



Western Physicians' Alliance



NEWSLETTER

April 2012

Saint Mary's Health Plans to remain with Dignity Health

As you may be aware, Dignity Health has entered into an agreement with Prime Healthcare Services for the sale of Saint Mary's Regional Medical Center (SMRMC) and Saint Mary's Medical Group. Dignity Health expects this transaction to be finalized by June 30, 2012.

Please be advised that Saint Mary's Health Plans (SMHP) is not included with this transaction. We will remain affiliated with Dignity health and will continue to meet the community's health insurance needs. As a condition of the sale, Prime Healthcare Services has committed to being a contracted provider for Saint Mary's Health Plans. As such, members are able to continue utilizing their network benefits for care at SMRMC.

Saint Mary's Health Plans remains a strong statewide health insurance carrier with 120,000 fully insured, self-funded and network members and will continue to provide quality products and services to the employers and members it serves.

If SMHP members are currently seeing a Saint Mary's Medical Group Physician, do they need to find a new doctor? No, SMHP members will be able to continue their relationships with Saint Mary's Medical Group physicians under its new ownership.

Could the potential transfer of ownership create any problems in the delivery of care at SMRMC? No. Patient care has been and will always be the number-one priority for SMRMC. Dignity Health and SMRMC are committed to ensuring a smooth transition of ownership to the greatest degree possible, with minimal-to-no disruption in normal operations. In the interim, patients at SMRMC will continue to receive the same care and treatment as would normally be expected.

Will physicians who currently see patients at SMRMC continue to do so after the sale? Yes. We anticipate that physicians currently referring or seeing patients at SMRMC will continue to have those privileges should a change of ownership occur.

Western Physicians' Alliance
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Current Resident or

News from Saint Mary's Health Plans

Avoiding Delays In Claims Payment

ALL Saint Mary's Health Plans HealthFirst (HMO) and Health Choice (PPO) members were issued new ID cards with new ID numbers upon the implementation of our new computer system on September 1, 2011. Cards with the new number will have an effective date of September 1, 2011, or later.

Claims submitted with incorrect ID numbers require extra time to process. Also, claims missing the patient's date of birth (DOB) may be delayed. For paper claims, box 1a should always be populated with the subscriber/policyholder ID# regardless of whether the patient is the subscriber, or a covered spouse/dependent.

Electronic claims should be submitted in compliance with the new 5010 standards, which are effective 4/1/12.

Saint Mary's Health Plans assigns all members a 12-digit ID number. The last two digits can be used to identify the subscriber, as follows

xxxxxxxx00 (subscriber)

xxxxxxxx01 thru xxxxxxxxxxx99 (spouse and dependents)

Please update your records by verifying or replacing each member's existing ID, subscriber ID and group numbers with the ones on the new card.

Make a copy of both sides of the new card for your records.

To assist you and your staff with this change, we mailed the following to you last August:

- A laminated flyer containing a "reminder" about these changes and sample member ID cards for posting in your office.

- A set of Frequently Asked Questions that could be helpful should you receive inquiries.

To request additional copies, or for other questions regarding this change, please contact your Provider Relations coordinator or call the Saint Mary's Health Plans provider line at 775-770-6278.