

PROVIDING THE BENEFITS BALANCE™

Provider Connection

Provider Events

So far this year, MedCost has conducted three Multi-Payer Expo events in Raleigh, Winston-Salem, and Asheville. Our upcoming Expo will be in Wilmington on September 19, and topics include “Top Issues of Healthcare” and “Knowing the Quality of Your Code Assignment.” More specific information will be sent closer to the event so be on the lookout for your invitation. We look forward to meeting you in September!


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.



MEDCOST BENEFIT SERVICES MAKES LETTER ENHANCEMENTS

You may have noticed some slight format changes on the system-generated letters that are distributed to request information to process a claim. These changes affect only the placement, color, and format of the content, not the verbiage to which you may be accustomed. We hope these enhancements make it easier to find the information you need to promptly respond to our inquiry. The example below shows the changes as they appear on the right side of the revised letter.



MEDCOST®
BENEFIT SERVICES
d/b/a MBS Third Party Administrators in California

Contact Us

Call 1-800-795-1023
Live Chat at www.medcost.com
Email mbscs@medcost.com

24/7 Online Access

Download the My MedCost mobile app or sign up for a secure MedCost account at www.medcost.com to have electronic EOBs delivered straight to your inbox. Plus, you'll get 24/7 online access to your health benefits and other useful tools

Reference Info

Patient Name: John Doe
Patient ID: AAA111222333
Group Number: ABCD
Date of Service: 01/01/2017
Claim Number: 0101010101010101

MEDCOST ACQUIRES VIRGINIA HEALTH NETWORK, INC.

MedCost is excited to share that we have acquired Virginia Health Network, Inc. (VHN), a Preferred Provider Organization based in Richmond, Virginia. We have partnered with VHN since 2011 to offer exclusive network products to Virginia-based employers. This acquisition supports our commitment to growth and expands our footprint in the Virginia, North Carolina and South Carolina markets to offer even more options for self-funded employers.

What does this mean for you as a MedCost Network provider?

MedCost and VHN will continue to operate as separate networks, so your relationship with MedCost will remain “business as usual.”

IMPORTANCE OF ID CARD INFORMATION

It is imperative to make sure a patient's coverage hasn't changed since you last saw them, so be certain to request a copy of the current ID card at each visit. ID cards contain specific information for claims submission, including where claims should be sent. Reviewing this information at each visit will ensure that claims get to the right location and will help expedite processing. Verifying benefits also allows you to collect any co-payment, co-insurance, deductible, etc., at the time of service. If you have any questions about claim submission, please contact the Customer Service number indicated on the ID card.

MEDCOST BENEFIT SERVICES WELCOMES THREE NEW EMPLOYERS

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



City of Elizabeth City (Group Number M067)



EAGLE
PHYSICIANS

Eagle Physicians & Associates, Inc. (Group Number 690)



Professional Builders Supply (Group Number B003)

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 Teleconference: August 15 at 10:00 a.m. (ET)

If you are interested in participating in an upcoming teleconference, please send an e-mail to ProviderEducation@MedCost.com. Please include your contact information so we can provide additional information on how to participate.

UPCOMING MEDCOST HOLIDAYS

Our offices will be closed in observance of Labor Day on Monday, September 4.

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plblackwell@medcost.com

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