



August 17, 2016



Fortified Provider Network and MultiPlan

We recently sent out a newsletter explaining that Integrated-ActivHealthCare had terminated its contract with Fortified Provider Network. We mentioned that Fortified is sending providers invitations to join their network, which is an individual business decision for interested providers to make.

Last week we received questions concerning the Fortified marketing materials. These questions have been accompanied by false rumors that Integrated-ActivHealthCare is no longer contracted with MultiPlan. As a result of the questions, we have read over the Fortified marketing materials. They do offer an opportunity to contract with MultiPlan; however, the Fortified offer does not mean Integrated-ActivHealthCare's relationship with MultiPlan has changed. Integrated-ActivHealthCare's contract with MultiPlan is still in place.

If you wish to join Fortified, you are welcome to do so. It is your business decision to make. In making that decision, please compare fee schedules. Be aware that accepting MultiPlan through Fortified will probably lower your fee schedule on MultiPlan claims. MultiPlan applies the lowest fee schedule you accept to all claims, even those received from other networks. Also, you may want to evaluate your patient base to review how many Fortified network patients you have seen over the past couple years.



Procura Management (f.k.a. QRS Managed Care)

As we continue to review our list of contracts, we have decided to terminate our agreement with Procura Management. This group was formerly known as QRS Managed Care. The termination process will take approximately 90 days and should be concluded by the end of November.

The primary reason for the termination is a lack of business. We do not have any history of any of our member providers having any claims for patients from this network. Also, the network was recently acquired by Optum and they want us to participate in their Auto network. At this point in time, we do not see a benefit for Integrated-ActivHealthCare or our member providers to continue the relationship with Procura Management.



Prime Health Services and Auto Discounts

This past week we received a complaint from a provider regarding a discount on a claim sent to State Farm. The discount was a little over 40% off of billed charges. OUCH! The provider was understandably upset over the unexpected discount and called Integrated-ActivHealthCare. The provider called us because we have a contract with Prime Health Services and he thought the discount was due to our contract. It was not. Integrated-ActivHealthCare's contract with Prime Health Services does not include auto liability.

In this situation, according to Prime Health Services, the provider has a direct contract with Prime Health Services which includes auto liability discounts. This has nothing to do with Integrated-ActivHealthCare.

This is an expensive lesson for the provider, but hopefully we can all learn something. It is very important to be aware of contract terms before you join a network. It is equally important to be aware of all networks with which you are contracted. Overlapping network contracts can create confusion and are probably not beneficial.

Customer Service Center Down Time

In response to our Customer Satisfaction Survey, a provider recently mentioned down time on the Customer Service Center. Integrated-ActivHealthCare does weekly check runs. During the check runs, we must close off access to the Customer Service Center. This allows for a backup of the system and updates. The process generally takes about an hour to complete and typically happens in the afternoon. In an effort to be more accommodating, we will move the check runs to Tuesdays, which are a little less busy than Wednesdays. We will also do a check run on the first business day of the month.

Visit our [Customer Service Center](#).

Address and Phone Changes

Please make the following changes in your records. Our phone numbers for Integrated-ActivHealthCare have changed to (888) 635-0459 or (770) 455-0040. We have not moved, but are now using our street address instead of our former P. O. Box. Our address is 1926 Northlake Parkway, Tucker, GA 30084.



Integrated-ActivHealthCare, 1926 Northlake Parkway, Suite 100, Tucker, GA 30084