

Provider Quick Reference Guide

For Commercial Health Plans:

9a U]'' fY[]ghfUf4 a i `h]d`Ub`Vta f`
 Fax 781-487-8273
 Mail A i `h]D`Ubž`5HHB. `FY[]ghfUf
 16 Crosby Drive
 6YXZcfXž`A 5`\$%+` \$

For Medicaid Managed Care or Medicare Advantage:

9a U]'' [c] hWcfX]bUhc f4 a i `h]d`Ub`Vta f`
 : Ul` *` \$!+--!'`) , +
 A U]'' A i `h]D`Ubž`5HHB. ; 6G7ž`*`%*`G\U`ck ZcfX`F cUXž`
 Gi]hY`%\$- 6ž`7\UhtUbcc[U`HB`' + (&%
 f BchY. `H\]g`Ya U]`UXXFYgg]g`Zcf`]bVta]b[`a YggU[Yg`cb`m']bei]f]Yg`k]`bch`
 fYW]j`Y`U`fYgdcbgY"

Contacting MultiPlan

Contact MultiPlan to obtain information on the following gYfj]W`hcd]Vg.

- Participation status
- Credentialing status
- Billing issues (Please note that when the payer has



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Y`hYf\YUX`Vmih\Y`[fci d`UXa]b]ghfUhc f`

- Provider's name and group U`]Uh]cbf]g
- Website address i`GdYV]U`hmf]Yg
- Cultural competency training completed i`585`5WV]gg]V`]h

i`7ca`a`YfV]U`Y`U`h`d`Ubg. , \$\$!-) \$!+\$(\$
 i`A`YX]W]X`a`UbU[YX`WfY`UbX`A`YX]WfY`5Xj`UbHU[Y`\YU`h`d`Ubg. , *`!`-`+`%`+(`&`+`

Online Portal (Commercial health plans only)

l gY'ci f'gYWfY'cb]bY'dfcj]XYf'dcfHU'hc.

- i 'Gi Va]h'fFUW'UbX'a UbU[Y'W'gta Yf'gYf]]W'WUgYg'
- i '5WVgg'Zcfa g'UbX'ch'Yf'fYgci f'WgZ']bW X]b['ci f'W]Ybh' list
- i 'Yh]bghUbhUWVgg'hc'WU]a g']bZcfa Uh]cb
- Manage your directory information
- i 'FYei Ygh'hc'UXX'dfcj]XYf'hc'YI]gh]b[' [fci dg

Hc'g] b'i dZ' [c'hc' \hd. #dfcj]XYf'a i 'h]d'Ub"Vta' UbX' choose "Click here if you do not have an account" for self-fY[]ghfUh]cb'cdh]cbg" Mti D'bYX'hY'Z'ck]b[']bZcfa Uh]cb' hc'fY[]ghf. 'bUa YZ'H-BZ'BD-z'GGB'UbX'XUH'cZV]fh'" Bch' h'Uh'hY'dcfHU'Vt'bhU]bg']bZcfa Uh]cb'dYfHU]b]b['hc' your participation in our networks for commercial health d'Ubg'cb'm' -hXcYg'bchVt'bhU]b]bZcfa Uh]cb'fY'UH'X'hc' our networks for Medicaid managed care or Medicare 5Xj UbHU[Y'"

Websites

- J]g]h'ci f'k YVg]hYg'Zcf']bZcfa Uh]cb'UbX'fYgci f'WgZ']bW X]b[' \UbXVcc_gz'dfcj]XYf'YXi WU]cb'gV'YXi 'YgZ'bYtk cf_' XYgW]dh]cbgZ'UbX'a cfY'"
- i '7ca a YfV]U' \YU'h' d'Ubg. 'k k k "a i 'h]d'Ub"Vta #dfcj]XYf'
- i 'A YX]W]X'a UbU[YX'WfY. 'k k k "a i 'h]d'Ub"Vta #a YX]W]X
- i 'A YX]WfY'5Xj UbHU[Y. 'k k k "a i 'h]d'Ub"Vta #a YX]WfY

MultiPlan's Provider Newsletter

Ci f'dfcj]XYf'bYk g'YH'fz' DUf'fYfg\]dZ']g'X]gh]Vi hYX' ei Uf'hY'f'mj]U'Ya U]'hc' dUf'h]V]dUh]b['dfcj]XYf'g'Zcf'k' \ca 'k Y' \Uj Y'Ub'Ya U]'UXX'fYgg'"

Contacting the MultiPlan Client

: cf'h'YgY'gYfj]W'hd]VgZ'Vt'bhUW'hY'A i 'h]d'Ub'W]Ybh' (the entity responsible to pay or arrange for payment cZ'WU]a gZ'Ug']bghf] VhYX'cb'h'Y'dUH]Ybh]g' =8'WfX'cf'h'Y' 9C'6'ghU'hYa Ybh

- i '7'U]a g'gi Va]gg]cbZ'ghU]i g'UbX'dUma Ybh]bei]f]Yg
- i 'Y']bei]f]Yg
- Provider referrals
- Member eligibility
- i 'A YX]W]X'a UbU[YX'WfY'UbX'A YX]WfY'5Xj UbHU[Y' d'Ub'Y' YV]j Y'XUH'g

BchY. 'A i 'h]d'Ub'XcYg'bch\Uj Y'UWVgg'hc'dUma Ybh'fYVt'fXg' and does not make determinations with respect to ben-YU'g'cf'Y']]V]m' -b'UXX]h]cbZ'A i 'h]d'Ub']g'bch']UV'Zcf'h'Y' dUma Ybh'cZ'gYfj]Wg'i bXYf'd'Ubg": cf'A YX]W]X'a UbU[YX' WfY'UbX'A YX]WfY'5Xj UbHU[Y'd'UbgZ'mci f'dfc[fUa 'Y' YV]j Y' XUH']g'gYdUfUH'Z'ca 'nci f'A i 'h]d'Ub'Vt'bhUW'hY' YV]j Y'XUH'"

Code of Conduct

MultiPlan's Code of Business Conduct and Ethics (our Code) contains the legal and ethical standards of Vt'bx' Vh'fYei]fYX'cZU' dUf'h]Yg'k]h'k' \]W' A i 'h]d'Ub' Vt'bhUW'hY' "K Y'YI dYV'h'Uh'U' 'Vi g]bYgg'dUf'fYfgZ']bW' X]b['dUf'h]V]dUh]b['dfcj]XYf'g'hc'fYUX'UbX'Vt'a d'm k]h'ci f'7cXYZ'k \]W']g'Uj U]'UV'Y'cb'ci f'k YVg]hY'fk k k "a i 'h]d'Ub"Vta E"

Medicare Advantage: General Compliance and Fraud, Waste and Abuse Training

H'Y'7Ybh'f'g'Zcf'A YX]WfY' / 'A YX]W]X'GYfj]Wg'f]7A Gt' and your MultiPlan network provider agreement mandates all those contracted to provide health care