



## INFORMATION BULLETIN: MultiPlan Recredentialing Activities

### Overview

To maintain the quality of our provider networks and our national accreditation, MultiPlan requires that all providers participating in any of our networks be recredentialed every three years.

In our usual process, when a provider is due to be recredentialed, MultiPlan mails a package containing a cover letter and a Recredentialing Provider Application form which contains the provider information we have on record. Providers are asked to review and, if necessary, update the information and return the package to MultiPlan along with any applicable supporting documentation.

We sent this recredentialing package as usual to providers that participate with MultiPlan through our PHCS and/or MultiPlan Networks. Providers who did not respond received an additional packet of recredentialing materials via fax sent from Medversant, a vendor contracted by MultiPlan for this purpose. This additional step, coupled with the possible unfamiliarity of the MultiPlan and Medversant names, has caused confusion among some providers.

In addition, some providers contacted during this recredentialing effort have indicated that they are not aware of any association with MultiPlan. This may stem from MultiPlan's past acquisition activities. MultiPlan has acquired several PPO networks over the years, most recently, Private Healthcare Systems (PHCS). Notification of this acquisition was sent to providers based on their contractual relationships (i.e., individual, PHO, IPA and/or other group contracts). As is customary for communicating with physicians contracted through PHOs or IPAs, the notification was sent to the group administrator; therefore individual providers in these groups may not have received direct notification. Furthermore, when PHOs and IPAs dissolve, MultiPlan may not always be informed as to the dissolution. Therefore, it is possible some providers still appear to be associated with MultiPlan when they should not be.

The following Q&A addresses additional questions related to this issue.

### **I am not contracted with MultiPlan or PHCS; why did I get this?**

The recredentialing request was sent to healthcare providers for whom MultiPlan has a contract on record for participation in the PHCS and/or MultiPlan Networks either through an individual or group contract. As explained above, it is possible that providers operating through a group did not receive our notification sent to the group administrator.

Providers who believe they are not contracted with MultiPlan for participation in either of these networks should contact MultiPlan's Service Operations department at 888-854-7427.

### **I am contracted with PHCS but not MultiPlan; why did I receive this fax?**

MultiPlan acquired PHCS in 2006 and for the reasons stated above some providers may not be familiar with the MultiPlan name. The recredentialing request was sent to providers for whom MultiPlan has a contract on record for participation in the PHCS and/or MultiPlan Networks either through an individual or group contract.

Providers who believe they are not contracted with MultiPlan for participation in either of these networks should contact MultiPlan's Service Operations department at 888-854-7427.

### **I was never notified about MultiPlan acquiring PHCS.**

MultiPlan communicated this transaction via mail in 2007 and early 2008, sent either to the provider or to the group administrator. Providers who don't recall receiving a letter may learn more about MultiPlan at [www.multiplan.com](http://www.multiplan.com) and may contact MultiPlan's Service Operations department at 888-854-7427.

### **I would like to terminate my participation from MultiPlan**

Providers who participate through an individual contract may request termination by sending a signed request to MultiPlan's Registrar department via fax to 781-487-8273, or via e-mail to [registrar@multiplan.com](mailto:registrar@multiplan.com) with the word "term" in the Subject line. Note that you will be terminated from both the PHCS Network and the MultiPlan Network. Providers operating through a group contract must submit their request to their group administrator.

### **I left a group but they did not notify MultiPlan of my termination, how can I get terminated?**

Normally, providers operating through a group contract must submit their request to their group administrator. If you have done this and the group is not notifying us accordingly, you may send a signed termination request to us and we will do our best to work with the group to process your request. Send your request to MultiPlan's Registrar department via fax to 781-487-8273, or via e-mail to [registrar@multiplan.com](mailto:registrar@multiplan.com) with the word "term" in the Subject line. Include the name and address of the group and an explanation that your request made to the group has not been acted upon.



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### **I left a group and the group has disbanded; how can I terminate from the network?**

To request termination send a signed request to MultiPlan's Registrar department via fax to 781-487-8273, or via e-mail to [registrar@multiplan.com](mailto:registrar@multiplan.com) with the word "term" in the Subject line. Include the name and address of the group and an explanation that you participated through a group that has dissolved. MultiPlan will verify that the group has disbanded, and then will process your termination accordingly.

### **If I participated through a group that has dissolved, am I still contracted as an individual practitioner?**

Yes, if you have an individual contract with MultiPlan or Private Healthcare Systems, Inc., the dissolution of the group contract would have no bearing on your individual contract.

### **I usually receive my recredentialing notices in the mail; why did I receive credentialing materials via fax?**

We opted to fax the materials to expedite the process to maintain our NCQA and URAC requirements and allow you to continue to participate in our networks.

### **I would like to receive my recredentialing package in the mail. Is this an option?**

Yes, to request a package be mailed to you, please contact Medversant at 800-508-5799 as soon as possible.

### **I would prefer to mail my information back to MultiPlan directly. How can I do that?**

Credentialing information may be sent to MultiPlan via mail or e-mail. Please send it to us as soon as possible, and no later than February 26, 2010.

**Mail:** MultiPlan Attention: Samantha Clasby, Credentialing Manager, 1100 Winter Street, Waltham, MA 02451.

**E-mail:** [Registrar@multiplan.com](mailto:Registrar@multiplan.com) (The sender will receive a confirmation message via e-mail.)

### **I have already been recredentialed. How can I notify MultiPlan about this?**

Contact MultiPlan's Service Operations department at 888-854-7427 and advise them that you have already been recredentialed. MultiPlan will verify this and update your records accordingly.

### **I need more than five days to respond, but wish to remain in the network. What should I do?**

Please return your materials as quickly as you are able, but no later than Friday, February 26, 2010.

### **The forms I received contained only some of the information about my practice, but not my identification numbers. Do I need to provide that information?**

In the interest of protecting your provider identification information, MultiPlan purposely omitted Social Security Number and Tax Identification Number from the forms. You do not need to include this information; however, doing so will allow us to verify it against our information on record.

### **Who do I call if I have questions?**

Contact MultiPlan's Service Operations department at 888-854-7427, Monday - Friday, 8:00 a.m. - 5:30 p.m. ET.

### **Where can I get more information about MultiPlan?**

Visit the MultiPlan website at [www.multiplan.com](http://www.multiplan.com)

### **Who is Medversant?**

Medversant provides technology solutions for managing healthcare provider information. For more information about the company visit their website at [www.medversant.com](http://www.medversant.com).