

Provider Information sheet

Beech Street, a Viant Network, currently services over 16 million lives in 49 states and the District of Columbia. Our PPO Network includes more than 400,000 respected doctors in over 750,000 locations and 3,800 hospitals and over 52,000 ancillary network providers.

For specific provider inclusions contact Customer Service or go to www.beechstreet.com.

In addition to offering a national PPO primary network, Beech Street can also supplement other networks as a “wrap” network.

Value Added Internet Services on Award Winning Web Site

In 2002 and 2003, Beech Street Corporation was proud to win the Standard of Excellence Award for the Outstanding Development of its Web site, www.beechstreet.com. The award was presented by WebAwards, a Web site marketing organization.

Beech Street, a Viant Network offers clients, providers and consumers a wide array of services through www.beechstreet.com. The official Beech Street Web site provides a blend of information and functionality aimed at the appropriate constituent. The user can get healthcare information, find a Beech Street provider that is close to home, nominate a provider to become a member of the network, look up their benefit office contact information and access customer service support. Clients can reprice through the Web, provide referrals for their members and print provider directories. Providers can update their demographic information and submit a request for precertification online.

Remember, Beech Street is not the Payor and does not have eligibility or benefit information. First refer to a patient’s ID card. The Beech Street website is also a helpful tool to locate Payor numbers.

Providing accurate demographic Information to Beech Street is important for both you and your patients. Your patients need to be able to locate your accurate address and phone number and you need to receive the appropriate reimbursement for your services. See contact list or go to: www.beechstreet.com.

Adding a Provider to your practice? Go to www.beechstreet.com.

Searching for a provider? Go to www.beechstreet.com.

Need to review a list of Payors? View Beech Street Payors, by product type at www.beechstreet.com.

For Providers:

www.beechstreet.com

Select “Providers” section and choose from the options on the left

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BEECH STREET, a Viant Network, CONTACT Information

DEPARTMENT/FUNCTION	SERVICE	CONTACT
Customer Service	General Information, including Provider Status. Request a copy of your current contract, Credentialing questions.	800.877.1444
Provider Referrals	Referral to participating providers and facilities, including National (multi-state) contracts such as labs	800.877.1444
Claims Research & Resolution	Assistance on claims when payor has already been contacted; incorrect application of contracted rate	PHONE: 800.877.1444 FAX: 949.672.1116 (please send HCFA/CMS or UB and EOB)
Physician Data Management	Changes in physician/provider demographic information, group adds/deletes, etc.	Network.Operations@viant.com
NPI numbers	W-9 copies required for Tax Identification Number changes	PHONE: 800.877.1444 FAX: 949.672.1133
Facility Data Management	Changes in facility demographic information, billing information, etc. W-9 copies required for Tax Identification Number changes	Network.Operations@viant.com PHONE: 800.877.1444 FAX: 949.672.1133
File Maintenance	Copies of executed contracts	Please contact Customer Service: 800.877.1444
CPT Reimbursement Questions	Inquiry about fees	Fee.Schedules@viant.com PHONE: 800.877.1444 FAX: 949.672.1130
Precertification and Case Management Services	Assistance with UR and/or Case Management services	Phone: 877-323-6127 Fax: 866-854-4496
ONLINE SERVICE	SERVICE	LOCATION
Claim Status Inquiry	Check the status of claims received by Beech Street in the last six months. Claim PAYMENT status must be checked with the payor.	www.beechstreet.com Select "Providers" section and choose "Claim Status Inquiry"
Benefit Office Information & Claim Submission Addresses	<i>Search function to provide information on claims submission addresses and benefit office phone numbers for verification of benefits and eligibility</i>	www.beechstreet.com Select "Providers" section and choose "Benefits & Eligibility"
Payor Listing	Listing of Beech Street Payors and employer groups	www.beechstreet.com Select "Providers" section and choose "Payor Listing"
Provider Manual	Reference Guide	www.beechstreet.com Select "Providers" section and choose "Provider Manual"
Other Online Features for Providers	Apply to participate in the network, update your provider information, submit a precertification, learn more about the Concentra Supplemental Network Program and Long-Term Care, read the latest <i>Beech Bulletin</i> newsletter and MORE.	www.beechstreet.com Select "Providers" section and choose from the options on the left

NOTE: Beech Street, a Viant Network, Customer Service Department is open between the hours of 5:00 AM and 5:00 PM Pacific Time

West Region/California Office: 25500 Commercentre Dr. Lake Forest, CA 92630