



Provider Connection

Provider Events

MedCost is busy making preparations for the March 21, 2017, Multi-Payer Provider Expo in Raleigh, and we hope to see many of you there. Three additional Multi-Payer Provider Expo events will be held throughout the year in various areas of the state. MedCost also will participate in the North Carolina Health Institute conference. More information on these and any other provider events will be shared as available. MedCost looks forward to connecting with you in 2017!

Feedback From Our Provider Community

MedCost strives for excellence within our organization. If you have any feedback to share, please [click here](#) or use the Give Feedback button below. We welcome the opportunity to learn from your suggestions and make any improvements that will allow us to better serve you.

Update Demographics

Register for eCommunications

Give Feedback

QUICK TIPS FOR PROVIDERS - MEDCOST BENEFIT SERVICES (PAYER SERVICES)

Did you know providers have the ability to obtain benefit and claim information from MedCost Benefit Services? Just login or register under the Provider portal on the MedCost website to access claims payment status and verification of eligibility/benefits for plans administered by MedCost Benefit Services.

- Search claim status online using any of the criteria below:
 - Member ID Number
 - Date of Service
 - Claim Number
- To find out if the services your office provides are covered under a patient's benefits plan, access the patient's Plan Document and click Control + F key. Enter a word by which you want to search (for example, chiropractic), and the feature automatically takes you to where that term is mentioned within the plan document.

Have valuable data at your fingertips! Login to the Provider portal at www.MedCost.com today to get started.

TIPS FOR SUCCESSFUL CLAIMS FILING

MedCost recommends the following filing guidelines for quicker processing of your claims and payment turnaround.

- **File Appropriate Modifiers**
In addition to filing appropriate modifiers on a claim, you should file modifiers that affect repricing in the first position.
- **Billing for Non-MD Providers**
If you are billing for a non-MD provider who is not credentialed by MedCost, you must file under the supervising MD's name and assigned NPI. The supervising MD must be a participating provider in the MedCost Network.
- **Verify Benefits**
It is important to check and verify benefits for a patient. Please obtain the most current copy of the patient's health plan/insurance ID card.

- The payer listed on the back of the health plan/insurance ID card will have information regarding a member's eligibility status.
- MedCost offers a convenient listing on our website to give you a direct link to our [payer partners with online access](#).

MEDCOST PROVIDER MANUAL

The [MedCost Provider Manual](#) contains the latest information on contracting, provider services, patient identification, claims filing, billing and collection, and utilization management. This valuable resource is part of your contract with MedCost and helps ensure the most effective administration of your claims. You can access the Manual through the Provider portal on our website.

MEDCOST BENEFIT SERVICES WELCOMES FLOW COMPANIES LLC

MedCost Benefit Services is pleased to welcome Flow Companies LLC to our client family, effective January 1, 2017.



Flow Companies LLC (Group Numbers 7082 and 7083)

For eligibility questions, please contact 1-800-795-1023.

OPPORTUNITIES FOR LEARNING ABOUT MEDCOST

Please join us for our monthly provider teleconference where you will learn more about who we are and what we do in the healthcare industry. If you have new staff or need a refresher, you will benefit from the material covered in the teleconference.

The teleconference provides instruction on ways to streamline the administration of MedCost programs using our time-saving web tools. You also will have the opportunity to submit your specific questions before the teleconference, so information and answers can be provided during the call.

Upcoming Teleconferences*: All calls are conducted at 10:00 a.m. (ET) on the third Tuesday of the month. The teleconference will last about an hour.

- March 21
- April 18
- May 16

If you are interested in participating in an upcoming teleconference, please send an e-mail to ProviderEducation@MedCost.com indicating the session you would like to attend. Please include your contact information

so we can provide additional information on how to participate.

**Note: The same information is covered in each teleconference.*

**We hope you are having a great New Year so far,
and we look forward to working with you
throughout 2017!**



**WWW.MEDCOST.COM
1-800-433-9178**