

INTRODUCING A NEW APPROACH TO PROVIDER SERVICES

Over the past 5 years, MHN Professional Relations has introduced electronic tools on the Provider Portal allowing practitioners and group administrators to get information about the contracts and credentialing at any time.

In addition to obtaining information about members and claims, providers can take advantage of these electronic tools available on the Provider Portal:

- Obtain their 6 digit MHN Provider Identification (PIN)
- Monitor Credentialing Status
- Check their Fee Schedule
- Submit Demographic Changes
- Submit an online "Contact Us" form to send an email
- Use the Secure Messaging function to send and receive confidential messages

Introducing Our New Phone System

Beginning in October 2010, providers will also be able to obtain information electronically through our phone system. Practitioners will be given information for the majority of their inquiries through the implementation of an Interactive Voice Response, or IVR, system. The system can be accessed at any time by selecting "Provider Services" after dialing the 800#.

In addition to directing providers to the appropriate electronic tool on the Portal, the IVR system will provide credentialing status for new applicants, and advise network participants of their next credentialing due date. Practitioners who are unable to obtain information via the electronic system will be asked to submit an online "Contact Us" form for all issues that can be resolved within 3 business days. Urgent inquiries regarding member care will continue to be directed to an Intake Representative 24 hours a day, 7 days a week.

Response from Professional Relations Representatives

Professional Relations Representatives will continue to work specific contracts and regions, or may be assigned to a specific issue, such as Provider Portal Support. Using the information submitted on the "Contact Us" form, the assigned representative will research the inquiry and respond electronically within 3 business days. Many inquiries that cannot be resolved using the electronic tools on the Portal or IVR system require collaboration between departments; therefore it is important that when you submit your inquiry you include all relevant information and prior contacts at MHN to ensure that our representatives have sufficient information to provide a response within 3 business days.