

Answers About Health Plan Contracting

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Agenda

- Introductions
- Contracting Insights
- Questions and Answers
- Conclusions



Introductions



Candy Gallaher

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CONTRACTING INSIGHTS



Examples of Common Misconceptions

Myths

Health plans are rigid.

Health plans won't credential my NPs, PAs, etc.

I need to demonstrate integration with primary care services.

Reality

Health plans are driven by regulatory and market requirements.

Requirements vary by state; considerations beyond credentialing may apply.

Requirements vary by health plan; integration enhances appeal.



Examples of What to Ask

- What plan options are available in my geographic service area?
- Do/Will you offer a Qualified Health Plan (QHP) on the Health Insurance Marketplace for my service area?
- What are the requirements to be contracted? Are there different requirements for QHP? Are there exceptions?
- If contracted, in which plan options would we be offered?
- How long does the contracting process take?
- What is the contract length and renewal process (if any)?
- If you are not interested in contracting with us now:
 - Why not?
 - When should we contact you again?



Examples of What to Prepare

- ✓ Negotiator contact information
- ✓ Description of agency structure
- ✓ List of all services provided & service volumes
- ✓ List of all service delivery locations
- ✓ Billing address
- ✓ Tax ID number(s) and National Provider Identifier(s)
- ✓ Confirmation of ability to bill a commercial provider
- ✓ Accreditations/credentialing info (e.g. licensing, Medicare/Medicaid certifications)
- ✓ Timeframe from close of negotiation to signature of contract



Summary

1. Understand the health plan's needs and requirements
2. Prepare the required information
3. Ask questions
4. Know the difference between what's negotiable and what's regulated (i.e. required)

“The strongest of all warriors are these two:
Time and Patience.”

–Leo Tolstoy, *War and Peace*

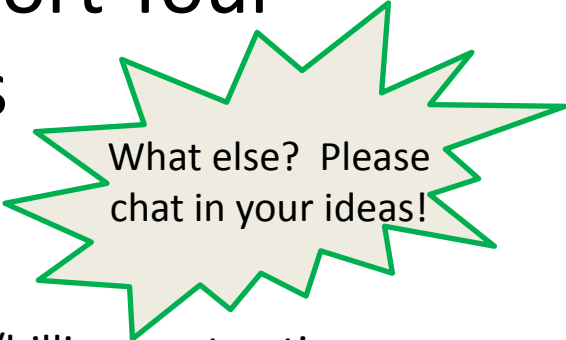




QUESTIONS AND ANSWERS



Sample Resources to Support Your Contracting Efforts



What else? Please chat in your ideas!

Existing Resources at:

<http://www.fpntc.org/resources/affordable-care-act/billing-contracting>

- Part 3 of the 3-Part webinar series on Revenue Cycle Management
- Links on how to do business with specific health plans (Aetna, Cigna, Pacificare, United)
- 4 Steps to Contracting with Health Insurers & Provider Networks
- Links to centralized credentialing resources by the Council for Affordable Quality Healthcare (CAQH) for multiple payers
- And more...!





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