

# PROVIDING THE BENEFITS BALANCE™

## Provider Connection

### Provider Events

In 2017, MedCost conducted four Multi-Payer Expos and participated at the North Carolina Health Insurance Institute. We enjoyed meeting many of you throughout the year and look forward to seeing you at these same events in 2018. In addition, MedCost will participate in an event hosted by MD Liaison in May 2018 in Raleigh. We will share more information about these events as the schedule is confirmed.

### 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 SPONSORED RECENT HEART WALK IN WINSTON-SALEM

MedCost was excited to be a sponsor of the 2017 Winston-Salem Heart and Stroke Walk on November 11 to help fight heart disease and strokes. We raised over \$11,000 and had 69 registered walkers plus family members participate in the event.



### SEARCH FEE ALLOWABLES WITH MEDCOST WEB TOOLS

You can save time by using MedCost's secure [Provider portal](#) to obtain your professional fee allowables. Administrators who are registered for our web tools can enter up to five codes\* at once when searching for your practice's fee allowables. (Administrators also can give staff accounts the rights to this search function.)

If you are part of a larger affiliation and contracted directly with that organization instead of MedCost, you must continue to go through the affiliation for fee allowable requests.

*\*This enhanced search function does not include facility or anesthesia rates.*

### VERIFY BENEFITS AS PLAN DESIGNS MAY CHANGE WITH NEW CALENDAR YEAR

It is always important to verify benefits for a patient to ensure you collect the appropriate co-payment, co-insurance, deductible, etc., at the time of service. This is especially important as we begin a new calendar year when benefits can likely change. Please obtain the most current copy of the patient's insurance ID card at each visit.

The payer will have the patient's most current eligibility status, and payer information is listed on the back of the card. MedCost also offers a [convenient listing](#) on our website to give you a direct link to our payer partners that have online access.

## **CORRECT MEMBER ID AND GROUP NUMBER NEEDED FOR CLAIMS PROCESSING**

To ensure that claims are repriced more effectively and to prevent delays in processing and payment, be sure to enter the correct Member ID and group number as indicated on the patient's ID card.

Member ID numbers can contain alpha and numeric values. Please note that **this should not be the patient's Social Security number**, but rather, a unique identifying number. Common errors associated with entering Member IDs are that numeric zero (0) can be mistaken for upper- or lowercase O/o, and numeric one (1) can be mistaken for upper- or lowercase I/i.

The group number is also necessary for us to reprice your claim. If this information is not on the claim, your claim will be rejected and not processed. Please do not file Self, Unknown, Individual, None, 123456789, or all zeros for the group number, as this will result in the claim being rejected by your clearinghouse vendor.

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## **MEDCOST BENEFIT SERVICES WELCOMES TWO NEW EMPLOYERS**

MedCost Benefit Services recently welcomed two new employer groups to our client family:



Brooks Howell Home  
Effective 11/1/2017 (Group Number W037)



Town of Canton  
Effective 12/1/2017 (Group M120)

For eligibility questions for either of these groups, please contact 1-800-795-1023.

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## **OPPORTUNITIES FOR LEARNING ABOUT MEDCOST**

There is no scheduled monthly provider teleconference in December.

Be on the lookout in early 2018 for on-demand provider training!

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## **UPCOMING MEDCOST HOLIDAYS**

Our offices will be closed in observance of the following holidays:

Christmas	Monday, December 25
	Tuesday, December 26

New Year's Day      Monday, January 1, 2018

We want to thank our network provider partners for being such a vital part of what we do each day. We wish you and your families a wonderful and healthy holiday season!

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