



# North Carolina Health Insurance Institute

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MedCost Presentation (Virtual)

April 2023



 MEDCOST<sup>®</sup>

# MedCost Mission



## MISSION

*We exist to provide exceptional value through high-quality, transformative health care solutions*



## PURPOSE

*Improve health, lower health care costs, and create a better health experience*



## VALUES

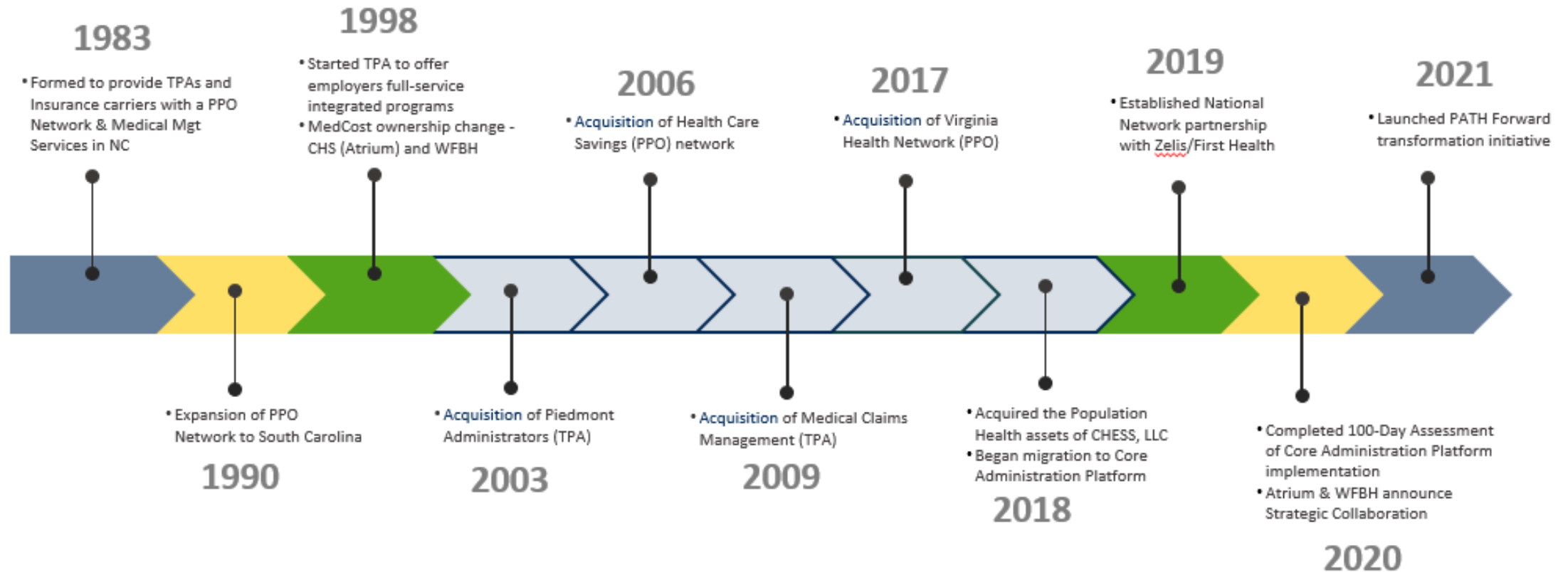
*Integrity,  
Compassion,  
Collaboration,  
Inclusion, Learning,  
Excellence*

# Who We Are – What Does MedCost Do?

- Offer a vast proprietary network of providers (professional, facility and ancillary) in North Carolina, South Carolina and Virginia.
- Providing health and wellness benefits to self funded employers since 1983. Helping these employers balance the health care of their employees with the financial health of their company.
- Through MedCost's TPA, we serve more than 600 employers throughout the Carolinas and Virginia, including 49 hospitals. These companies rely on our strategic benefit plan design, flexibility in benefit administration, propriety provider network and customer-focused service. Including unmatched integrated clinical programs that combine member care with effective claims management.



# MedCost History



# MedCost Today

- 35 years of experience providing solutions to employers
- Regional presence in NC, SC and VA
- Over 400 employees; headquartered in Winston-Salem, NC
- TPA serving 200,000 members
- Network serving 300,000 members
- Strong provider network in the Carolinas and Virginia with over 100,000 participating providers
- Provider-owned



# MedCost Network

## Network

MedCost offers one of the largest, most effective networks in the Carolinas. It is comprised of more than 83,000 primary care and specialist providers, and more than 1,400 hospitals/facilities/ancillary providers.

## Contracting

MedCost's Contracting team works hard to ensure we build and maintain strong provider relationships that position us competitively in the markets we serve.

## Credentialing

MedCost Network physicians and hospitals are required to meet URAC credentialing criteria. This includes but not limited to, education, certification, licensing, hospital privileges, practice history, criminal history, malpractice history, and other quality criteria.



# MedCost Regional & National Network Solutions



- Multi-State
    - North and South Carolina
    - Virginia
  - Progressive Contracting Strategies
  - Comprehensive Access
  - Pricing Transparency
  - Innovative Network Solutions
- Strategic partnership with national network for coverage when members reside in other states or are traveling

# Some Of Our Clients





## Navigating MedCost

# MedCost Network

## How to Find a Provider

With our online Provider Search Directory, you can quickly and easily find a MedCost network participating provider.

- Go to [www.medcost.com](http://www.medcost.com)
- Click on “Find a Doctor or Facility”
- Choose Network from drop down menu
- North or South Carolina residents:
  - “MedCost and MedCost ULTRA”
- Virginia residents:
  - “Virginia Health Network (including Plus)”

**Provider Name** – search by physician last name, practice name or specialty (further narrow your results by entering the physician’s first name, city, and/or state).

**Facility Name** – search by facility/ancillary name or type (further narrow your results by entering a city and/or state).

**Provider Radius** – choose a specific provider specialty or facility type and search for providers or facilities within a certain mile radius of your zip code.

**Create a Custom Directory** – generate a custom PDF Directory of providers or facilities within a certain distance radius of your zip code or select statewide by a specific specialty or for all specialties.

You can find additional information in the “About This Directory” section of the web site or use the “Specialty Definitions” section to help identify the type of physician you need. You can also verify provider participation by calling 800-824-7406.

# MedCost Website – Navigating MedCost

Find a Doctor Live Chat Contact Search

**MEDCOST**<sup>®</sup> FOR Members ▾ FOR Providers ▾ FOR Employers ▾ FOR Payers ▾ Log In

You are not alone on the way to health.

Getting Started Living Your Plan Care Shopping

The screenshot displays the MedCost website's navigation and main content area. At the top right, there are links for 'Find a Doctor', 'Live Chat', 'Contact', and 'Search'. Below these is the MedCost logo and four user-specific navigation menus: 'FOR Members', 'FOR Providers', 'FOR Employers', and 'FOR Payers', each with a dropdown arrow. A 'Log In' button is positioned to the right of these menus. The main banner features the headline 'You are not alone on the way to health.' and three circular icons connected by a dashed line, representing the user journey: 'Getting Started' (a person at a computer), 'Living Your Plan' (a person on a medical table with a doctor), and 'Care Shopping' (a person in a scanner with medical staff). The MedCost logo is also present in the bottom right corner of the slide.

# MedCost Website – Online Tools









The screenshot displays the MedCost website interface. At the top left is the MedCost logo. To its right are four navigation tabs: "FOR Members", "FOR Providers", "FOR Employers", and "FOR Payers". The "FOR Providers" tab is currently selected and highlighted with a green underline. In the top right corner, there is a "Log In" button with a white background and a green border. Below the navigation tabs is a grid of four main service categories, each with a list of sub-services. The categories are: "Coverage & Claims", "Education & Training", "Provider Account", and "Join Our Network".

**MEDCOST<sup>®</sup>**    FOR Members    FOR Providers    FOR Employers    FOR Payers    Log In

Coverage & Claims	Education & Training	Provider Account	Join Our Network
<ul style="list-style-type: none"><li>Precertification </li><li><i>For MedCost Administered Plans</i></li><li>Eligibility &amp; Benefits </li><li>Claims Payment &amp; Reimbursement </li><li><i>For All Plans</i></li><li>Claims Submission &amp; Repricing </li><li>Reference Guide </li><li>Payer Partners</li></ul>	<ul style="list-style-type: none"><li>Provider Onboarding</li><li>Provider News</li><li>Fee Schedule &amp; Allowables</li></ul>	<ul style="list-style-type: none"><li>Log In Or Register</li><li>Electronic Payments</li><li>Recredentialing</li><li>Update Info</li><li>Add Provider To Practice</li></ul>	<ul style="list-style-type: none"><li>Credentialing</li><li>Apply to Join</li></ul>

Log In

# MedCost Website – Network Online Tools

Coverage and Claims	Education and Training	Join the Network
 <b>Eligibility and Benefits</b> Details for eligibility and benefits information. <a href="#">View Page</a>	 <b>Provider Onboarding</b> Access the MedCost Provider Manual as well as helpful webinars. <a href="#">View Page</a>	 <b>Credentialing</b> Understanding credentialing requirements for network participation. <a href="#">View Page</a>
 <b>Precertification</b> Apply online for a health precertification. <a href="#">View Page</a>	 <b>Fee Schedule and Allowables</b> Access the most current fee schedule. <a href="#">View Page</a>	 <b>Apply to Join</b> Apply to be a part of our network. <a href="#">View Page</a>
 <b>Claims Repricing</b> Make inquiries on the status of claim repricing. <a href="#">View Page</a>	 <b>Provider News</b> Newsletters and updates for our valued providers. <a href="#">View Page</a>	

# MedCost Website – Online Tools

No registration/password required; all users have access to the following:

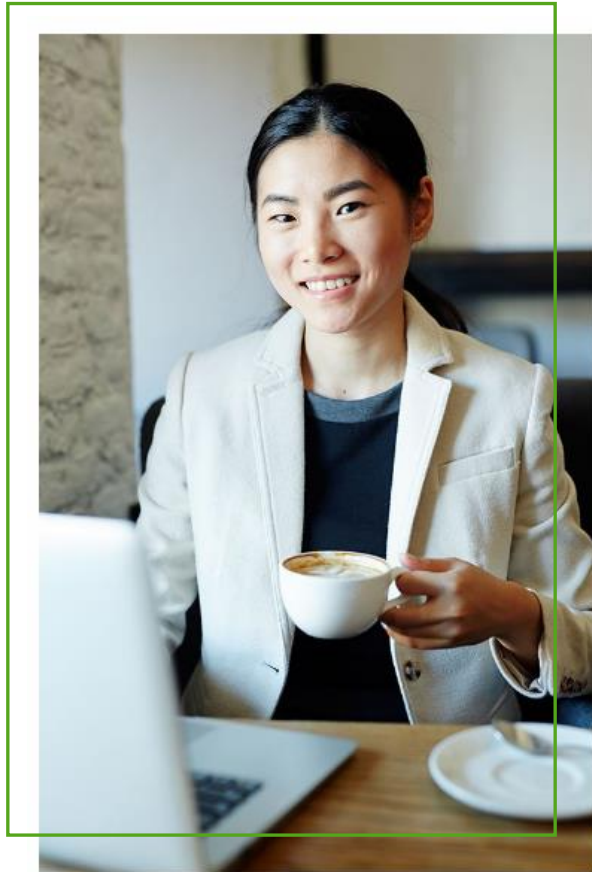
- Locate a Provider
- Provider Manual (part of your contract)
- Update Demographics
- Credentialing Information
- Provider Education
- Payers with Online Claim Status
- News – register for eCommunications

[www.MedCost.com](http://www.MedCost.com)



# MedCost Website – Online Tools - Onboarding

## Provider Onboarding: MedCost Manual and Webinars



### Online training to accommodate providers' busy schedules

Access our training videos.

■ About MedCost

■ MedCost Claims Guidelines

■ MedCost Credentialing

■ MedCost Health Management

■ MedCost Network

■ MedCost Provider Demographic Changes

■ MedCost Tools and Resources

# MedCost Website – Online Tools

## Provider Account


[Log In Or Register](#)

[Electronic Payments](#)

[Recredentialing](#)

[Update Info](#)

[Add Provider To Practice](#)



### Update Info

#### Information Change

To ensure prompt and accurate claims processing and an accurate provider list for our patients and payers, we ask that you update your information regularly by completing the Provider Profile form to notify MedCost of any changes prior to the effective date of the change.

### Add Provider To Practice

#### Add a Provider to Practice

If you are a participating practice in the MedCost Network and would like to add a new provider, please complete the form below.

#### Main Contact

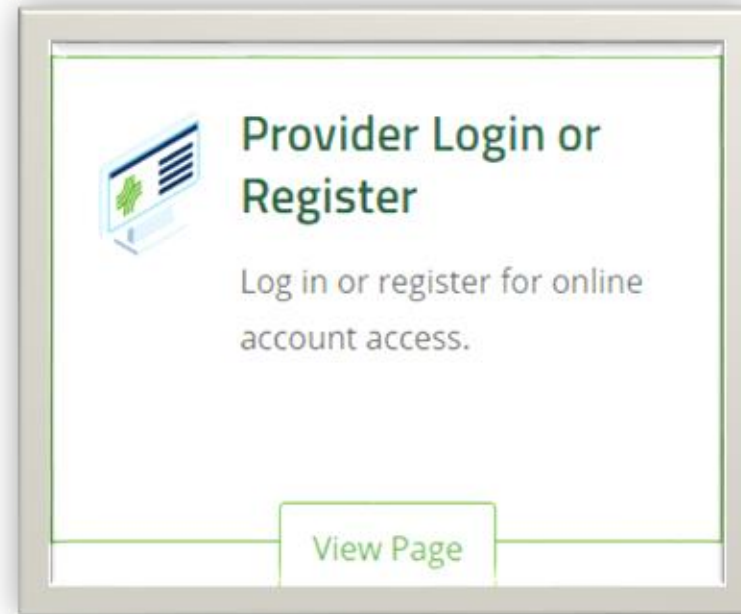


# MedCost Website – Online Tools – Secure Portal

Under the Provider options - you can select from the following to obtain useful information:

- Claims Repricing Inquiry
- Reference Guides
- Physician Claim Activity Report
- Facility Claim Activity Report
- Fee Allowables and Requests
- Provider Roster Function

[www.MedCost.com](http://www.MedCost.com)

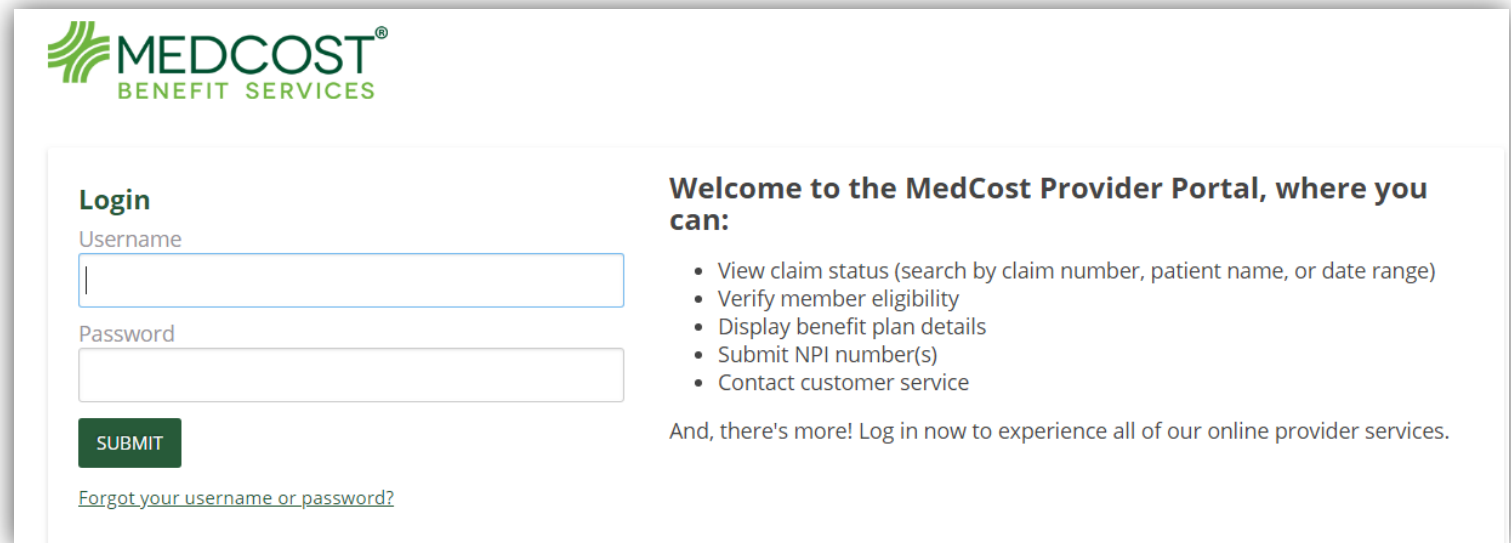


# MedCost Website – Online Tools – Secure Portal

## MedCost Benefit Services - TPA

Under MedCost Benefit Services, you can select from the following to obtain useful information:

- View claim status (search by claim number, patient name or date range)
- View member eligibility
- Display benefit plan details
- Submit NPI numbers
- Contact customer service



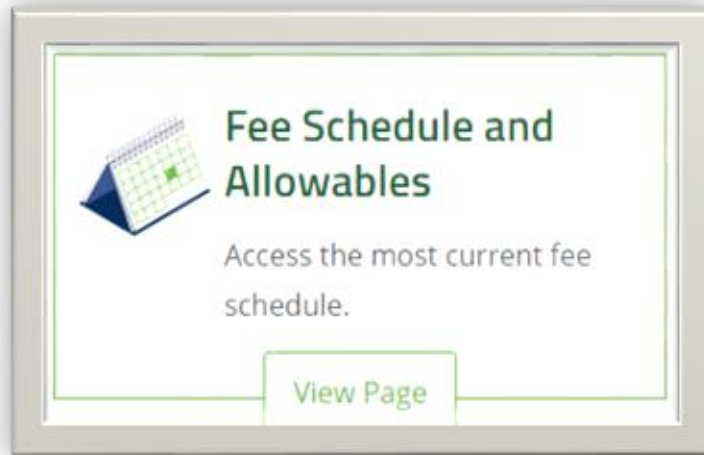
The screenshot shows the MedCost Benefit Services logo at the top left. Below it is a login section with the heading "Login". There are two input fields: "Username" and "Password". Below the password field is a green "SUBMIT" button. A link for "Forgot your username or password?" is located below the submit button. To the right of the login section is a welcome message: "Welcome to the MedCost Provider Portal, where you can:" followed by a bulleted list of services: "View claim status (search by claim number, patient name, or date range)", "Verify member eligibility", "Display benefit plan details", "Submit NPI number(s)", and "Contact customer service". Below the list is the text: "And, there's more! Log in now to experience all of our online provider services."

[www.MedCost.com](http://www.MedCost.com)

# MedCost Website – Fee Schedule – Secure Portal

## Access Updated Fee Schedules

Through a secure [Provider portal](#), provider administrators and staff have access to updated fee schedules to ensure you have the latest information on allowables and know what to expect for reimbursement. MedCost updates the fee schedule for new codes during the first quarter of each year.



[www.MedCost.com](http://www.MedCost.com)



# MedCost Website – Precertification/Eligibility & Benefits

## Precertification

- ▶ Submit and manage your practices precertification requests electronically.
- ▶ Only available for members listing MedCost for certification on the back of their ID card.

Log In

Register

## Eligibility and Benefits

Check patient eligibility and see patient co-pay, deductible and coinsurance amounts in one of two ways:

- 1 Check patient eligibility for MedCost administered plans through our [secure provider website](#).  
*Only available for members with MedCost listed as payer on the back of their ID card.*

Log In

Register

- 2 Contact the payer partners listed on the back of the member ID card. MedCost extends its provider network product to our [payer partners](#) who can provide eligibility information for their members.

# MedCost Website – Claims Payment & Reimbursement

## Claims Payment and Reimbursement

The payer handles all claims payments. Manage your practice's receipt of payments in one of two ways:

- 1 For member ID cards listing MedCost as the payer, providers can check payment status through our [secure provider website](#).

Log In

Register

- 2 MedCost extends its provider network product to our [payer partners](#), and they provide payment status.

MedCost has established relationships with more than 70 payer partners that lease our provider network. Most of these payer partners offer online claim status or eligibility. To identify the payer, you will need to consult the member ID card. If MedCost is the payer, you can access claim payment status with [this link](#).

## MedCost Payer Partners

For all other payer partners, use the links below to access the login page.

If you have any additional questions regarding our payer partners, please call our Customer Service Contact Center at 1-800-824-7406.

[ACS Benefit Services, LLC](#)



[Allied Benefit Systems](#)



[AmeriBen/IEC Group](#)



[Aultcare](#)



# Verification Of Benefits

- Request for verification of benefits should be directed to the claim administrator as indicated on the member's ID card. MedCost does not maintain member level eligibility.
- Plan design will vary by each individual employer group.
- Ensure you check benefits so that you may collect appropriate co-payment or co-insurance amounts at the time of service.
- Provider may collect co-insurance amounts based on actual charge.

[www.MedCost.com](http://www.MedCost.com)



# Relevant Updates

**MedCost Benefit Services TPA system transition for more effective and efficient claims processing.**

# Questions?

## **Customer Service Contact Center**

1-800-824-7406

Monday - Friday, 8:30 a.m. to 5:00 p.m.

Visit our website at [www.MedCost.com](http://www.MedCost.com)

# Thank You For Participating!