

HealthSmart Network Integration - Frequently Asked Questions

Q Who is HealthSmart?

A HealthSmart is a group of managed healthcare companies dedicated to providing comprehensive and innovative healthcare solutions to meet client needs. We offer an inventory of wholly-owned products and services:

- **HealthSmart Benefits Solutions**, delivers comprehensive healthcare benefit administrative services
- **HealthSmart Care Management Solutions**, a full-service care management company
- **HealthSmart Rx**, a full-service prescription benefit manager
- **HealthSmart Primary Care Clinics**, manages on-site employer-sponsored healthcare clinics
- **HealthSmart Information Systems**, a healthcare IT provider with over 200 million EDI transactions
- **HealthSmart Provider Networks**, PPO networks which encompasses several directly-contracted provider networks such as HealthSmart ACCEL, HealthSmart Preferred Care, HealthSmart Payors Organization, SelectNet Plus, Inc. and SelectNet Plus, Inc. d/b/a CompNET

Q What is HealthSmart Preferred Care?

A The HealthSmart Preferred Care network is one of our wholly-owned nationwide preferred provider organizations. HealthSmart formed HealthSmart Preferred Care in 1993. Beginning as a network with a significant presence in the Southwest, it is now available throughout the United States.

Q Why are you integrating your networks – SelectNET Plus, Inc., and SelectNet Plus d/b/a CompNET – into HealthSmart Preferred Care?

A Over the years, HealthSmart has either built from the ground up or acquired several provider networks. Prior to integration, each network has operated independently, which led to operational inefficiencies. The effort and expense of maintaining these independent systems, processes and personnel kept us from offering our customers the best price possible for our services. With this network integration, HealthSmart is utilizing a new state-of-the-art PPO management system, reconfiguring our infrastructure and cross-training our support teams, all in an effort to offer a stronger, more efficient, more responsive network product to our customers. HealthSmart is very excited about the full implementation of this system and the high-level of service this and many other network initiatives will bring to our providers and clients.

Q Why will we be using HealthSmart Preferred as the name of this integrated network?

A We could have chosen any name for the combined network, but HealthSmart Preferred is a network brand that our company built from the ground up and grew over the last 20 years. In addition, both our company and the network share the HealthSmart name.

Q Will providers need to sign a new agreement with HealthSmart Preferred?

A No. Your current agreement as a provider with SelectNet Plus, Inc. network will remain in full force.

Q Will the fee schedule or reimbursement change?

A No. There are no changes to your current reimbursement schedule unless you also have a HealthSmart Preferred Care contract which will prevail.

Q How will providers identify patients as members of the HealthSmart Preferred network?

A Members using HealthSmart networks are issued Identification (ID) Cards. Please accept members with ID Cards displaying legacy logos as well as the HealthSmart Preferred Network logo. For more details on logos, see the enclosed page titled Network Guidelines. Note that members are issued ID Cards by payor companies and each card will differ depending on the payor. In addition, it is the decision of the payor when to reprint member ID Cards with the updated logo.

Q Where do providers submit paper claims or electronic claims?

A Please submit paper claims to the address on the member's ID card. If no address is visible or otherwise indicated on the ID card, please submit paper claims to PO Box 53010, Lubbock, Texas 79453-3010. You can also submit electronic claims. HealthSmart offers a full service EDI Clearinghouse, which is open to all healthcare providers. For more information, email support.his@healthsmart.com or call 888.744.6638. HealthSmart Preferred EDI number is HSPC1 or 75250.

Q Will the network indicator listed on the EOP/EOB change?

A Yes, the network indicator on the EOB or EOP will be HealthSmart Preferred or HealthSmart

Q How will you keep providers apprised of the status of the integration?

A For detailed information about our network integration efforts, please visit our website at www.healthsmart.com/NetworkIntegration.aspx

Q What is the website that I should access for information?

A You can access information and all of the latest updates regarding our integration at www.healthsmart.com/NetworkIntegration.aspx. In addition to integration information, you can go to our Provider section of www.healthsmart.com to access the following information, forms and tools:

- Provider Credentialing Applications
- Provider Manual
- Online Claim Status (available for contracted providers only)
- Update Provider Information
- Repricing Reason Codes
- Client Listings
- Provider Lookup with Sample ID Cards

Q Where is the HealthSmart Preferred Care provider directory located?

A Please access www.healthsmart.com and select the Provider Lookup link at the top of each webpage or go direct to <http://providerlookup.healthsmart.com>.

Q When will clients be notified of the network integration?

A HealthSmart wanted to be sure our providers were notified first. HealthSmart will be contacting all of our clients starting in July, 2014.

Q Where should I submit provider demographic changes, updates and terminations?

A There are no changes to your current submission request process. Please continue to submit your requests to the same email address you are currently using at cgc.data@healthsmart.com.

Q How do I contact HealthSmart?

A Please see the following for contact information:

PROVIDER RELATIONS:

Telephone: 866.659.9314

Fax: 214.574.2368

Email: pr.east@healthsmart.com

Address: 222 W Las Colinas BLVD, STE 500N, Irving, TX 75039

PROVIDER DATA:

To submit additions or changes, check credentialing status and submit terminations:

Telephone: 866.659.9314

Email: cgc.data@healthsmart.com

Address: 222 W Las Colinas BLVD, STE 500N, Irving, TX 75039

MEMBER ELIGIBILITY or PRECERTIFICATION:

Contact the member's payor, listed on the back of the member's ID Card.

CLAIMS SUBMISSION:

Please submit claims to the address on the members ID card or to:

HealthSmart Preferred

P.O. Box 53010

Lubbock, TX 79453-3010

HealthSmart Preferred EDI number is HSPC1 or 75250