

October, 2011

NOVANET ADDS TWO NEW NETWORK AFFILIATES

NovaNet is pleased to announce the addition of Preferred Health Professionals and Nevada Preferred to its National PPO Affiliate Network program. These two networks will provide even greater coverage and deeper discounts for NovaNet’s clients in the states of Kansas, Nevada and Missouri. “We are very excited to add PHP and Nevada Preferred to our National PPO product. The inclusion of PHP and Nevada Preferred offers an expanded solution to our clients than previously available in those areas, therefore enhancing the value of our National PPO network solution”, states Jordan Morgan, Director of Business Development for NovaNet.

Preferred Health Professionals Freedom Network in the Kansas City, MO, area, along with Health Partners of Kansas PPO, which covers the state of Kansas, will provide NovaNet’s clients access to superior coverage and exceptional discounts in these service areas.

Nevada Preferred originated from a joint venture between Catholic Healthcare West and Universal Health Services, Inc. Nevada Preferred is a statewide PPO network which consists of Nevada Preferred Professionals (NPP), Saint Mary’s Preferred Health Care Network (PHCN) and Universal Health Network (UHN). Nevada Preferred offers superior discounts and coverage in the state of Nevada.

For questions regarding these or any of NovaNet’s affiliate networks, please contact Jordan Morgan, Director of Business Development by telephone at (678) 638-7170 or by email at jmorgan@novanetppo.com.

NOVANET DIRECT CONTRACTS INCREASE SUMMARY

So far in 2011, NovaNet has increased its directly contracted group health provider network by the following percentages:

Georgia: PCP’s up 11%, Specialists up 7%, Ancillaries up 2% and Hospitals up 2%

Alabama: PCP’s up 2% and Specialists up 2%

Northern Florida: PCP’s up 4%, Specialists up 5%, Ancillaries up 1% and Hospitals up 3%

Tennessee: PCP’s up 24%, Specialists up 21%, Ancillaries up 13% and Hospitals up 18%

SPECIAL POINTS OF INTEREST:

- Two new network affiliates
- Provider contracts increase
- New feature
- 5010 conversion
- Reading an ID card
- Benefits of EDI

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NEW NOVANET CONNECTION FEATURE

NovaNet is adding a new feature to its quarterly newsletter: Ask The Editor. This is a place where NovaNet's newsletter recipients can send questions regarding changes in the industry, get advice on particular topics and ask questions about NovaNet specifically. The answers will be published in upcoming newsletters. Please send your questions to Mandy Gillis at mgillis@novanetppo.com.

5010 CONVERSION: NOW IS THE TIME

For the last two years, HIPAA's mandated change to the regulated format used for electronic claims and claims-related transactions has been looming, and now the time has come as the cutoff for compliance is January 1, 2012 (January 1, 2013, for smaller health plans). The change from the current 4010 format to the new 5010 format has been driven by several things in the industry such as stricter standardization, more specific guidelines on required data, availability for more information exchange to better describe the nature of the claim and preparation for the adoption of the ICD-10 diagnosis codes set. This change will lead to more consistency and fewer errors in claims processing. The exact code changes in the file layout are shown on the following web site:

https://www.cms.gov/electronicbillingeditrans/18_5010d0.asp

NovaNet, along with its data warehouse vendor, has adopted a client-driven policy to this change in claims repricing/processing. Since each of NovaNet's clients has its own timeline for this conversion, NovaNet follows each client's timeline and offers the flexibility needed to make this conversion as smooth as possible. NovaNet has the ability to process both the current format and the 5010 format, and can run the testing process on the new format while production on the current format continues. For questions about the new 5010 format or for NovaNet clients who need to begin the conversion process, please contact Melody Alexander, Information Systems Director, by telephone at (770) 729-1997, ext. 220, or by email at malexander@novanetppo.com.

“ THE WAY TO KEEP YOUR HEALTH IS
TO EAT WHAT YOU DON'T WANT, DRINK
WHAT YOU DON'T LIKE AND DO WHAT
YOU'D RATHER NOT. ”

MARK TWAIN



Raising Expectations


Network Coverage with a Different Perspective

October, 2011

MEMBER EDUCATION: READING AN ID CARD

Hundreds of thousands of members and their dependents rely on their health benefits every day, and reading and using their ID cards properly is very important. When a member becomes eligible for benefits and receives his or her welcome package, quite often those shiny new ID cards are stuffed into a wallet or a file and not taken out until the member needs to use them.

Many members do not know how to identify the different pieces of information on their card, and when they present that card to a provider's office, the office staff often does not understand it either.

So, it is important that the members learn what the various pieces of information on their ID cards mean and how to use that information properly.

Educating members on how to properly decipher their card not only empowers them but also reduces frustration of the member, provider and payor when the system flows more smoothly and efficiently. For member educational materials on this subject or for materials designed around a specific ID card layout, please contact Robert Loew by telephone at (770) 729-1997, ext. 257 or by email at rloew@novanetppo.com.

THE BENEFITS OF EDI

Each day, NovaNet reprices thousands of health and dental claims from all over the country. NovaNet is constantly striving to make the claims repricing process more efficient by handling most of those claims electronically via EDI (Electronic Data Interface).

EDI provides a faster, more efficient and cost-effective claim submission process for providers and payors. Generally, the difference in turnaround time between EDI and paper claims can be between 7 and 15 business days. EDI claims can be repriced and sent to the payor within 24 to 48 business hours, whereas paper claims repricing adds mailing time and the manual keying of the claims into the repricing system.

The benefits of EDI include lower overhead and administrative costs, reduction in claim errors, faster processing time, easier validation of the information on the claim form and quicker claim adjudication and payment.

For more information on processing EDI claims through NovaNet, please contact Melody Alexander by telephone at (770) 729-1997, ext. 220, or by email at malexander@novanetppo.com.

REMEMBER TO GET YOUR FLU SHOT!



Raising Expectations


Network Coverage with a Different Perspective

About NovaNet

NovaNet was founded in 1994 to participate in the rapid evolution of healthcare moving from traditional fee-for-service to a managed care environment.

NovaNet recognized a void in the way managed care was being delivered to the consumer. Unlike other networks, NovaNet is a privately held corporation not owned by physicians, hospitals or insurance carriers. The company is led by a team of professionals who have a cumulative total of over 60 years experience in the delivery of healthcare products and services. Our team is committed to providing the best delivery system throughout our areas of service.

NovaNet's mission is to provide an innovative healthcare delivery system to benefit and better fit the needs of today's employers and providers.

NovaNet is a national PPO that provides comprehensive coverage in 50 states and represents over 1,000,000 physician locations and more than 5,000 acute care, rehabilitation and behavioral health facilities. The national network is made up of NovaNet's proprietary networks in Alabama, Georgia, Northern Florida and Tennessee, as well as NovaNet's Affiliate Network, which is comprised of the strongest state and regional networks in their respective service areas. Our clients benefit from a single source for local, regional and national PPO network access.

We're on the Web!

www.novanetppo.com

NovaNet, Inc.

3500 Parkway Lane
Suite 700

Norcross, GA 30092

Phone: 800-513-7177

Fax: 770-729-1992

Contact Person: Lisa Raymaker

E-mail: lraymaker@novanetppo.com

Phone: 800-513-7177, ext. 221

NovaNet Management

Richard F. Morgan, President and CEO

Lisa Raymaker, Vice President of Network Operations

John Folks, Vice President of Client Development

Jordan Morgan, Director of Business Development

Robert Loew, Director of Network Services

April Goforth, Network Development Specialist

Gayle West, Network Relations

Melody Alexander, Information Services Director

Mandy Gillis, Information Systems Coordinator

Mark Bumgardner, Information Systems Specialist



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