



Provider Connection

Provider Events

It was nice to meet some of you in March at this year's first Multi-Payer Expo event in Raleigh. The next Multi-Payer Expo is in Winston-Salem on May 23. The invitation for the event was sent out last week. If you are interested in learning more about "Top Issues of Healthcare" and "Know the Quality of Your Code Assignment," registration is open until May 19. We look forward to meeting you at this event and others throughout the year!

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

EXPEDITED PAYMENT AND REMITTANCE TRANSACTIONS WITH ZELIS™ PAYMENTS

MedCost is excited to partner with Zelis™ Payments to assist us in expediting your payment and remittance transactions. To learn more about these payment options and the benefits of using Zelis Payments, please visit our information and enrollment site at <http://www2.zelispayments.com/MedCost>.



CREDENTIAL RESIDENTS WITH MEDCOST BEFORE RESIDENCY IS COMPLETED

Are you adding a physician to your practice who is about to complete residency? MedCost can begin the credentialing process three months prior to the completion of their residency.

- If you are registered with CAQH, [click here to supply MedCost with your CAQH ID](#). You also will need to log into the UPD database at <https://proview.caqh.org/PO> and add MedCost as one of the health plans authorized to access your information. This will allow MedCost to obtain your current credentialing information from the UPD database.
- If you are not registered with CAQH, please visit <https://proview.caqh.org/PR/Registration> to register and add MedCost as one of the health plans authorized to access your information. Once you receive notification from CAQH that your application is complete, [click here to supply MedCost with your CAQH ID](#).
- If you do not have internet access, please contact the CAQH Help Desk at 888-599-1771 and request a CAQH application be sent to you by mail. Simply complete the paper copy and fax it back to the toll-free number indicated on the application.

MedCost will notify you when the provider's credentialing has been completed. You will receive a separate letter in the mail indicating the provider's effective date. Please do not submit any claims for the new provider until you have received notification of the provider's effective date to ensure claims are correctly processed as in-network. Any claims submitted prior to the provider's effective date will be considered out-of-network.

VERIFY ELIGIBILITY AND BENEFITS FOR MEMBERS AT EACH VISIT

It is important to verify a member's eligibility and benefits at each office visit. For questions about benefits, coverage, or eligibility, please contact the claim administrator at the phone number shown on the patient's ID card. This will ensure that you collect the amount due to you at the time of a visit.

MEDCOST BENEFIT SERVICES WELCOMES E Z WAY AUTO SALES AND FAMILY MEDICAL SUPPLY INC

MedCost Benefit Services is pleased to welcome two new employers to our client family, effective April 1, 2017.



E Z Way Auto Sales (Group Number 7095)



Family Medical Supply Inc (Group Number B001)

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.

- June 20

- July 18
- August 15

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.*



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1-800-433-9178