



Managed Care Organization

Guide to SSM MCO Managed Care Contracts

September 2008

SSM Managed Care Organization, L.L.C. (MCO) offers these managed care benefits:

MANAGED CARE CONTRACT ACCESS: Easy access to managed care contracts accepted at SSM Health Care hospitals

DELEGATED CREDENTIALING: The convenience of delegated credentialing eliminates the requirement for completion of a separate managed care plan application for 34 of the 36 contracts listed on this guide

CHOICE: A variety of options for participation in managed care contracting opportunities

EXCLUSIVE CHOICE: Exclusive access to ExclusiveChoice, the managed care option for more than 16,800 SSM Health Care employees and dependents

PROFILE: Customized provider profiles are available, by request, detailing provider's SSM MCO managed care plan participation, directory listing information and billing information

EDUCATION: Managed care newsletters, fax bulletins and invitations to managed care information / educational meetings for you and your staff

PROBLEM SOLVING RESOURCES: Provider representatives to assist in issue resolution with contracted managed care plans of the SSM MCO

REFERRAL NETWORK: Inclusion in a network of providers anchored by a large network of primary care physicians affiliated with SSM St. Charles Clinic Medical group, the SSM Medical Group, the SSM DePaul Medical Group and other PCs affiliated with SSMHC – St. Louis hospitals

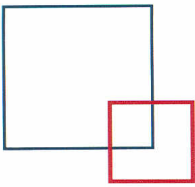
LEADERSHIP: Opportunity for physician growth and development in managed care expertise through committee and governance roles

SSM Managed Care Organization, L.L.C.

Physician & Network Relations
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St. Louis, MO 63132-1716
(314) 989-2370 phone
(314) 989-2264 fax
www.ssmhealth.com/mco

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PLAN NAME	TYPE	PROVIDER RELATIONS CONTACT	WEB PAGE
Advantra	Medicare HMO (GHP) Medicare PPO (GHP) <i>Credentialing delegated</i>	1-800-755-5242	www.ghpmedicare.com + Patient Inquiry + Claims Lookup + Online Provider Directory
Aetna, Inc.	HMO <i>Credentialing delegated</i>	1-800-624-0756	www.aetna.com + Drug Formulary Guide + Utilization Review Policies + Online Provider Directory + Patient Inquiry + Claims Lookup
	PPO, POS, and Workers' Compensation PPO <i>Credentialing delegated</i>	1-800-632-3862	
	Behavioral Medicine <i>Credentialing delegated</i>	1-800-999-5698	
Beech Street	General Medical PPO <i>Credentialing delegated</i>	1-800-877-1444 (referrals)	www.beechstreet.com + Payor Listing + Provider Manual + Online Provider Directory
	Workers' Compensation PPO <i>Credentialing delegated</i>	1-800-877-1666 (claims issues)	
CCO, Inc.	General Medical PPO Workers' Compensation <i>Credentialing delegated</i>	1-800-242-5517	www.ccoinc.com + Online Provider Directory + Payor Listing
Choice Care Network (Humana Choice)	General Medical PPO <i>Credentialing delegated</i>	1-800-626-2741	www.humana.com + Online Provider Directory + Eligibility Inquiry + Claims Inquiry + Online Authorizations & Referrals + Drug Formulary
Comp Results	Managed Missouri Medicaid (MC+) <i>Credentialing delegated</i>	1-913-310-9800 (314) 454-1100	www.compresults.com + Online Provider Directory
Coventry National	General Medical PPO <i>Credentialing delegated</i>	1-800-755-5242	www.coventrynational.com + Online Provider Directory + Quick Reference Guide + Drug Formulary
Evolutions Health Care, Inc.	General Medical PPO <i>Credentialing delegated</i>	Customer Service 1-800-881-4474, Ext. 4500 <i>Claims inquiries must be directed to the payor – see ID card.</i>	www.ehsppo.com + Online Provider Directory + Provider Manual + Claims Status Inquiries
	Workers' Compensation PPO <i>Credentialing delegated</i>		



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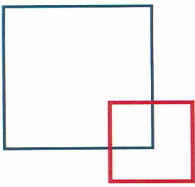
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PLAN NAME	TYPE	PROVIDER RELATIONS CONTACT	WEB PAGE
ExclusiveChoice	Managed care option for SSM employees and dependents <i>Credentialing delegated</i>	FMH: Member Services, Providers Services, Claims Inquiries 1-800-990-9058 Medical Management 1-877-989-2355 or (314) 989-2355	www.ssmhealth.com/mco + Online Provider Directory + Drug Formulary + Claims Inquiry + Eligibility Inquiry
First Health	General Medical PPO Workers' Compensation <i>Credentialing delegated</i>	1-800-755-5242	www.firsthealth.com + Online Provider Directory + Provider Manual
Group Health Plan (GHP)	General Medical HMO and PPO <i>Credentialing delegated</i>	1-800-755-5242 (314) 506-1843 (referral/authorization)	www.ghp.com + Patient Inquiry + Claims Lookup + Online Provider Directory
Galaxy Health Network	General Medical PPO <i>Credentialing delegated</i>	1-800-975-3322	www.galaxyhealth.net + Online Provider Directory
Gold Advantage	Medicare HMO (GHP) <i>Credentialing delegated</i>	1-800-755-5242	www.ghpmedicare.com + Online Provider Directory + Claims Lookup
Great West Healthcare	General Medical PPO, POS, Open Access <i>Credentialing delegated</i>	1-888-663-8081	www.greatwesthealthcare.com + Online Provider Directory + Claims Review + Online Authorization + Provider Reference Manual
Harmony Health Plan of Illinois, Inc.	Illinois Managed Medicaid <i>Credentialing delegated</i>	1-800-504-2766	www.wellcare.com + Online Provider Directory + Online Authorization + Claims Review
Harmony Health Plan of Missouri, Inc.	Missouri Managed Medicaid <i>Credentialing delegated</i>	1-866-822-1340 (authorizations)	www.wellcare.com + Online Provider Directory + Online Authorization + Claims Review + Provider Reference Manual
HDN PPO (formerly Health Dynamics)	General Medical PPO Workers' Compensation PPO <i>Credentialing delegated</i>	1-847-920-9052	
HealthCare USA of Missouri	Missouri Managed Medicaid <i>Credentialing delegated</i>	(314) 444-7219, Ext. 7240 or 1-800-295-6888	www.hcusa.com + Online Provider Directory + Quick Reference Guide + Provider Bulletins

Questions? Call SSM MCO Physician & Network Relations at (314) 989-2370

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Health Management Network (HMN)	General Medical PPO <i>Credentialing delegated</i>	1-480-921-8944, Ext. 232	www.imxinc.com + Electronic Claims Submission + Payor Listing + Online Provider Lookup
HFN, Inc.	General Medical PPO <i>Credentialing delegated</i> Workers' Compensation PPO <i>Credentialing delegated</i>	1-800-295-5444	www.hfninc.com + Electronic Claims Submission + Payor Listing + Online Provider Lookup
Humana Choice	Medicare Advantage Regional PPO <i>Credentialing delegated</i>	1-800-626-2741	www.humana.com + Online Provider Directory + Eligibility Inquiry + Claims Inquiry + Online Authorizations & Referrals + Drug Formulary
Laclede Gas	Workers' Compensation PPO <i>Credentialing delegated</i>	(314) 342-0645	
Managed Health Network (MHN)	Behavioral Services PPO <i>Credentialing is <u>not</u> delegated</i>	1-800-541-3353	www.mhn.com + Online Provider Lookup + Provider Manual + Electronic Claims Submission
Mental Health Network (MHNet)	Behavioral Services PPO <i>Credentialing is <u>not</u> delegated</i>	(314) 725-7211 or 1-800-377-9096	www.mhnet.com
Mercy CarePlus (effective 10/1/08, Molina Healthcare of Missouri)	Missouri Managed Medicaid <i>Credentialing delegated</i>	(314) 432-9300	www.molinahealthcare.com (New website 10/01/08) + Online Provider Directory + Provider Manual + Quick Reference Guide + Drug Formulary
Mercy Health Plans (MHP)	Commercial HMO <i>Credentialing delegated</i> Medicare PPO <i>Credentialing delegated</i>	1-800-596-4315 <i>Provider reps are assigned by geographic location</i>	www.mercyhealthplans.com + Drug Formulary + Provider Manual + Online Provider Directory
Mercy Medicare Advantage	Medicare HMO (MHP) Medicare PPO (MHP) <i>Credentialing delegated</i>	1-800-596-4315	www.mercyhealthplans.com + Online Provider Directory + Drug Formulary + Provider Manual
MultiPlan	General Medical PPO <i>Credentialing delegated</i>	1-800-672-2140 (<i>referrals</i>) 1-800-546-3887	www.multiplan.com + Online Provider Directory

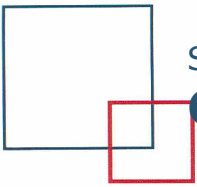


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National Preferred Provider Network (NPPN)	General Medical PPO <i>Credentialing delegated</i>	1-800-557-1656	www.nppn.com + Online Provider Directory
National Provider Network (NPN)	General Medical PPO <i>Credentialing delegated</i>	1-856-988-8132	www.nationalprovidernetwork.com + Online Provider Directory + Payor Listing + Provider Manual
ppoNEXT	General Medical PPO <i>Credentialing delegated</i>	1-214-267-3300	www.pponext.com + Payor Listing + Provider Manual
Private Healthcare Systems (PHCS)	General Medical PPO, POS <i>Credentialing delegated</i>	1-800-950-7040	www.phcs.com + Online Provider Directory + Provider Reference Manual
Protegrity Services, Inc.	Workers' Compensation PPO <i>Credentialing delegated</i>	1-800-883-4000	www.protegritynow.com + Online Provider Directory + Provider Reference Manual
Three Rivers Provider Network	General Medical PPO <i>Credentialing delegated</i>	1-619-216-9766	www.trpnppo.com + Online Provider Search
TriCare	Active Military <i>Credentialing delegated</i>	1-877-874-2273	www.healthnetfederalservices.com + Provider Handbook + Current Payment Information + Certification Forms + Online Provider Directory
Wellcare	Medicare HMO <i>Credentialing delegated</i>	1-866-334-6876 (Illinois Medicare) 1-866-687-8994 (Missouri Medicare)	www.wellcare.com + Online Provider Directory + Online Authorization + Claims Review + Provider Reference Manual

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