Memorial Hermann Health Solutions and TriZetto Corporation

Partner to Drive Superior Service and Value

Memorial Hermann Health Solutions Inc., (MHHSI) has partnered with the TriZetto Corporation to leverage their world-class claim and call center operations in order to deliver superior service and value to MHHSI customers and providers.

TriZetto provides industry leading information technology and service solutions that help payers and providers work more efficiently to deliver better health. TriZetto solutions touch over half the U.S. insured population and reach more than 200,000 care providers. TriZetto helps healthcare organizations enhance administrative efficiency to improve quality and care delivery to more than 75 health plans and nearly 65 million insured members. TriZetto’s solutions are scalable – easily serving both small and large plans.

Over the course of the next several months we will provide several opportunities to be trained on the new platform. We look forward to being able to provide streamlined administration processes and superior customer service as we move forward this summer.

New Employer Groups

MHHSI is pleased to WELCOME the Port of Houston Authority and the Houston Rockets to our family. Here at Memorial Hermann Health Solutions, we are excited to provide excellent customer service to these additional nearly two thousand new members.

Webinars will be available at healthplan.memorialhermann.org/healthcare-professionals/webinars/
Credentialing Allied Health Professionals (AHPS)

On February 20, 2014, the Credentials committee approved credentialing Allied Health Professionals (AHP). This decision was based on URAC Standard P-CR-1, which requires credentialing of all individual practitioners providing clinical services in group practice settings and free-standing clinics even if the individual practitioners are not listed in the organization’s provider directory or do not contract directly with the network organization.

To meet these standards, the committee determined to begin credentialing AHPs in phases. MHHSI will implement credentialing all AHPs connected to provider applicants at initial credentialing. AHPs connected to currently participating providers will be required to submit a credentialing application to the health plan and be credentialed in conjunction with the participating provider’s recredentialing cycle.

This implementation affects all AHPs. These practitioners are not authorized to see MHHSI members until they have been approved by the credentials committee.

MHHSI Provider Manual

The Provider Manual will be updated for an effective date of October 1, 2014. To view the updated manual, visit: healthplan.memorialhermannorg > Healthcare Professional > Provider Manual (effective 10/1/14).

Know Your Rights – Credentialing

The credentialing (on-boarding) process must be completed before a provider enters into a contractual relationship with MHHSI and begins seeing enrollees. As part of MHHSI’s on-boarding process, providers have specific rights as outlined below and are also included in our Provider Manual.

Providers can request to:

- Review information submitted to support their credentialing application
- Correct erroneous information regarding a credentialing application
- Be notified of the status of the credentialing or re-credentialing applications
- Appeal initial credentialing decision.

MHHSI encourages providers to begin the credentialing process as soon as possible when new providers are hired. Doing so will help minimize any disruptions to the practice and members’ claims.
We Require

MHHSI, Inc. establishes standards for appointment access and after-hours care to ensure timely access to care for our members/injured employees. Performance standards are measured annually at a minimum. MHHSI, Inc. standards are shown in the tables below:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Standard</th>
</tr>
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<tbody>
<tr>
<td>Preventative Care</td>
<td>Within 4 weeks</td>
</tr>
<tr>
<td>Regular/Routine Care Appointment</td>
<td>Within 14 days</td>
</tr>
<tr>
<td>Urgent Care Appointment</td>
<td>Same day</td>
</tr>
<tr>
<td>Emergency Care</td>
<td>Immediate</td>
</tr>
<tr>
<td>After-Hours Care</td>
<td>24 hours/7 days a week for primary physicians</td>
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</table>

The guidelines listed above are general MHHSI, Inc. guidelines; state regulations may require more stringent standards. Contact your Network Management representative for questions.

After-hours Care

We ask that you and your practice have a mechanism in place for after-hours access to make sure every member/injured employee calling your office after-hours is provided emergency instructions, whether a line is answered live or by a recording. Callers with an emergency are expected to be told to:

- Hang up and dial 911, or its local equivalent, or
- Go to the nearest emergency room.

In non-emergent circumstances, we would prefer that you advise callers who are unable to wait until the next business day to:

- Go to an in-network urgent care center,
- Stay on the line to be connected to the physician on call,
- Leave a name and number with your answering service (if applicable) for a physician or qualified health care professional to call back within specified time frames, or
- Call an alternative phone or pager number to contact you or the physician on call.

Arrange Substitute Coverage

If you are unable to provide care and are arranging for a substitute, we require that you arrange for care from other physicians and health care professionals who participate with MHHSI, Inc. so that services may be covered under the member/injured employee’s in-network benefit. We encourage you to go to MHHSI benefits.org to find the most current directory of our network physicians and health care professionals.
Recent Updates

It is very important to keep your profile up to date. Members and other providers rely on our provider directory for accuracy in locating YOU. Please help us ensure that we are providing your current information which includes, but is not limited to:

- Provider name
- Address
- Phone number
- Hospital Affiliation
- Gender
- Languages Spoken

Provider change forms are located at healthplan.memorialhermann.org > Healthcare Professional > Provider Forms > Provider Change Form.

About Our Organization…

**A NAME YOU CAN TRUST -**

Memorial Hermann Health Solutions is part of the health system Houston has counted on for more than 100 years. We understand health care. That puts us in a unique position to offer you a better option for affordable health coverage from a health system rooted in Houston. By aligning care delivery, physicians and health insurance, Memorial Hermann has built Houston's first and only truly integrated health system.

- A Trusted Network
- Cost Effective Health Benefit Plans
- Portfolio of Health Benefit Plans
- Self-Funded Medical Benefit Plans
- Fully Insured Medical Benefit Plans
- Individual & Small Group Plans
- Industrial Rehabilitation and Pain Mgmt – Successful Returns
- Occupational Medicine Services
- Health & Wellness