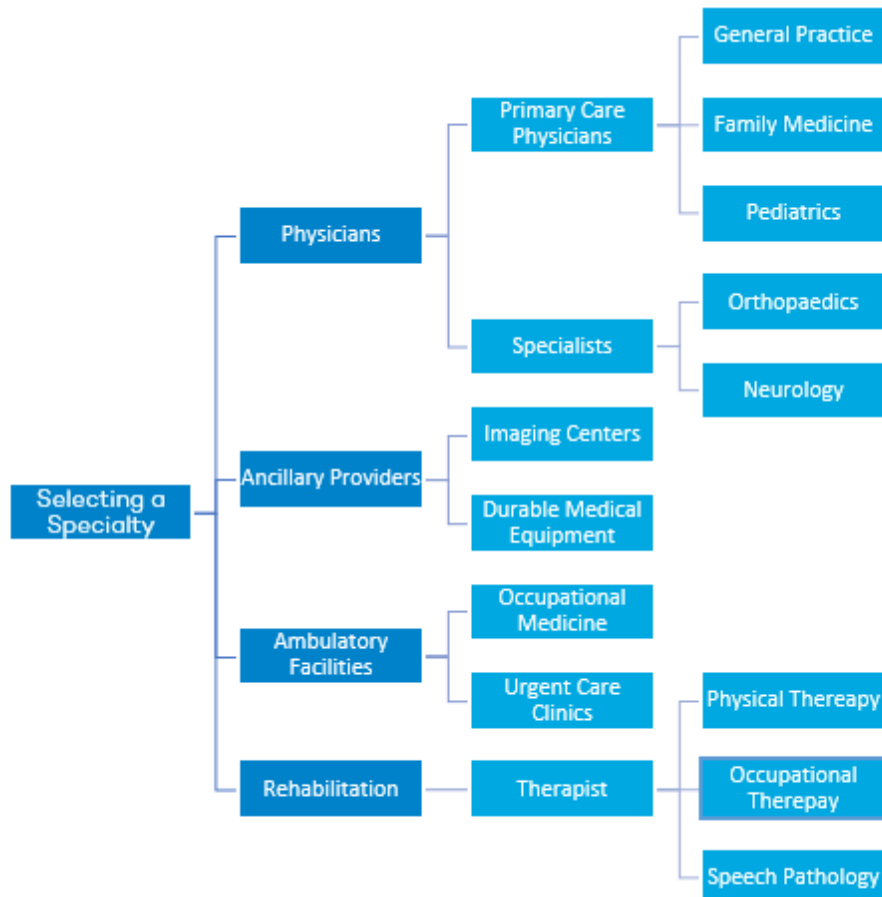

Figure 4

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 accidently chosen the wrong provider type, simply click the X as shown by the blue circle in Figure 6.
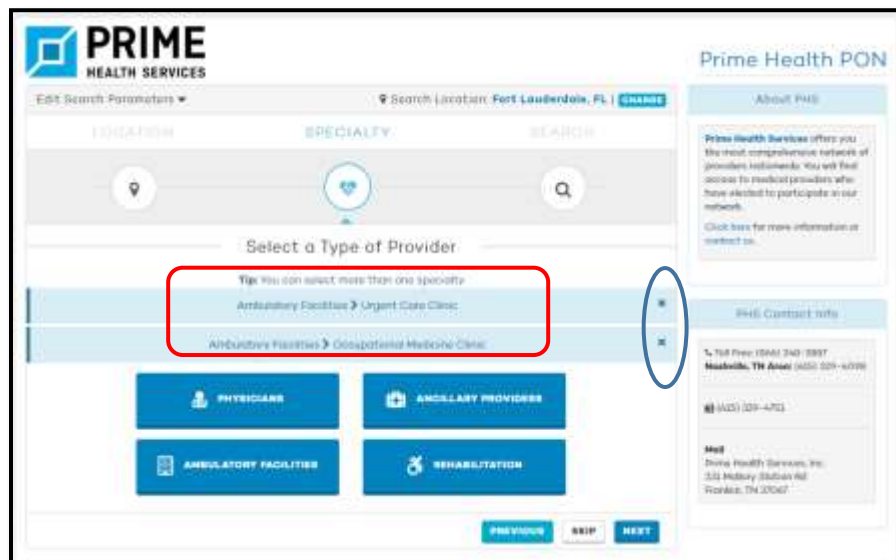
Figure 6

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.
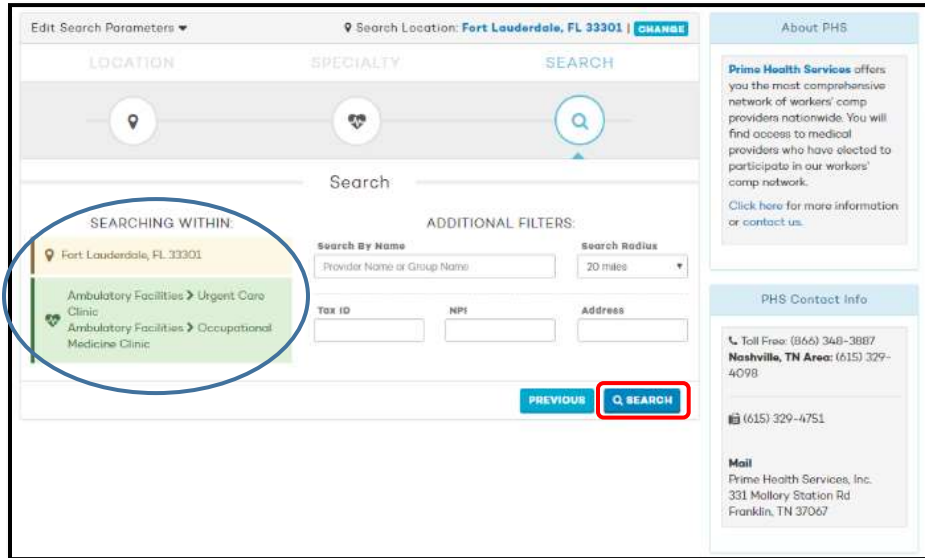

Figure 7

<u>*Note*</u>*: 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.

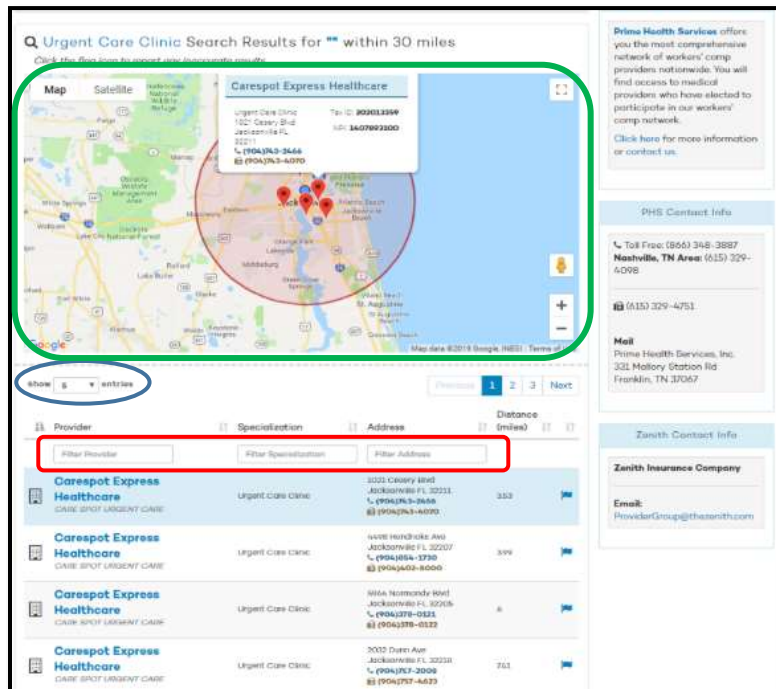## Populating Physicians — Filtering Providers

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.

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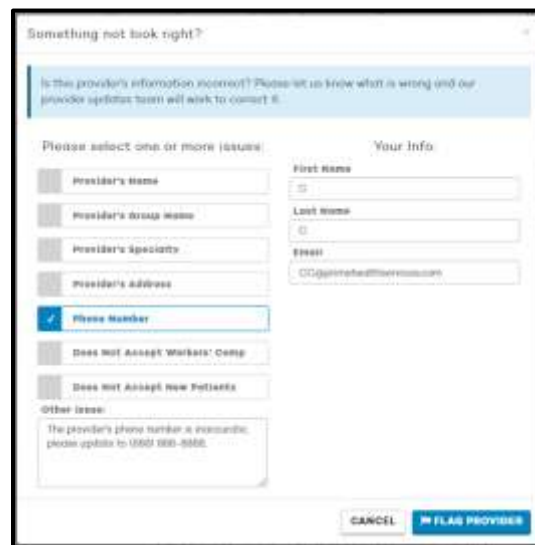
We have created flags that are located on the right side of your results, shown in Figure 9, to help us rectify any inaccurate information as soon as possible. This information is sent to our network services team to update accordingly.

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.

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.

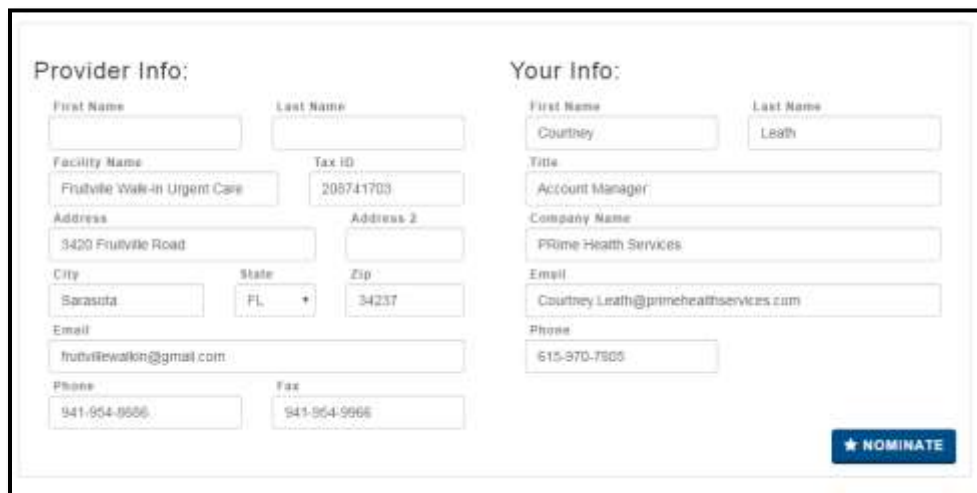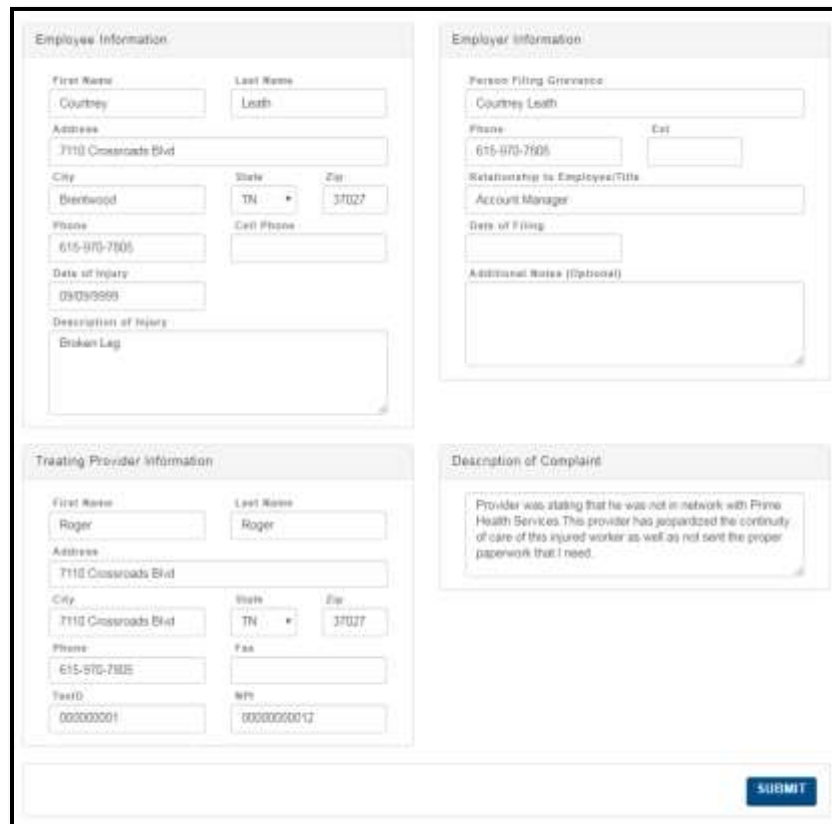If you have any questions, please contact clientservices@primehealthservices.com

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

Figure 13