

August 2006

**Claims Processing Returning to Philadelphia
Insourcing Streamlines Submissions**

Effective September 11, 2006, providers should submit all Health Partners and Senior Partners paper claims to our offices in Philadelphia. On this date, Claims operations will be handled through our headquarters, instead of through our current contracted vendor in New York. Regardless of the type of claim, providers need only direct submissions through our two lines of business.

On or after September 11, 2006, please submit claims to:

**Health Partners (Medical Assistance)
P.O. Box 1220
Philadelphia, PA 19105-1220**

**Senior Partners (Medicare)
P.O. Box 1210
Philadelphia, PA 19105-1210**

Health Partners has been preparing to transition to in-house claims operations since our move to larger offices in January. This “home advantage” will allow us to have additional control over processing and mail coordination. We have added 60 new staff members to serve in this capacity, and training has been ongoing since June 2006.

Please note that EDI submissions will not change (Payer ID# is 80142). Also, Claims Reconsiderations and Retractions of Overpayments remain at our current address:

Health Partners
901 Market Street, Suite 500
Philadelphia, PA 19107

For further information, please call the Provider Services Helpline at **215-991-4350 or toll-free, 1-888-991-9023**. Look for additional communications about the new claims addresses and other important information in *Inside Health Partners*, our quarterly Provider Newsletter, or on our website at **www.healthpart.com**.

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Health Partners Names LabCorp as Its New Laboratory Services Vendor

Health Partners has contracted with **Laboratory Corporation of America (LabCorp) as its capitated laboratory services provider, effective September 1, 2006. Effective this same date, Quest Diagnostics will no longer participate with Health Partners.**

As a leading national clinical laboratory, LabCorp offers high quality laboratory services plus a large network of Patient Service Centers. If you are ordering laboratory services that are to be delivered on or after September 1, 2006, and have been sending your Health Partners and/or Senior Partners patients to Quest Diagnostics, please direct them to a convenient LabCorp Patient Service Center. If you perform blood draws or need to send a specimen to LabCorp, please contact LabCorp at 1-800-633-5221, ext. 6308, to set up an account if you do not already have one.

New laboratory requisitions need to be issued to LabCorp for any members with standing orders previously serviced through Quest Diagnostics.

For assistance in locating a LabCorp Patient Service Center, call our Provider Services Helpline at 1-888-991-9023 or 215-991-4350. You can also find patient service center locations by calling 1-888-LABCORP or logging on to LabCorp's website at **www.labcorp.com**.

Please Share Your NPI Number Now

Health Partners encourages you to share your 10-digit National Provider Identifier (NPI) number (and group NPI number if applicable), or plans to obtain one, **today**. Our goal is to build your number into our claims system **now**. Then we'll be prepared to reimburse you as quickly as possible under the new federally-mandated NPI.



As a Health Partners participating provider, you can report your NPI number(s) through one of these convenient fast options:

- Log on to our website at **www.healthpart.com**, click on the "Spotlight Box," and complete the brief online survey.
- Call our Provider Services Helpline at 1-888-991-9023 or 215-991-4350.

Note: If you have already returned your NPI information from our recent Health Partners' mailing, there is no need for further action.

Attn: Health Partners contracted vendors/delegates can log on to www.healthpart.com and click on "Info for Providers" to complete the brief survey that is specific to your company.