

PROVIDING THE BENEFITS BALANCE™

Provider Connection

Provider Events

We enjoyed meeting many of you at the four Multi-Payer Expo events MedCost conducted this year in Raleigh, Winston-Salem, Asheville and Wilmington. Our upcoming events include the North Carolina Health Insurance Institute on October 26 - 27, sponsored by the North Carolina Healthcare Financial Management Association. We look forward to seeing you there!

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 Benefit Services has partnered 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>.



MEDCOST ONLINE TOOLS - SECURE PROVIDER PORTAL AT YOUR FINGERTIPS

The secure provider portal at www.MedCost.com offers a variety of valuable online tools.

Login under the MedCost Network – Web Applications Services for the following functions:

- Claims Repricing Inquiry (check repricing of your MedCost claims)
- Reference Guide (employer group information)
- Physician Claim Activity Report
- Fee Allowables (select providers can check allowables on our website)

- Login
 - **MedCost Network**
 - MedCost Certification
 - MedCost Benefit Services
 - Register for Claims Repricing
 - Register for Certification

Login under MedCost Benefit Services to perform the following tasks:

- View claim status (search by claim number, patient name, patient ID, or date range)
- View claim payment information
- View member eligibility and effective date of coverage for patient/member
- Access benefit plan details – check specific benefits and coinsurance amounts for patients/members
- Display deductibles and out-of-pocket maximums, along with what has been met

- Login
 - MedCost Network
 - MedCost Certification
 - **MedCost Benefit Services**
 - Register for Claims Repricing
 - Register for Certification

- Submit NPI numbers
- Contact customer service

Visit the provider portal on www.medcost.com today to get started!

NEED TO ADD PHYSICIANS TO THE MEDCOST NETWORK?

Congratulations on expanding your practice! Help your new provider get ready to see patients by making sure they are credentialed, approved, and added to the MedCost Network. Visit <http://www.medcost.com/Providers/AddingAProviderToAParticipatingPractice.aspx> to submit the provider's information.

You will need to complete the form in its entirety and include your Council for Affordable Quality Healthcare (CAQH) ID. It is also important to include your practice name or doing business as (dba) name on the form so we can be certain the provider is added to the appropriate practice. This will give MedCost the necessary information to begin the process of adding the new provider to the MedCost Network.

MEDCOST ENHANCES RE-CREDENTIALING NOTIFICATION PROCESS

We will begin sending advance notification to providers to make you aware that your re-credentialing date is approaching. If you access CAQH, please ensure that all the necessary information and supporting documentation is up-to-date. If you do not access CAQH, we will reach out to you directly for the information necessary to complete this process.

FILING CLAIMS ELECTRONICALLY

MedCost receives the majority of claims electronically, via clearinghouses such as Change Healthcare, Allscripts, and Availity. This is the most effective and timely way to get claim information to us.

The required edits are as follows:

- MedCost Payer ID Number 56162
- Group Number (located on the member's ID card)

Claims needing urgent repricing can be sent via e-mail to urgentppoclaims@medcost.com.

MEDCOST BENEFIT SERVICES WELCOMES NEW EMPLOYER

MedCost Benefit Services is pleased to welcome the YMCA of Western North Carolina to our client family, effective October 1, 2017.



(Group Number H111)

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: Tuesday, November 21 at 10:00 a.m. (ET)
(The teleconference will last about an hour)

If you are interested in participating in the 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 the following holidays:

Thanksgiving

Thursday, November 23

Friday, November 24

Christmas

Monday, December 25

Tuesday, December 26

New Year's Day

Monday, January 1, 2018
