



Network Facility Contract

TABLE OF CONTENTS

I.	RECITALS.....	1
II.	DEFINITIONS.....	1
III.	RELATIONSHIP BETWEEN EGID AND THE FACILITY.....	4
IV.	FACILITY SERVICES AND RESPONSIBILITIES.....	4
V.	EGID SERVICES AND RESPONSIBILITIES.....	5
VI.	COMPENSATION AND BILLING.....	6
VII.	UTILIZATION REVIEW.....	9
VIII.	LIABILITY AND INSURANCE.....	10
IX.	MARKETING, ADVERTISING AND PUBLICITY.....	10
X.	DISPUTE RESOLUTION.....	10
XI.	TERM AND TERMINATION.....	11
XII.	GENERAL PROVISIONS.....	11

APPENDIX:
NETWORK FACILITY APPLICATION REQUIREMENTS NETWORK
FACILITY APPLICATION
ELECTRONIC FUNDS TRANSFER FORM SIGNATURE
PAGE



Network Facility Contract

This Network Facility Contract, hereinafter “Contract,” is between the Office of Management and Enterprise Services Employees Group Insurance Department (EGID), hereinafter “EGID,” and the Network Facility, hereinafter “Facility,” identified on the Signature Page.

I. RECITALS

- 1.1 EGID is a State of Oklahoma governmental agency that administers health, life, dental, and disability insurance benefits for State, education, local government, and other eligible employees and retirees, pursuant to the State and Education Employees Group Insurance Act, 74 O.S. (2001) § 1301 et seq.
- 1.2 The Facility is duly licensed by the state of residence and is certified to participate in the Medicare program under Title XVIII of the Social Security Act, and/or certified by The Joint Commission or Accreditation Association for Ambulatory Health Care, hereinafter “AAAHC”, if applicable, and shall comply with all applicable federal, state, and local laws regulating such a Facility.
- 1.3 EGID administers self-funded health plans that are identified by the trade name “HealthChoice.” HealthChoice Plans are intended to financially encourage the population of EGID Members, retirees and dependents to utilize Network Providers.

In consideration of the mutual covenants, promises and other good and valuable consideration, EGID and the Facility agree as follows:

II. DEFINITIONS

- 2.1 “Allowable Fee” means the maximum amount payable to a Facility by EGID and Member for Covered Services furnished pursuant to this Contract.
- 2.2 “Base Rate” means a dollar amount established by EGID by which the MS-DRG Relative Weight is multiplied to obtain the MS-DRG Allowable Fee.
- 2.3 “Certification” means a function performed by EGID to review and certify services for medical necessity in identified areas of practice prior to services being rendered.
- 2.4 “CMS” means Centers for Medicare and Medicaid Services.
- 2.5 “Concurrent Review” means a function performed by EGID that determines and updates medical necessity for continued inpatient hospitalization.
- 2.6 “Covered Services” means Medically Necessary services delivered by a Facility pursuant to this Contract and for which a Member is entitled to receive coverage by the terms and conditions of a HealthChoice Plan.

- 2.7 “Emergency medical condition” means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) so that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in a condition described in clause (i), (ii), or (iii) of section 1867(e)(1)(A) of the Social Security Act (42 U.S.C. 1395dd(e)(1)(A)). (In that provision of the Social Security Act, clause (i) refers to placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; clause (ii) refers to serious impairment to bodily functions; and clause (iii) refers to serious dysfunction of any bodily organ or part.
- 2.8 “Facility Services” means those acute care inpatient and outpatient Facility Services that are covered by the HealthChoice Plan.
- 2.9 “Geometric Mean Length of Stay” (GMLOS) means the current version of the Geometric Mean Length of Stay published by CMS for each MS-DRG.
- 2.10 “HealthChoice Plan” means the HealthChoice benefit plan designed to maximize Member’s insurance benefit and financially encourage Members to use Network Providers.
- 2.11 “Marginal Cost Factor” means a factor used in the Outlier Allowable Fee calculation.
- 2.12 “Medically Necessary” means services or supplies which are provided for the diagnosis and treatment of the medical and/or mental health/substance abuse condition and complies with criteria adopted by EGID. Direct care and treatment are within standards of good medical practice within the community and are appropriate and necessary for the symptoms, diagnosis or treatment of the condition. The services or supplies must be the most appropriate supply or level of service which can safely be provided. For hospital stays, this means that inpatient acute care is necessary due to the intensity of services the member is receiving or the severity of the Member’s condition, and that safe and adequate care cannot be received as an outpatient or in a less intensified medical setting. The services or supplies cannot be primarily for the convenience of the member, caregiver or provider. The fact that services or supplies are Medically Necessary does not, in itself, assure that the services or supplies are covered by the HealthChoice Plan.
- 2.13 “Medical Services” means the professional services provided by a Network Provider and covered by a HealthChoice Plan.
- 2.14 “Members” means all persons covered by EGID HealthChoice Plans, including eligible current and qualified former employees of participating entities and their eligible covered dependents. Qualified former employees include those who have retired or vested through an eligible State of Oklahoma retirement system, or who have completed the statutory required years of services, or who have other coverage rights through COBRA or the Oklahoma Personnel Act.
- 2.15 “MS-DRG” means Diagnosis Related Groups and is an inpatient Facility classification, as published by the CMS. The current version of the CMS MS- DRG grouper will be used to determine the MS-DRG.

- 2.16 “MS-DRG Allowable Fee” means the MS-DRG Relative Weight multiplied by the Base Rate for non-transfer cases. For the purposes of this Contract, the MS-DRG Allowable Fee, as published by EGID, shall serve as the payment rate due hereunder unless the reimbursement is to be on a per diem basis.
- 2.17 “MS-DRG Relative Weight” means the current version of the Relative Weight published by CMS for each MS-DRG.
- 2.18 “Network Provider” means a practitioner or Facility that is duly licensed under the laws of the state in which the Network Provider operates and/or is accredited by a nationally recognized accrediting organization approved by State or Federal guidelines, and have entered into an agreement with EGID to accept scheduled reimbursements for Covered Services and supplies provided to HealthChoice Members.
- 2.19 “Non-covered Services” are those services a) excluded from coverage by the HealthChoice Plan, in which case the Member is liable for the charges; or b) covered by the HealthChoice Plan but inappropriately billed and therefore excluded for reimbursement based on the clinical editing software.
- 2.20 “Outlier” means a discharge which has unique characteristics and is considered to be outside established parameters for each MS-DRG. A discharge is considered an Outlier if the billed charges exceed the sum of the Outlier Threshold plus the MS-DRG Allowable Fee.
- 2.21 “Outlier Allowable Fee” means $[Billed\ Charges - (MS-DRG\ Allowable\ Fee + Outlier\ Threshold)] \times Marginal\ Cost\ Factor$.
- 2.22 “Outlier Threshold” means a dollar amount by which the total billed charges on the claim must exceed the MS-DRG Allowable Fee in order to qualify for an additional Outlier amount.
- 2.23 “Outpatient Service(s)” means Medically Necessary Facility Services for treatment rendered by a Facility to a Member, including, but not limited to, Emergency room care, clinic care, ambulatory surgery, radiology, pathology and other services which are provided without the admission of the Member.
- 2.24 “Residential” means an approved treatment Facility which provides temporary accommodations. It is a structured, safe, and therapeutic environment in which residents receive psychotherapy appropriate to an individualized treatment plan.
- 2.25 “Skilled Nursing Facility” means an approved treatment Facility rendering services prescribed by a physician that could not be given safely or reasonably by a person who is not medically skilled and would need continuous supervision of the effectiveness of the treatment and progress of the condition of the Member. These services are not custodial in nature.
- 2.26 “Transfer Allowable Fee” means $(MS-DRG\ Allowable\ Fee / Geometric\ Mean\ Length\ of\ Stay) \times (Length\ of\ Stay + 1\ day)$.

III. RELATIONSHIP BETWEEN EGID AND THE FACILITY

- 3.1 EGID negotiated and entered into this Contract with the Facility on behalf of the Members of an EGID HealthChoice Plan. The Facility is an independent contractor that has entered into this Contract to become a Network Facility and is not, nor is intended to be the agent or other legal representative of EGID in the performance of the provisions of this Contract. Nothing in this Contract shall be construed or be deemed to create a relationship contrary to that of independent contractor for the purposes of this Contract.
- 3.2 EGID and the Facility agree that all of the parties hereto shall respect and observe the facility/patient relationship which will be established and maintained by the Facility. The facility may choose not to establish a facility/patient relationship if the Facility would have otherwise made the decision not to establish a facility/patient relationship had the patient not been a Member. The Facility reserves the right to refuse to furnish services to a Member in the same manner as they would any other patient.
- 3.3 Nothing in this Contract is intended to be construed, or be deemed to create any rights or remedies of any third party, including but not limited to, Network Facilities that are not identified by this Contract, except EGID Members defined in this Contract.

IV. FACILITY SERVICES AND RESPONSIBILITIES

- 4.1 The Facility shall provide quality, Medically Necessary Facility Services to Members, in a cost efficient manner, when such services are ordered by a licensed practitioner, who is a member of the Facility's medical staff and has been awarded the prerequisite clinical privileges to order and/or perform such services. Nothing in this Contract shall be construed to require the medical staff of the Facility to perform any procedure or course of treatment which the staff deems professionally unacceptable or is contrary to Facility policy.
- 4.2 The Facility shall provide Facility Services to Members in the same manner and quality as those services are provided to all other patients of the Facility.
- 4.3 The Facility has, and shall maintain, in good standing while this Contract is in effect, all licenses required by law, and if applicable, certification to participate in the Medicare program under Title XVIII of the Social Security Act and/or The Joint Commission and AAAHC certification.
- 4.4 The Facility agrees to make reasonable efforts to refer covered Members to other Network Facilities with which EGID contracts for Medical Services that the Facility cannot or chooses not to provide.
- 4.5 The Facility shall participate in the Certification and Concurrent Review procedures provided in Article VII and for purposes of reimbursement to abide by decisions resulting from that review subject to the Dispute Resolution rights provided in Article X.
- 4.6 The Facility shall furnish, at no cost to EGID, any medical and billing records covering any Medical Services, for any Member, with the understanding that each Member, as a condition of enrollment in the HealthChoice Plan, has authorized such disclosure.
- 4.7 The Facility shall accurately complete the Network Facility Application which is attached to and made part of this Contract. The Facility shall notify EGID of any change in the information

contained in the Network Facility Application within fifteen (15) days of such change, including resolved litigation listed as “pending” on the original Network Facility Application.

- 4.8 The Facility shall reimburse EGID for any overpayments made to the Facility within sixty (60) days of the Facility's receipt of the written overpayment notification or shall respond with detail within said time if Facility disputes the request for additional payment. EGID shall provide the Facility individual letters of retraction for each patient sixty (60) days prior to the retraction being made.
As an exception EGID will immediately deduct overpayments due to resubmission of a corrected claim, or if information is received for a claim pending additional information that subsequently impacts a paid claim or a mutually agreed upon audit adjustment.

EGID shall be entitled to additional payment if, within two years from the date of payment, EGID notifies Facility, in writing of the overpayment.

If Facility disputes the request for additional payment, the Parties shall work cooperatively and in good faith to resolve the payment issue on an informal basis within sixty (60) days of the first notification of the overpayment. If the Parties’ attempt to resolve the issue is unsuccessful, then the dispute concerning the incorrect payment shall be resolved in accordance with the Dispute Resolution Process provided in Article X.

- 4.9 The Facility shall submit to a Member record audit upon fourteen (14) business days advance notice.
- 4.10 The Facility shall comply with the national standards for the electronic exchange of administrative and financial health care transactions required by the Health Insurance Portability and Accountability Act of 1996, hereinafter “HIPAA”.

V. EGID SERVICES AND RESPONSIBILITIES

- 5.1 EGID agrees to pay the Facility compensation pursuant to the provisions of Article VI.
- 5.2 EGID agrees to grant the Facility the status of “Network Facility” and to identify the Facility as a Network Facility on informational materials disseminated to Members.
- 5.3 EGID agrees to continue listing the Facility as a Network Facility until this Contract terminates.
- 5.4 EGID agrees to provide the Facility with access to a listing of all Network Facilities via the Internet.
- 5.5 EGID agrees to provide appropriate identification for Members at the time of enrollment in a HealthChoice Plan and the effective date of coverage by EGID. The ID card shall provide an address and/or telephone number for verifying eligibility and benefits.
- 5.6 EGID agrees to acknowledge the confidentiality of patient's records and to only release pertinent clinical information in accordance with state and federal guidelines.
- 5.7 EGID shall give fourteen (14) business days notice prior to an audit. Under no circumstances shall an audit of medical records by EGID delay payment to Facility under Article VI.

- 5.8 EGID shall maintain Certification and Concurrent Review programs in accordance with the Utilization Review Accreditation Commission's, "URAC," standards in order to aid its Member in making decisions that will maximize medical benefits and reduce their financial risk.
- 5.9 EGID shall reimburse the Facility for any underpayments made to the Facility within thirty (30) days of EGID's receipt of the underpayment notification, or shall respond with detail within said time if EGID disputes the request for additional payment. Facility shall be entitled to additional payment if, within two (2) years from the date of payment, Facility notifies EGID in writing of the underpayment. If EGID disputes the request for additional payment, the Parties shall work cooperatively and in good faith to resolve the payment issue on an informal basis within sixty (60) days of the first notification of underpayment. If the Parties attempt to resolve the issue is unsuccessful, then the dispute concerning the payment shall be resolved in accordance with the Dispute Resolution Rights provided in Article X.
- 5.10 EGID shall comply with the national standards for the electronic exchange of administrative and financial health care transactions required by HIPAA.
- 5.11 EGID shall review the Base Rate Marginal Cost Factor, Outlier Threshold and Certification procedure list, notifying the Facility of changes by a general mailing sixty (60) days prior to implementation.

VI. COMPENSATION AND BILLING

- 6.1 The Facility shall only seek payment from EGID for the provision of Covered Services. The Facility agrees to accept the amount of the Allowable Fee for Covered Services as payment in full and agrees to only request payment from the Member for deductible, co-insurance and amounts for defined Non-Covered Services attributable to the Member's Health Choice Plan. The payment shall be calculated and limited to the methodologies defined by this Contract.
- 6.2 When the Allowable Fee exceeds billed charges, EGID shall pay the appropriate percentage of the Allowable Fee and Member shall pay the appropriate percentage of billed charges unless the Member has met the stop loss limitation and then EGID shall pay the Allowable Fee and the Member has no liability.
- 6.3 When processing inpatient claims, EGID shall determine the MS-DRG Allowable Fee for non-transfer cases according to the following formula:

$\text{MS-DRG Allowable Fee} = \text{MS-DRG Relative Weight} \times \text{Base Rate}$

Skilled Nursing Facility Services, Day Treatment and Residential treatment will be reimbursed utilizing the per diem methodology. In no event shall a per diem qualify as an Outlier. These benefits shall be allowed when the Member has received Medically Necessary Covered Services subject to the following policy limitations and conditions:

- a) EGID shall pay the appropriate percentage of the MS-DRG Allowable Fee and the Member shall pay the remainder of the MS-DRG Allowable Fee unless the Member has met the stop loss limitation, and then EGID shall pay one hundred percent (100%) of the MS-DRG Allowable Fee and the Member has no liability.

- b) The MS-DRG shall be controlling, subject to EGID's approval and Article X of the Contract.
- c) The MS-DRG Allowable Fee does not include any physician professional component fees, which are considered for payment according to separately billed Current Procedural Terminology code Allowable Fees.
- d) EGID may reduce its payment by any deductibles, coinsurance and co-payments owed by the Member.
- e) EGID shall include the day of admission but not the day of discharge when computing the number of facility days provided to a Member. Observation Facility confinements for which a room and board charge is incurred shall be paid based on inpatient benefits.
- f) In the case of a transfer, the Transfer Allowable Fee for the transferring Facility shall be calculated as follows:

$$\text{Transfer Allowable Fee} = (\text{MS-DRG Allowable Fee} / \text{Geometric Mean Length of Stay}) \times (\text{Length of Stay} + 1 \text{ day})$$

The total Transfer Allowable Fee paid to the transferring Facility shall be capped at the amount of the MS-DRG Allowable Fee for a non-transfer case. EGID shall allow payment to the receiving Facility, if it is also the final discharging Facility, at the MS-DRG Allowable Fee as if it were an original admission.

- g) EGID shall use the current version of the CMS MS-DRG grouper to categorize what shall constitute a procedure. EGID's and the Member's financial liability shall be limited to the Allowable Fee as determined by EGID.
- h) The Facility agrees not to charge more for Medical Services to Members than the amount normally charged by the Facility to other patients for similar services.
- i) For Outlier cases, EGID shall base its payment to the Facility using an Outlier Allowable Fee plus the MS-DRG Allowable Fee. The following formula shall be utilized to calculate the Outlier Allowable Fee:

$$\text{Outlier Allowable Fee} = [\text{Billed Charges} - (\text{MS-DRG Allowable Fee} + \text{Outlier Threshold})] \times \text{Marginal Cost Factor}$$

6.4 When processing Outpatient claims, EGID agrees to pay the Facility the Allowable Fee based on appropriate billing according to the following:

- a) If a procedure does not have an Allowable Fee, EGID will allow a percentage of the billed charges for Covered Services.
- b) EGID shall pay the appropriate percentage of the Allowable Fee and the Member shall pay the remainder based on the Member's plan of benefits unless the Member has met the stop loss limitation, and then EGID shall pay 100% of the Allowable Fee and the Member has no liability.
- b) EGID shall reduce its payment to the Facility by any deductibles, coinsurance and copayments owed by the Member.
- d) The Facility agrees not to charge more for Medical Services to Members than the amount normally charged by the Facility to other patients for similar services.
- e) The Facility agrees that EGID utilizes a comprehensive claims editing system to assist in determining which charges for Covered Services to allow for payment and to assist in determining inappropriate billing and coding. Said system shall rely on Medicare and

other industry standards in the development of its mutually exclusive, incidental, re-bundling, age conflict, gender conflict, cosmetic, experimental and procedure editing. EGID shall provide the Facility, upon request from Facility, detailed information about the processes employed in the claims editing system adopted by EGID.

A list of the CPT/HCPCS codes and the Allowable Fee for each can be found at the EGID website at www.sib.ok.gov/Providers. It is EGID's intent to review and update the fee schedule annually, in accordance with current methodologies. It is EGID's further intent to update the list as necessary when new CPT/HCPCS codes are identified by the American Medical Association or CMS.

- 6.5 A Facility's urban/rural status is determined by the county in which the Facility operates. Counties which are designated by the U.S. Census Bureau as a part of a Metropolitan Core Based Statistical Area (CBSA) are considered urban.
- 6.6 The Facility shall not charge the Member for Medical Services denied by the Certification or Concurrent Review procedures described in Article VII, unless the Facility has obtained a written waiver from that Member. Such a waiver shall be obtained only upon the denial of Medical Services and prior to the provision of those Medical Services. The waiver shall clearly state that the Member shall be responsible for payment of Medical Services denied by EGID.
- 6.7 The Facility shall not collect amounts in excess of the HealthChoice Plan limits unless the Member has exceeded his/her annual or lifetime maximum.
- 6.8 The Facility shall refund to the Member within thirty (30) days of discovery any overpayment made by the Member.
- 6.9 In a case in which EGID is primary under applicable coordination of benefit rules, EGID shall pay the amounts due under this Contract. In a case in which EGID is other than primary under the EGID coordination of benefit rules, EGID shall pay the Member's liability for out of pocket expenses such as deductibles, copayments or coinsurance, under the primary policy, up to EGID's maximum liability under the terms of this Contract. No payment will be made for any change that is not an allowed expense or an amount for which the Member is contractually held harmless under any coordinating policy.
- 6.10 The Facility shall bill EGID on standard and customary forms acceptable to EGID within 120 days of providing the Facility Services, or receipt of primary payors explanation of benefits, or from discovery that EGID is responsible for payment. The Facility shall use the current CPT/HCPCS codes with appropriate modifiers and ICD diagnostic codes, when applicable. The Facility shall furnish, upon request at no cost, all appropriate medical and billing records, reasonably required by EGID to verify and substantiate the provision of Medical Services and the charges for such services if the Member and the Facility are requesting reimbursement through EGID. This provision shall not apply in cases involving litigation, multiple payers, or where the patient has failed to notify the Facility that they were a Member.
- 6.11 In accordance with 74 O.S. (2007) § 1328, EGID shall reimburse the Facility within forty-five (45) days of receipt of billings that are accurate, complete and otherwise in accordance with Article VI of this Contract. EGID will not be responsible for the delay of reimbursement due to circumstances beyond EGID's control.

- 6.12 The Facility agrees that EGID's subrogation rights or the existence of third party liability does not affect the Facility's agreement to accept the current Allowable Fee described in the Contract. Unrecorded alleged or recorded liens that are intended to secure charges for treatment rendered to or on behalf of a Member for amounts in excess of the Allowable Fee and/or which exceed the Member's deductible and coinsurance liability as required by the Contract, are rendered invalid by the Facility's submission of a Members' claims to EGID.

VII. UTILIZATION REVIEW

- 7.1 The Facility shall adhere to and cooperate with EGID's Certification and Concurrent Review procedures. These procedures do not guarantee a Member's eligibility or that benefits are payable, but assure the Facility that the Medical Services to be provided are covered by the HealthChoice Plan.
- 7.2 The Facility shall notify EGID, of any inpatient hospital admission, transplant procedure, specific outpatient Facility procedures or surgeries identified on the EGID website at www.sib.ok.gov/precert EGID shall notify Facilities of changes to the Certification list by a general mailing sixty (60) days prior to implementing the change. A Facility shall request Certification at least three days prior to the scheduled admission, surgery and/or procedure. A request for Certification shall be made within one working day after an Emergency admission, Outpatient Services, or observation stay with duration greater than 24 hours. Such notification shall be at no charge to EGID or the Member. Failure to comply with the Certification or Concurrent Review requirements shall result in the Facility's Allowable Fee being reduced by ten percent (10%) if the procedure is confirmed as Medically Necessary retrospectively and, if not confirmed, there shall be no reimbursement.
- 7.3 The Certification and Concurrent Review requirements are intended to maximize insurance benefits assuring that Facility and Medical Services are provided to the Member at the appropriate level of care. In no event is it intended that the procedures interfere with the provider's decision to order admission to or discharge the patient from the Facility.
- 7.4 EGID shall maintain review procedures in accordance with standards established by the Utilization Review Accreditation Commission and screening criteria that take into account professionally acceptable standards for quality medical care in the community. EGID shall consider all relevant information concerning the Member before a determination is made regarding whether the service is Medically Necessary.
- 7.5 EGID, shall respond to requests for all Certifications by immediately assigning a code number to each request.
- 7.6 At the time of the Certification request the Facility should be prepared to give the following information:
- a) Member's name and identification number,
 - b) age and sex,
 - c) diagnosis,
 - d) reason for admission,
 - e) scheduled date of admission,

- f) planned procedure or surgery,
 - g) scheduled date of surgery or procedure,
 - h) name of Facility,
 - i) name of physician, and
 - j) Member status (i.e., employee or dependent).
- 7.7 EGID shall not retrospectively deny any previously approved care. The Facility shall update EGID as the Member's condition or diagnosis changes. Updated information may result in a change of the originally approved length of stay.
- 7.8 Upon the Member's request, EGID shall reconsider any non-approved Medical Services. The Facility may submit a formal written appeal to EGID.
- 7.9 The Facility shall request Certification before the admission or referral of Members to non-network hospitals. EGID shall review Emergency referrals to non-network hospitals to determine whether the admission was Medically Necessary and an Emergency as defined in this Contract.

VIII. LIABILITY AND INSURANCE

- 8.1 Neither party to this Contract, EGID nor the Facility, or any agent, employee or other representative of a party, shall be liable to third parties for any act by commission or omission of the other party in performance of this Contract and the terms and provisions herein.
- 8.2 The Facility shall be required to obtain general and medical liability coverage's for claims of acts and omissions of the Facility and its employees and agents. Such coverage shall be maintained at a level of not less than that which is mandated by Oklahoma statute or less than One Million Dollars (\$1,000,000) per incident, when the Facility is not regulated by statute. In the case of an Oklahoma licensed Skilled Nursing Facility the liability requirement is not less than One Hundred Thousand Dollars (\$100,000) per incident. EGID shall be notified thirty (30) days prior to cancellation. If coverage is lost or reduced below specified limits, this Contract may be canceled by EGID.

IX. MARKETING, ADVERTISING AND PUBLICITY

- 9.1 EGID shall encourage its Members to use the services of the Network Facility.
- 9.2 EGID shall have the right to use the name, address, phone number and specialty of the Facility in a provider listing for purposes of informing Members and prospective Members of the identity of the Facility, and otherwise carrying out the terms of this Contract.
- 9.3 The Facility shall have the right to publicize its status as a Network Facility.

X. DISPUTE RESOLUTION

- 10.1 The Facility may participate in the Dispute Resolution Process as established by EGID and detailed in the provider manual. Permitted Facility disputes include: clean claims; untimely claim submission; disagreements in regard to the amount paid on a claim; clinical editing; medical necessity; Certification; and other disagreements relating to contractual provisions and issues. Issues not subject to the Dispute Resolution Process include, but are not limited to: Rights

beyond the HealthChoice Plan's obligation to Members; EGID's Allowable Fee; coordination of benefits; application of Member co-payments, coinsurance, and deductibles; plan coverage and exclusions; and issues and disputes initiated by Members as a result of the Member's grievance hearing rights, established by 74 O.S. (2001) § 1306(6), which is the Member's exclusive remedy by law. In order to initiate the Dispute Resolution Process, Facilities shall contact EGID. Nothing in this Article shall interfere with either party's rights under Article XI.

XI. TERM AND TERMINATION

- 11.1 It is agreed by the parties that no changes to the Contract, which include coverages, fee schedule, or reimbursement methodologies, shall be made with less than sixty (60) days' notice, except revisions to injectable medications, in which case EGID shall implement the revisions as soon as possible with proper and timely notification to the Facility. The Network Newsletter serves as the primary method by which providers receive all other notifications mandated by the terms of the provider contracts. These notices from EGID may be sent via electronic newsletters distributed electronically to each Network Provider's correspondence email address. Printed newsletters are sent via the postal service to the mailing address on record for providers without internet access or those who have undeliverable email addresses.
- 11.2 Either party may terminate this Contract with or without cause, upon giving thirty (30) days written notice pursuant to 12.2 at any time during the term of this Contract.
- 11.3 Nothing in this Contract shall be construed to limit either party's remedies at law or in equity in the event of a material breach of this Contract.
- 11.4 Following termination of this Contract, EGID shall continue to have access, at no cost, to the Facility's records of care and services provided to Members for five (5) years from the date of provision of the Medical Services to which the records refer.
- 11.5 This Contract shall terminate with respect to a Facility upon:
- a) the loss or suspension of the Facility's license to operate in the state of residence, The Joint Commission's or Medicare certification; or
 - b) failure to maintain Facility's professional and general liability coverage in accordance with this Contract;
 - c) insolvency of either party.

XII. GENERAL PROVISIONS

- 12.1 This Contract or any of the rights, duties, or obligations of the parties hereunder, shall not be assigned by either party without the express written consent and approval of the other party.
- 12.2 The termination notice required by the terms of this Contract, shall be provided in writing and (1) mailed by the United States Postal Service (USPS), postage prepaid, certified mail, return receipt requested; or, (2) delivered by an overnight delivery company with written delivery confirmation; or, (3) hand delivered with written delivery confirmation. Notice to EGID shall be to the attention of Network Management, 3545 N.W. 58th, Suite 110, Oklahoma City, Oklahoma

73112. Notice to the Facility shall be to the address listed on the HealthChoice Network Facility Contract Signature Page or the mailing address on record. The notice shall be effective on the date indicated on the return receipt or written delivery confirmation.
- 12.3 Notwithstanding the provisions in Section 12.1, EGID may designate an administrator to administer any of the terms of this Contract.
- 12.4 This Contract is the agreement between EGID and the Facility relating to the rights granted and the obligations assumed by the parties concerning the provision of Facility Services to Members. Any prior agreements, promises, negotiations, or representations, either oral or written, relating to the subject matter of this Contract, not expressly set forth in this Contract, are of no force or effect.
- 12.5 This Contract, or any part or section of it, may be amended at any time during the term of the Contract by mutual written consent of duly authorized representatives of EGID and the Facility in accordance with 12.2.
- 12.6 This Contract is subject to all applicable Oklahoma State Statutes and Rules codified at the Oklahoma Administrative Code. Any provision of this Contract, which is not in conformity with existing or future legislation, shall be considered amended to comply with such legislation. Any interpretations or disputes with respect to contract provisions shall be resolved in accordance with the laws of the State of Oklahoma.
- 12.7 The terms and provisions of this Contract shall be deemed to be severable one from the other, and determination at law or in a court of equity that one term or provision is unenforceable shall not operate so as to void the enforcement of the remaining terms and provisions of this entire Contract, or any one provision, in accordance with the intent and purpose of the parties hereto.
- 12.8 EGID and the Facility agree that this Contract may be formed according to the Oklahoma Uniform Electronic Transactions Act, 12A O.S. § 15-101 et seq. (Act). The Facility acknowledges that the Contract terms are located in HCFCv1.8 at www.sib.ok.gov/contracts and after downloading the Contract, and submitting the completed Application, signed and returned the Signature Page to EGID, EGID will note its approval on the Signature Page and return to the Facility. The Contract terms, Application, Signature page and any required information submitted by the Facility are records that may be stored as EGID electronic records under the Act.
- 12.9 All Providers certify that neither they nor their principals are presently debarred or suspended or otherwise ineligible according to the Excluded Parties List System (EPLS)/Office of Inspector General (OIG) excluded provider lists.
- 12.10 As mandated by HB1086, the Transparency, Accountability, and Innovation in Oklahoma State Government 2.0 Act of 2011, all payments disbursed by the Office of the State Treasurer must be made solely through electronic funds transfer (EFT). Provider/facility hereby agrees to accept EFT payments by July 1, 2013. Provider acknowledges that all health and dental claims received after July 1, 2013, regardless of the date of service, will be denied pending receipt of additional information if EFT payment information is not on file as of July 1, 2013.



**Network Provider Facility Credentialing Information
Contract Applications**

HealthChoice requires all three addresses on the respective pages of the application.

1. **Service Address** – This address is used for the location where health care services are performed and/or the physical location of the provider. The service address will be used for the on-line provider directory which is used by members and providers to identify and locate all HealthChoice Network Providers.
2. **Mailing Address** – Mailing contact information, if listed, will be utilized for all legal, contractual notices as defined in section 11.2 or 12.2 of the facility contracts. An email address must be included for this contact in order to access the online fee schedules. All notices will be sent electronically.
3. **Billing Address** – This address is used for submitting all claims to HealthChoice for processing and appears in box 33 of the CMS-1500 claim form or box 2 on the UB-04. If box 2 is not used by the facility, the billing address appears in Box 1 of the UB-04. Claims will be paid exclusively to the billing address.

Each address must have a corresponding phone number, email address, fax number and contact person.

Insurance Certificate/Face Sheet must have name of the applicant listed as the insured. The insurance limits must be at the levels required in the contract and must indicate clearly the coverage type(s) stated in the contract. Product liability coverage in lieu of professional/medical liability is acceptable for DME only.

W-9 forms must be signed and list only the Tax ID number for each location listed on the application which will be used on claim forms

Please return entire application packet with the new information.



**Network Facility
Application Requirements**

Thank you for your interest in the HealthChoice Provider Network.

Please complete the attached Application and submit with the required attachments listed below.

Complete all sections of the application. If an area of inquiry is not applicable to the facility, please indicate. If you need additional space to provide complete answers, attach additional sheets of paper and clearly indicate the item to which each sheet applies.

Retain the Contract for your records.

REQUIRED ATTACHMENTS

Please attach a copy of each of the following documents to your completed Application:

- Current state(s) license(s)**
- Face Sheet of current general and medical liability insurance policy**
Insurance Certificate/Face Sheet must have the name or the Facility listed as the insured. The insurance limits must be at the levels in the Contract and must indicate clearly that it is general and medical liability coverage.
- W-9 form for each Federal Tax Identification Number**
W-9 forms must be signed and list only the Federal Tax Identification Number listed on the Application which will be used on claim forms submitted to HealthChoice.
- Contract Signature Page**
- Electronic Funds Transfer (EFT) Form**
- Copy of voided check or bank letter for Electronic Funds Transfers**
- Copy of Medicare Certification Letter**
- Copy of Joint Commission Accreditation Certificate (if applicable)**
- Copy of AAAHC Accreditation Certificate (if applicable)**

Incomplete applications will be returned.



Network Facility Application

The completed Network Facility Application should be returned to the Office of Management and Enterprise Services Employees Group Insurance Department in its entirety, accompanied by the applicable attachments. You may mail, fax or email the completed application to:

Office of Management and Enterprise Services
Employees Group Insurance Department
ATTN: Network Management
3545 N.W. 58th St., Ste. 110
Oklahoma City, OK 73112
Phone: 1-405-717-8790 or 1-844-804-2642
Fax: 1-405-717-8977
EGID.NetworkManagement@omes.ok.gov

General Information

Legal Name of Owner: _____

Trade Name/DBA: _____

Medicare Facility Classification: _____ Medicare Number: _____

License Information

State: _____

License Number: _____

Expiration Date: _____

A copy of facility license is required for each state of practice.

Accreditation

Is this Facility accredited by the Joint Commission: Yes No

Joint Commission Program ID Number: _____

Date of most current accreditation: _____ Expiration Date: _____

Is this Facility accredited by the AAAHC? Yes No

Date of most current accreditation: _____ Expiration Date: _____

Insurance Information

Copy of Insurance Certificate/face sheet is required.

Please provide the following information about the Facility's current general and medical liability insurance coverage.

Name of Carrier: _____

Limits of General and Medical Liability Per Occurrence: _____ Expiration Date: _____

Important Facility Contacts

CEO/Administrator: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

CFO: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

Credentialing Contact: _____

Telephone Number: _____

Fax Number: _____

Email Address: _____

Address Information

Federal Tax ID Number: _____ National Provider Identification: _____

Attach a completed W9 form for each Federal Tax ID number.

Physical Address – physical location of the Facility

THIS ADDRESS AND PHONE NUMBER WILL APPEAR ON THE WEBSITE PROVIDER DIRECTORY.

Physical Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Mailing Address

Mailing Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Mailing contact information, if listed, will be utilized for all legal, contractual notices as defined in section 11.2 or 12.2 of the facility contracts. An email address must be included for this contact in order to access the online fee schedules. All notices will be sent electronically.

Billing/Remit Address – for claims payments and remittance statements

ALL BILLING INFORMATION BELOW MUST MATCH THE INFORMATION REFLECTED ON THE CLAIMS SUBMITTED.

Name Submitted on Claims: _____

Billing Office Name (if applicable): _____

Billing Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Additional Location

Federal Tax ID Number: _____ National Provider Identification: _____

Attach a completed W9 form for each Federal Tax ID number.

Physical Address – physical location of the Facility

THIS ADDRESS AND PHONE NUMBER WILL APPEAR ON THE WEBSITE PROVIDER DIRECTORY.

Physical Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Mailing Address- for correspondence/credentialing

Mailing Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Billing/Remit Address – for claims payments and remittance statements

ALL BILLING INFORMATION BELOW MUST MATCH THE INFORMATION REFLECTED ON THE CLAIMS SUBMITTED.

Name Submitted on Claims: _____

Billing Office Name (if applicable): _____

Billing Address: _____

City

State

ZIP

Phone: _____ Fax: _____

Contact Person: _____

Email Address: _____

Please use copies of these pages to report any additional locations.

HOSPITAL AND NON-HOSPITAL BASED SERVICES; if applicable

Does the Hospital provide the following specialty services?

- | | |
|--|---|
| <input type="checkbox"/> Ambulance | <input type="checkbox"/> Infusion Therapy |
| <input type="checkbox"/> Ambulatory Surgery Center | <input type="checkbox"/> Laboratory |
| <input type="checkbox"/> Dialysis | <input type="checkbox"/> Long Term Acute Care |
| <input type="checkbox"/> Durable Medical Equipment | <input type="checkbox"/> Psych/Substance Abuse |
| <input type="checkbox"/> Home Health Care | <input type="checkbox"/> Rehabilitation |
| <input type="checkbox"/> Hospice | <input type="checkbox"/> Skilled Nursing Facility |
| <input type="checkbox"/> Independent Diagnostic Testing Facility | <input type="checkbox"/> Sleep Study |

Does the Hospital provide the following services by a group of specialists? If yes, please list the provider group name.

- Anesthesiology Group: _____
- Emergency Physician Group: _____
- Pathology Group: _____
- Radiology Group: _____

Electronic Funds Transfer (EFT) Authorization Agreement

Provider Information

Provider Name: _____
Doing Business As Name (DBA): _____

Provider Address

Street: _____
City: _____ State/Province: _____ ZIP Code/Postal Code: _____

Provider Identifiers Information

Provider Federal Tax Identification Number (TIN) or
Employer Identification Number (EIN): _____
National Provider Identifier (NPI): _____ Provider Type: _____

Financial Institution Information

A VOIDED CHECK OR A BANK LETTER VERIFYING THE ACCOUNT AND ROUTING NUMBERS IS REQUIRED.

Financial Institution Name: _____
Financial Institution Routing Number: _____
Type of Account at Financial Institution: _____
Provider's Account Number with Financial Institution: _____
Account Number Linkage to Provider Identifier: _____
 Provider Tax Identification Number (TIN) or National Provider Identifier (NPI)

You must contact your financial institution to arrange for the delivery of the CORE-required Minimum CCD+ data elements needed for reassociation of the payment and the ERA. Online instructions on how you can determine the status of your EFT enrollment is available at <http://www.ok.gov/sib/Providers/EFT/index.html>

Submission Information

Reason for Submission
 New Enrollment Change Enrollment

Authorized Signature

I hereby authorize the Employees Group Insurance Department (EGID) to initiate credit entries in accordance with HB 1086 Transparency, Accountability and Innovation in Oklahoma State Government 2.0 Act of 2011 to the account indicated above. I hereby authorize the financial institution/bank named above to credit the same to such account.

Written Signature of Person Submitting Enrollment: _____
Printed Name of Person Submitting Enrollment: _____
Printed Title of Person Submitting Enrollment: _____
Submission Date: _____

EFT INSTRUCTIONS

Please complete this EFT form in its entirety. Leaving required fields blank or failing to attach a voided check or bank letter will result in an incomplete application and/or denied claims. If you have any questions regarding the use of this form or any of the information requirements, please contact us using the information listed at the bottom of page 1 of this form. To ensure the security of your information when submitting this form via email, please submit your form and any attachments in an encrypted WinZip file, then submit the password for the WinZip file in a separate email.

THE EFT FORM IS A **MANDATORY** PART OF YOUR ENROLLMENT APPLICATION

Provider Information

Provider Name	Complete legal name of institution, corporate entity, practice or individual provider	Required
Doing Business As Name (DBA)	A legal term used in the United States meaning that the trade name, or fictitious business name, under which the business or operation is conducted and presented to the world is not the legal name of the legal person (or persons) who actually own it and are responsible for it	Optional

Provider Address

Street	The number and street name where a person or organization can be found	Required
City	City associated with provider address field	Required
State/Province	ISO 3166-2 Two Character Code associated with the State/Province/Region of the applicable country	Required
ZIP Code/Postal Code	System of postal-zone codes (ZIP stands for zone improvement plan) introduced in the U.S. in 1963 to improve mail delivery and exploit electronic reading and sorting capabilities	Required

Provider Identifiers Information

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)	A Federal Tax Identification Number, also known as an Employer Identification Number (EIN), is used to identify a business entity	Required
National Provider Identifier (NPI)	A Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered healthcare providers. Covered healthcare providers and all health plans and healthcare clearinghouses must use the NPIs in the administrative and financial transactions adopted under HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). This means that the numbers do not carry other information about healthcare providers, such as the state in which they live or their medical specialty. The NPI must be used in lieu of legacy provider identifiers in the HIPAA standards transactions	Required (when provider has been enumerated with an NPI)
Provider Type	A proprietary health plan-specific indication of the type of provider being enrolled for EFT with specific provider type description included by the health plan in its instruction and guidance for EFT enrollment (e.g., hospital, laboratory, physician, pharmacy, pharmacist, etc.)	Optional

Financial Institution Information

Financial Institution Name	Official name of the provider's financial institution	Required
Financial Institution Routing Number	A 9-digit identifier of the financial institution where the provider maintains an account to which payments are to be deposited	Required
Type of Account at Financial Institution	The type of account the provider will use to receive EFT payments, e.g., Checking, Saving	Required
Provider's Account Number with Financial Institution	Provider's account number at the financial institution to which EFT payments are to be deposited	Required
Account Number Linkage to Provider Identifier	Provider preference for grouping (bulking) claim payments – must match preference for v5010 X12 835 remittance advice	Required

Submission Information

Reason For Submission	Check appropriate box. Please note that EFT cannot be cancelled.	Optional
-----------------------	--	----------

Authorized Signature

Written Signature of Person Submitting Enrollment	The signature of an individual authorized by the provider or its agent to initiate, modify or terminate an enrollment. May be used with electronic and paper-based manual enrollment	Required
Printed Name of Person Submitting Enrollment	A (usually cursive) rendering of a name unique to a particular person used as confirmation of authorization and identity	Optional
Printed Title of Person Submitting Enrollment	The printed name of the person signing the form; may be used with electronic and paper-based manual enrollment	Optional
Submission Date	The printed title of the person signing the form; may be used with electronic and paper-based manual enrollment	Optional
	The date on which the enrollment is submitted	Optional



Network Facility Contract
Signature Page

The Office of Management and Enterprise Services Employees Group Insurance Department (EGID), and the Facility incorporate by reference the terms and conditions of the HealthChoice Network Facility Contract (Contract), located in HCFCv1.9 at www.sib.ok.gov/contracts into this Signature Page and acknowledge the Contract is an electronic record created according to 12A O.S. § 15-101 et seq. EGID and the Facility further agree that the effective date of the Contract is the effective date denoted on the copy of the executed Signature Page returned to the Facility. The original of the signed document will remain on file in the office of EGID.

FOR THE FACILITY:

FOR EGID:

Legal Name of Owner (Typed or Printed)

Diana O’Neal
Deputy Administrator
Employees Group Insurance Department

Trade Name/DBA (Typed or Printed)

Federal Tax ID Number

Address of the Facility:

Authorized Officer or Representative (Typed or Printed)

Title

Signature

Signature Date

Please return the completed Application, Signature Page, and required attachments to:

Office of Management Enterprise Services
Employees Group Insurance Department
ATTN: Network Management
3545 N.W. 58th St., Ste. 110
Oklahoma City, OK 73112
Phone: 1-405-717-8790 or 1-844-804-2642
Fax: 1-405-717-8977
EGID.NetworkManagement@omes.ok.gov

Electronic Remittance Advice (ERA) Authorization Agreement

Provider Information

Provider Name: _____

Doing Business As Name (DBA): _____

Provider Address

Street: _____

City: _____ State/Province: _____ ZIP Code/Postal Code: _____

Provider Identifiers Information

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN): _____

National Provider Identifier (NPI) _____ Provider Type: _____

Electronic Remittance Advice Information

Preference for Aggregation of Remittance Data (e.g. Account Number Linkage to Provider Identifier)

Provider Tax Identification Number (TIN): _____

National Provider Identifier (NPI): _____

Electronic Remittance Advice Clearinghouse Information

Clearinghouse Name: _____

Clearinghouse Contact Name: _____ Telephone Number: _____

Submission Information

Reason for Submission

New Enrollment

Change Enrollment

Cancel Enrollment

Authorized Signature

I hereby authorize the Office of Management and Enterprise Services Employees Group Insurance Department to send electronic remittance advice (ERA/835) as designated herein. I am authorized to elect Electronic Remittance Advice (ERA) transactions on behalf of the indicated party and I acknowledge the same by signing below.

Written Signature of Person Submitting Enrollment: _____

Printed Name of Person Submitting Enrollment: _____

Printed Title of Person Submitting Enrollment: _____

Submission Date: _____

Please mail, fax or email the completed form or questions to:
Office of Management and Enterprise Services Employees Group Insurance Department
3545 N.W. 58th St, Ste., 110, Oklahoma City, OK 73112
Phone: 405-717-8790 or 800-543-6044 or Fax: 405-717-8977 or 405-717-8702
EGID.EFTEnroll@omes.ok.gov or EGID.NetworkManagement@omes.ok.gov

ERA INSTRUCTIONS

Please complete this ERA Form in its entirety. Leaving any required fields blank will result in an incomplete process. If you have any questions regarding the use of this form, or any of the field requirements, please see our contact information listed at the bottom of page 1 of this form. Information about how to check the status of your ERA is available at www.ok.gov/sib/Providers/Provider_EFT/index.html

Provider Information

Provider Name	Complete legal name of institution, corporate entity, practice or individual provider	Required
Doing Business As Name (DBA)	A legal term used in the United States meaning that the trade name, or fictitious business name, under which the business or operation is conducted and presented to the world is not the legal name of the legal person (or persons) who actually own it and are responsible for it	Optional

Provider Address

Street	The number and street name where a person or organization can be found	Required
City	City associated with provider address field	Required
State/Province	ISO 3166-2 Two Character Code associated with the State/Province/Region of the applicable country	Required
ZIP Code/Postal Code	System of postal-zone codes (zip stands for "zone improvement plan") introduced in the U.S. in 1963 to improve mail delivery and exploit electronic reading and sorting capabilities	Required

Provider Identifiers Information

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)	A Federal Tax Identification Number, also known as an Employer Identification Number (EIN), is used to identify a business entity	Required
National Provider Identifier (NPI)	A Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered healthcare providers. Covered healthcare providers and all health plans and healthcare clearinghouses must use the NPIs in the administrative and financial transactions adopted under HIPAA. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). This means that the numbers do not carry other information about healthcare providers, such as the state in which they live or their medical specialty. The NPI must be used in lieu of legacy provider identifiers in the HIPAA standards transactions	Required (when provider has been enumerated with an NPI)
Provider Type	A proprietary health plan-specific indication of the type of provider being enrolled for ERA with specific provider type description included by the health plan in its instruction and guidance for ERA enrollment (e.g., hospital, laboratory, physician, pharmacy, pharmacist, etc.)	Optional

Electronic Remittance Advice Information

Preference for Aggregation of Remittance Data (e.g. Account Number Linkage to Provider Identifier)	Provider preference for grouping (bulking) claim payment remittance advice – must match preference for EFT payment	Required
--	--	----------

Electronic Remittance Advice Clearinghouse Information

Clearinghouse Name	Official name of the provider's clearinghouse	Required; i.e., Emdeon This should be the clearinghouse who is currently handling your electronic claims for HealthChoice, Oklahoma Department of Corrections and/or Oklahoma Department of Rehabilitation Services Any request for routing of ERAs to another destination will require additional setup and testing.
Clearinghouse Contact Name	Name of a contact in clearinghouse office for handling ERA issues	Optional
Telephone Number	Telephone number of contact	Optional

Submission Information

Reason For Submission	Check appropriate box.	Required
-----------------------	------------------------	----------

Authorized Signature

The signature of an individual authorized by the provider or its agent to initiate, modify or terminate an enrollment. May be used with electronic and paper-based manual enrollment

Required

Written Signature of Person Submitting Enrollment	A (usually cursive) rendering of a name unique to a particular person used as confirmation of authorization and identity	Optional
Printed Name of Person Submitting Enrollment	The printed name of the person signing the form; may be used with electronic and paper-based manual enrollment	Optional
Printed Title of Person Submitting Enrollment	The printed title of the person signing the form; may be used with electronic and paper-based manual enrollment	
Submission Date	The date on which the enrollment is submitted	Optional