



# TRIHEALTH

## Payer Guide and Policies Manual

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

Volume 4, Number 3, January 2016

**TriHealth, Inc.**  
**619 Oak Street**  
**Cincinnati, OH 45206**  
**513-569-6303**



# Payer Guide and Policies Manual

## Table of Contents

- I. A Message from the Vice President of Managed Care**
- II. Managed Care Department News, Issues, and Timeline**
- III. Key Contacts**
  - Managed Care Contracting**
  - Patient Accounting**
  - Non-Hospital Physician Credentialing**
- IV. Attachments**
  - Attachment A – TriHealth Entities**
  - Attachment B – TriHealth Employed Physician**
  - Attachment C – Hospital Based Physicians**
  - Attachment D – Identification Cards**
  - Attachment E – Audit Policy**

*Happy New Year Greetings!*

The Managed Care Department wishes you, your families and your colleagues a happy and healthy new year. As 2016 begins we continue to be grateful for the opportunity to work with so many talented and dedicated folks on the health plan side that make it possible for TriHealth to fulfill its mission to improve the health status of the people we serve. We thank each of you and your organizations for all you do to support our efforts. Our collective work is hard, frustrating, challenging and complex and we don't always meet each other's expectations every time. But at the end of the day we hope you feel the same satisfaction we do in working together to bring world-class healthcare to the greater Cincinnati area.

Our *Payer Guide and Policies Manual* is published for you and contains important information related to TriHealth's key contacts, entities, employed and hospital based physicians, as well as a timeline of activities since our last publication.

Please keep in mind that this publication is a GUIDE, and as such is intended to be an overview of TriHealth as an organization. According to contractual requirements you have been notified of any material changes herein. Several sections of the *Payer Guide and Policies Manual* are snapshots of ever changing information. Please feel free to contact our department for up-to-date information.

On behalf of Ed Baga, Brian Blank, Kathy Mueller, Lori Osborne, Aaron Senich and Ed Thomas, we wish you all the best. Until our next publication...

*John Sunde*

### **Managed Care Audit Policy Update**

TriHealth executive management recently approved modifications to the Managed Care Department's Medical Record Audit Policy.

Our former policy denied medical records requests for HEDIS or Risk Adjustment data. The revised policy permits payers and/or their third party to request remote access to a limited number of medical records for HEDIS/Risk Adjustment data collection; business associate agreements must accompany each request.

TriHealth will continue to make medical records available for on-site review of approved DRG and/or Hospital Bill audit requests. Please see our Audit Policy for more information

### **CPCi Project Update**

As a result of the Affordable Care Act the Center for Medicare and Medicaid (CMS) launched the Comprehensive Primary Care (CPC) Initiative, a four-year multi-payer model that was charged to reduce expenditures while preserving or enhancing the quality of care furnished to individuals.

CPCi collaborated with commercial and state health insurance plans in seven U.S. regions and paid population-based care management fees with shared savings opportunities to participating primary care practices. Across the country seven communities were selected

#### **TriHealth primary care practices participating in CPCi:**

- Bethesda Family Practice
- GH Clifton
- GH Finneytown
- GH Kenwood
- GH Springdale
- First Health Mariemont
- First Health Mason
- First Health Loveland
- Moreira & Robles Internal Medicine Associates of Montgomery
- Bethesda Group Practice, Milford
- Deerfield Family Practice
- Bethesda Group Practice, Arrow Springs
- Physician Associations of Good Samaritan Hospital, Northwest
- West Chester Medical Group
- White Oak Family Practice
- Western Family Practice
- THQ Hyde Park
- THQ Madeira
- THQ Western Hills
- THQ Western Ridge

The Managed Care Department at TriHealth coordinated the CPCi contracts with CMS and participating contracted payers. CPCi is expected to expire in December 2016 however the payment and practice models have been instituted throughout our primary care practices via pay for performance

**General News**

**MARCH 2014**

- TriHealth and Select Medical formed TriHealth Rehabilitation Hospital in Evanston. We have notified our contracted payers of important information related to this partnership.

**APRIL 2014**

- TriHealth opened a Pulmonary Medicine office at 7697 Beechmont Avenue

**MAY 2014**

- TriHealth Priority Care opened in Anderson Township at 7991 Beechmont Avenue.

**JULY 2014**

- TriState Orthopedics, its physicians and staff joined TriHealth Orthopedic and Spine Institute.

**AUGUST 2014**

- SeniorLink (PACE) program ceased operations.

**SEPTEMBER 2014**

- Tamara Ward, Manager of Managed Care Contracting, came to us from United Healthcare bringing with her invaluable experience from the payer's perspective. Tam conducts physician and facility contracting activities.
- Lori Osborne, formerly from Humana, joined the Managed Care Department as Manager of Managed Care Operations. Like Tam, Lori provides us with a rich background from the payer's perspective. She chairs the Managed Care Operations Committee, facilitates communication with other TriHealth departments, and provides contracting activities with selected payers.
- The Blue Ash location of the Bethesda Hospital Alcohol and Drug Treatment program moved to 4410 Carver Woods Drive.
- Group Health opened an office at 8040 Princeton-Glendale Road in West Chester and closed the location at 55 Progress Place.

**OCTOBER 2014**

- Bethel Family Practice (Clermont County) and Georgetown Family Practice (Brown County), the physicians, and staff of both practices joined TriHealth.

**DECEMBER 2014**

- Aaron Senich joined TriHealth's as Senior Analyst for the TPHO and Managed Care Department. Aaron came to us from The Christ Hospital.

**JANUARY 2015**

- Brian Blank was promoted to Manager of Managed Care Data and Analytics.

**SECTION 2**  
***Managed Care Department***  
***News, Issues, Timeline***

- TriHealth and McCullough Hyde Memorial Hospital completed affiliation agreement. TriHealth Managed Care Department has notified our contracted payers regarding important information related to this new affiliation.

**APRIL 2015**

- Good Samaritan Hospital at Western Ridge began offering MRI services and continues to offer CT, X-ray, Ultrasound, DEXA scans, PET/CT scans and mammography.

**MAY 2015**

- Tom Boggs began his tenure as CEO of Healthcare Solutions Network (HSN).

**JUNE 2015**

- Hospice of Cincinnati opened an inpatient care center at Twin Towers Senior Living Community in College Hill replacing the Western Hills location at the former Mercy Hospital on Queen City Avenue.
- Seven Hills Anesthesia (SHA) formalized an agreement with TriHealth to provide comprehensive anesthesia services at these TriHealth locations:
  - ~ Bethesda Butler Hospital
  - ~ Bethesda North Hospital
  - ~ Bethesda Surgery Center
  - ~ Good Samaritan Hospital
  - ~ Minimally Invasive Surgery Center at Bethesda North
  - ~ TriHealth Surgery Center West
  - ~ TriHealth Hand Surgery Center

**DECEMBER 2015**

- John Prout announced his retirement; Mark Clement became president and CEO.
- Gail Donovan joined TriHealth as executive vice president and chief operating officer (COO).
- Tamara Ward decided on her own to pursue career opportunities outside of TriHealth.

**JANUARY 2016**

- Effective January 4 Jim Hauschildt was appointed as President of Good Samaritan College of Nursing and Health Science.
- TriHealth Oncology Institute will begin seeing patients at 8240 Northcreek Road, Suite 1100 and TriHealth Heart Institute will begin seeing patients at 8240 Northcreek Road, Suite 2300.
- TriHealth and Dearborn County Hospital finalized an agreement that will help expand and enhance patient care in hospital's surrounding community.

- Effective January some physician practices will move to THG, LLC  
Tax ID 20-2305158. Contracted payers have been notified.

**Group Health, LLC**

dba TriHealth Digestive Diseases Institute

dba TriHealth Heart Institute

dba TriHealth H Hospitalists, Inpatient Institute, Infectious Diseases, Pulmonary, Sleep  
Medicine, Palliative Care

dba TriHealth Oncology Institute

dba TriHealth Orthopedic & Spine Institute

dba TriHealth Physician Institute (Specialists and Faculty Medical Center)

dba TriHealth Physician Practices

dba TriHealth Surgical Institute

dba TriHealth Women's Institute

dba TriHealth Priority Care

**MISCELLANEOUS news**

**Parking in the June Street Garage is no longer available to VISITORS.**

You may park in the surface lot on the Corner of Oak and May streets. Enter this lot via May Street or at the surface lot adjacent to Hope Lodge on Reading Road. Enter this lot through the open-gated entry on Reading Road

- For your safety and convenience, you may call 569-6166 for security personnel to give you a ride from your car in a surface lot to the front entrance
- Enter at the building through the main doors on the ground level and turn right.
- Please take the WEST elevators to Level 1. Our offices are immediately to the left of the elevators.
- Use of any tobacco related product is prohibited on all TriHealth campuses including buildings, parking lots, garages, and grounds. There are no designated smoking areas.
- Weapons are prohibited on all TriHealth campuses.

For your convenience, you will find these services available to all Bethesda Oak campus visitors:

- Ground Floor: Cafeteria, ATM, Corporate Security
- First Floor: Bethesda Gift Shop, Apothecary, GE Credit Union, Managed Care Department

<b>TriHealth Hospital and Physician Contacts</b>		
<b>Managed Care Contracting</b>	John Sunde, Vice President, Managed Care	513-569-5122
	Kathy Mueller, Administrative Assistant	513-569-6303
	Ed Baga, Director, Managed Care	513-569-6018
	Ed Thomas, Manager, Managed Care Contracting	513-569-5138
	Lori Osborne, Manager, Managed Care Operations	513-569-6312
	Brian Blank, Manager, Managed Care Data Analytics	513-569-5059
	Aaron Senich, Sr. Data Analyst	513-569-6409
<b>Patient Accounting</b>	Bryan Martin, Director, Patient Accounting	513-569-6518
	Jennifer Kissee, Manager, Denials and Appeals	513-569-6750
	Diane Smallwood, Manager, Government Claims	513-569-6763
	Connie Rouse, Manager, Commercial Claims	513-569-6480
<b>Non-Hospital Credentialing</b>	Ginger Wolfzorn	513-246-7796
	Lisa Konerman	513- 853-4684
	Kady Lambert (TriHealth Q, LLC)	513-246-8039
	Laura Matthews	513-853-4731
	Heather Watt	513-853-4721
	Angela Lee	513-853-4722
	Pat Berling	513-246-7914



Bethesda Hospital, Inc. Alcohol/Drug, and Rehabilitative Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Bethesda Alcohol and Drug Treatment Program-Oak	Outpatient alcohol and substance abuse services and programs including assessment; medication assisted program; ambulatory detox; morning and evening intensive outpatient services; counselor led and volunteer led continuing care.	619 Oak Street 4 West Cincinnati OH 45206 513-569-6116	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Alcohol and Drug Treatment Program-Blue Ash	Outpatient alcohol and substance abuse services and programs including assessment; morning and evening intensive outpatient services; counselor led and volunteer led continuing care.	4410 Carver Woods Dr #206 Cincinnati OH 45242 513-489-6011	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Arrow Springs Physical Therapy	Outpatient physical therapy.	100 Arrow Springs Blvd Lebanon, OH 45036 513-282-7150	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Hand Rehabilitation at Oak	Outpatient occupational therapy for upper extremities.	538 Oak Street Ste 300 Cincinnati, OH 45219 513-569-6699	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Hand Rehabilitation at Arrow Springs	Outpatient occupational therapy for upper extremities.	100 Arrow Springs Blvd Ste 1000 Lebanon, OH 45036 513-282-7150	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Hand Rehabilitation at Montgomery	Outpatient occupational therapy for upper extremities.	10700 Montgomery Rd Ste 130 Cincinnati, OH 45242 513-247-0224	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Butler County Physical Therapy	Outpatient physical therapy.	3035 Hamilton-Mason Rd Hamilton, OH 45011 513-893-8370	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Eastgate Physical Therapy CLOSED 2014	Outpatient physical therapy.	4452 Eastgate Blvd, Ste 201 Cincinnati, OH 45245 513-752-3694	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Loveland Physical Therapy	Outpatient physical therapy.	10675 Loveland-Madeira Rd Loveland, OH 45140 513-583-8403	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117

<b>Bethesda Hospital, Inc.</b> Alcohol/Drug, and Rehabilitative Services	<b>Description</b>	<b>Address and Phone</b>	<b>Tax ID</b>	<b>Bill Type</b>	<b>NPI</b>	<b>Claims Remit</b>
Bethesda Physical Therapy at Mason	Outpatient physical therapy; aquatic therapy.	6020 Mason-Montgomery Mason, OH 45040 513-204-6490	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Physical Therapy at the Pavilion	Outpatient physical therapy and rehabilitation, integrative medicine; cardiac and pulmonary rehabilitation; aquatic therapy; driving program dysphagia services, wheelchair evaluation.	6200 Pfeiffer Rd Suite 370 Cincinnati, OH 45242 513-985-6750	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
<b>Bethesda Hospital, Inc.</b> ER, Accute Care, Outpatient, Imaging, and Ambulatory Surgery Services	<b>Description</b>	<b>Address and Phone</b>	<b>Tax ID</b>	<b>Bill Type</b>	<b>NPI</b>	<b>Claims Remit</b>
Bethesda Medical Center at Arrow Springs	24/7 ER department, cardiology, radiology and diagnostics imaging, infusion therapy, laboratory, outpatient physical therapy, pharmacy, primary & specialty care physicians pelvic pain/urinary incontinence Program.	100 Arrow Springs Dr Lebanon, OH 45036 513-282-7200	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Hospital Butler County	24/7 ER services; outpatient diagnostics including Imaging (CT, Dexa, EEG, MRI, Mammography, Nuclear Medicine, Radiology, Ultrasound, Echocardiography) Cardiac Testing (stress echo testing, EKG, Holter monitoring) In-Patient hysical therapy, endoscopy, surgery, sleep center, audiology, laboratory.	3125 Hamilton-Mason Rd Hamilton, OH 45011 513-894-8888	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda North Hospital	524 bed acute care, trauma-level 3, outpatient and tertiary care facility; breast care; drug/substance abuse treatment; infusion services; injury prevention programs; lung nodule program; maternity, delivery, newborn nursery; paliative and hospice care; patient education; radiation services; full service out-patient rehabilitation services; sleep centers; surgery, robotic assisted surgeries; wellness and fitness; wound healing.	10500 Montgomery Rd Cincinnati OH 45242 513-865-1111	31-0537122	UB	1396714663 (acute) 1770552002 (rehab)	PO Box 633571 Cincinnati OH 45263-3571 513-569-6117

Bethesda Hospital, Inc. ER, Accute Care, Outpatient, Imaging, and Ambulatory Surgery Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Bethesda North Outpatient Imaging	Digital mammography; breast ultrasound; bone density/dexascan; stereotactic biopsy; general ultrasound; CT; MRI; X-rays; lung nodule program; pulmonary hypertention program.	10494 Montgomery Rd Cincinnati, OH 45242 513-865-1188	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Surgery Center	Outpatient ambulatory surgery (vascular, general, orthopedic, podiatric, genecological) and pain management.	10615 Montgomery Rd Ste 300 Cincinnati, OH 45242 513-346-6900	31-0537122	UB	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda North Ambulatory Surgery Center (NASC)	Outpatient services: General sugery, bariatric surgery, cardiac surgery, colorectal surgery, orthopedic surgery, gynecology surgery	10506 Montgomery Rd Ste 100 Cincinnati, OH 45242 513-865-5120	31-0537122	UB	1396714663	PO Box 633651 Cincinnati, OH 45263-3651 513-569-6117
Bethesda Hospital, Inc. Fertility Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Bethesda Center for Reproductive Health and Fertility	Reproductive Health	10506 Montgomery Rd Ste 303 Cincinnati, OH 45242 513-865-5120	31-0537122	UB and 1500	1487613238	PO Box 633651 Cincinnati, OH 45263-3651 513-569-6117
Bethesda Hospital, Inc. Hospice Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Hospice of Cincinnati	IP 16-Bed unit hospice care.	1010 Eaton Ave Hamilton, OH 45013 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	IP 35-Bed unit hospice care.	4310 Cooper Rd, 1st Fl Cincinnati, OH 45242 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	IP 16-Bed unit hospice care.	7691 Five Mile Rd, 1st Fl Cincinnati, OH 45230 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	IP 14-Bed unit hospice care.	<b>Twin Towers Health Pavilion, 2nd Floor 5343 Hamilton Ave Cincinnati, OH 45224 513-891-7700</b>	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700

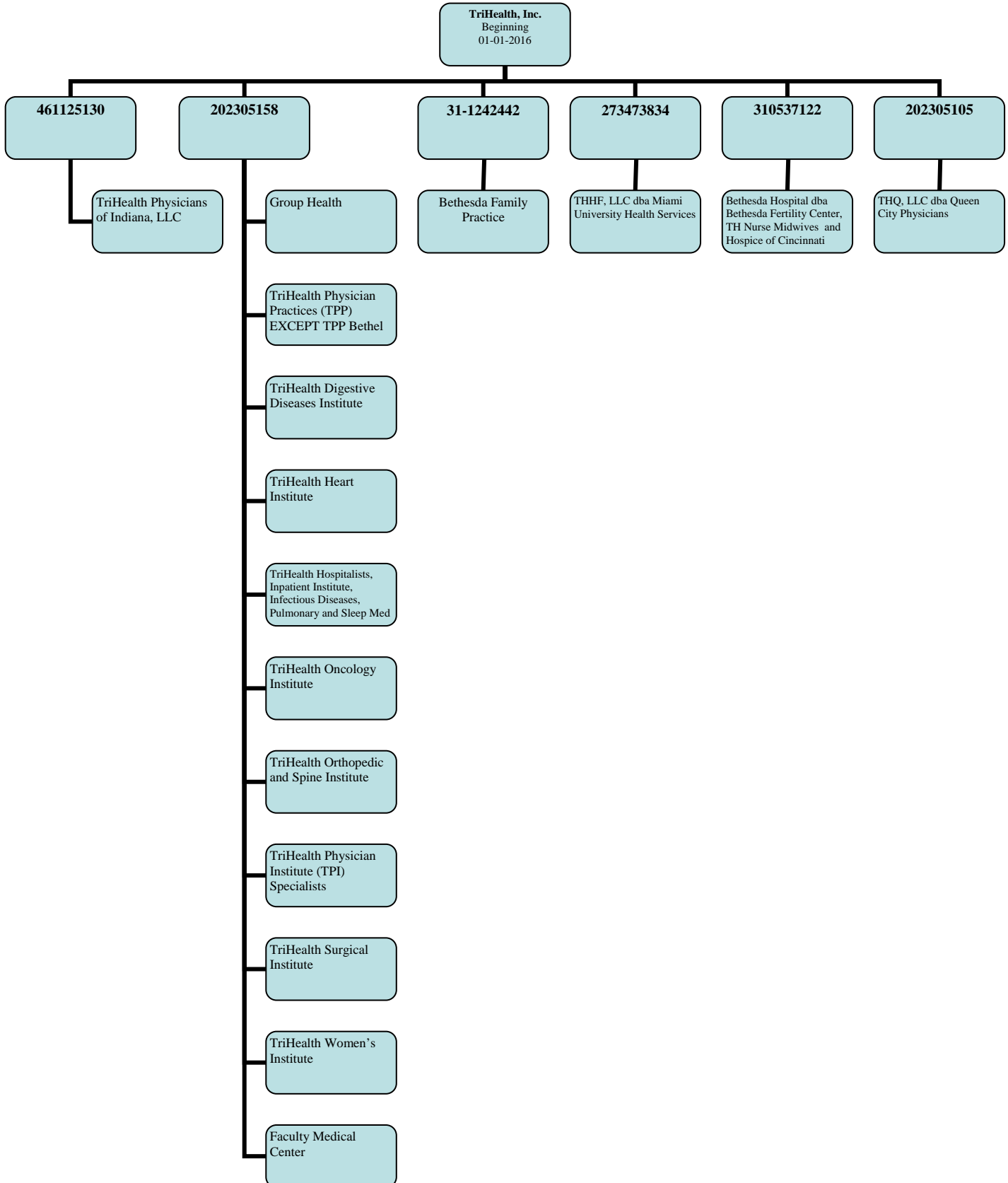
Bethesda Hospital, Inc. Hospice Services (con't)	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Hospice of Cincinnati	Home hospice care.	4310 Cooper Rd Cincinnati, OH 45242 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	Home hospice care.	3860 Race Rd, Ste 202 Cincinnati, OH 45211 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	Home hospice care.	1010 Eaton Ave Hamilton, OH 45013 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Hospice of Cincinnati	Home hospice care.	7691 Five Mile Rd, Suite 103 Cincinnati, OH 45230 513-891-7700	31-0537122	UB	1598740011	PO Box 633662 Cincinnati, OH 45263-3662 513-891-7700
Good Samaritan Hospital of Cincinnati, Inc. All Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Good Samaritan Hospital	Acute, outpatient, and tertiary care; diabetes education; inpatient adult and geriatric psychiatry; inpatient adult orthopedic rehabilitation; maternity, newborn nursery, and newborn intensive care nursery; pediatric developmental therapy program, laboratory; comprehensive imaging; orthopedic center of excellence; weight management; pharmacy; robotic assisted surgery; wound healing center; Women's Center for Specialized Care; skin cancer center, balance, vestibular & fall reduction rehab, driving program, dysphagia services, wheelchair evaluation, PROS Physical Rehabilitation Outpatient Services).	375 Dixmyth Ave Cincinnati, OH 45220 513-862-1400	31-0537486	UB	1508835828 (acute) 1245209576 (psych) 1396714085 (rehab)	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117
Good Samaritan Outpatient Center - Glenway	Comprehensive outpatient diagnostic services - MRI, mammography, ultrasound, pulmonary function testing, Dexa scan, radiology, EKG, laboratory, EKG, X-ray; physical therapy; sleep center; pre-admission testing.	6350 Glenway Ave Cincinnati, OH 45211 513-862-6777	31-0537486	UB	1508835828	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117

<b>Good Samaritan Hospital of Cincinnati, Inc All Services (con't)</b>	<b>Description</b>	<b>Address and Phone</b>	<b>Tax ID</b>	<b>Bill Type</b>	<b>NPI</b>	<b>Claims Remit</b>
TriHealth Anderson	Comprehensive outpatient diagnostic services (CT, DEXA, mammography, MRI, Pulmonary Function Testing, radiology, ultrasound), cardiac and vascular testing, Infusion, outpatient lab, and specialist physician offices.	7777 Beechmont Ave Cincinnati, OH 45255 513-346-1000	31-0537486	UB	1508835828	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117
Good Samaritan Physical Therapy at Union Center	Physical therapy, aquatic therapy.	8748 Union Center Blvd West Chester, OH 45069 513-862-5790	31-0537486	UB	1508835828	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117
Good Samaritan Hospital at Western Ridge	24/7 ER services; comprehensive outpatient diagnostic services (CT, DEXA, nuclear medicine, ultrasound, X-ray); pulmonary function testing, cardiac Holter monitoring, echocardiography testing, EKG, stress testing, vascular studies, outpatient lab services; nurse midwives; physician offices.	6949 Good Samaritan Dr Cincinnati, OH 45247 513-246-9800	31-0537486	UB	1508835828	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117
Good Samaritan Imaging Westbourne	MRI services	3285 Westbourne Dr, Suite 2 Cincinnati, OH 45248 513-451-7500	31-0537486	UB	1508835828	PO Box 633580 Cincinnati, OH 45263-3580 513-569-6117
<b>McCullough-Hyde Memorial Hospital All Services</b>	<b>Description</b>	<b>Address and Phone</b>	<b>Tax ID</b>	<b>Bill Type</b>	<b>NPI</b>	<b>Claims Remit</b>
McCullough-Hyde Memorial Hospital	Acute Care hospital	110 N. Poplar St Oxford, OH 45056	31-0650283	UB and 1500	1245216183	PO BOX 638791 Cincinnati, OH 45263-8791
dba Ross Urgent Care Plus	Urgent Care Center	2449 Ross-Milleville Rd Hamilton, OH 45013	31-0650283	UB and 1500	1245216183	PO BOX 638791 Cincinnati, OH 45263-8791
<b>TriHealth Hospital, Inc All Services</b>	<b>Description</b>	<b>Address and Phone</b>	<b>Tax ID</b>	<b>Bill Type</b>	<b>NPI</b>	<b>Claims Remit</b>
TriHealth Evendale Hospital	Outpatient/Inpatient general & speciality surgeries: gynecology, gastroenterology, orthopedic, ophthalmology, otolaryngology, podiatry, plastic surgery; MRI, CT, general & vascular ultrasound, radiology/flourosocopy; pain management.	3155 Glendale Milford Rd Cincinnati, OH 45241 513-454-2222	46-1393755	UB	1053655738	PO Box 637986 Cincinnati, OH 45263-7986 513-247-8813
TriHealth Evendale West Surgery Center	Outpatient procedures including gastroenterology, general surgery, gynecology, orthopedics, otolaryngology, podiatry; laboratory services.	3660 Edgewood Dr Cincinnati, OH 45211 513-591-6200	46-1393755	UB	1053655738	PO Box 637986 Cincinnati, OH 45263-7986 513-247-8813

TriHealth Hospital, Inc All Services (Con't)	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
TriHealth Hand Surgery Center	Casts; splints; cortisone injections; medication with analgesics and/or antibiotics; full surgical procedures; arthroscopy and microvascular surgery.	538 Oak Street, Suite 100 Cincinnati, OH 45219 513-961-7740	46-1393755	UB	1053655738	PO Box 637986 Cincinnati, OH 45263-7986 513-247-8813
TriHealth Endoscopy Center - North	Outpatient endoscopy center.	10600 Montgomery Rd Suite 101 Cincinnati, OH 45242 513-794-5680	46-1393755	UB	1053655738	PO Box 637986 Cincinnati, OH 45263-7986 513-247-8813
Laboratory Services	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Bethesda Oak Laboratory	REFERENCE LAB	619 Oak Street Cincinnati, OH 45206 513-569-6344	31-0537122	UB	1720048143	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda North Hospital Laboratory Services	Specimen collection site located in Bethesda North Outpatient Imaging Building	10494 Montgomery Rd Cincinnati, OH 45242 513-865-1188	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Medical Center at Arrow Springs	Specimen collection site.	100 Arrow Springs Blvd Lebanon, OH 45036 513-282-7130	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Care Butler County	Specimen collection (appointments preferred) GTT not available at this site.	8500 Berk Blvd Hamilton, OH 45015 513-874-3990	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Care Norwood	Specimen collection (appointments preferred) GTT not available at this site.	4592 Montgomery Rd Cincinnati, OH 45212 513-731-3399	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Care Eastgate	Specimen collection site (by appointment only) GTT not available at this site.	4452 Eastgate Blvd, Ste 101 Cincinnati, OH 45245 513-891-7700	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Care Sharonville	Specimen collection site (by appointment only) GTT not available at this site.	3801 Hauck Rd Cincinnati, OH 45241 513-563-1505	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
Bethesda Care Queensgate	Specimen collection site (by appointment only) GTT not available at this site.	1150 W. Eighth St, Ste 120 Cincinnati, OH 45203 513-241-4135	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117

Laboratory Services (Con't)	Description	Address and Phone	Tax ID	Bill Type	NPI	Claims Remit
Bethesda North Cardiac Testing at Cardiology Center of Cincinnati	Specimen collection.	10525 Montgomery Rd Cincinnati, OH 45242 513-246-4083	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
TriHealth Laboratory Services - Cornell Crossing	Specimen collection.	11025 Montgomery Rd Cincinnati, OH 45249 513-246-8616	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
TriHealth Laboratory Services - Montgomery Road	Specimen collection	10495 Montgomery Rd Ste 21 Cincinnati, OH 45242 513-791-5639	31-0537122	UB and 1500	1396714663	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117
TriHealth Laboratory Services - Springfield Pike	Specimen collection.	10196 Springfield Pike Cincinnati, OH 45215 513-771-2593	31-0537122	UB and 1500	1396714633	PO Box 633571 Cincinnati, OH 45263-3571 513-569-6117

**TriHealth Employed Physicians**





**TriHealth Employed Physicians  
Physician Group Key  
01/01/2016**

**Group Health Tax ID 202305158**

- Group Health
- Faculty Medical Center
- TriHealth Digestive Diseases Institute
- TriHealth Hospitalists, Pulmonary and Infectious Diseases
- TriHealth Heart Institute
- TriHealth Inpatient Institute (Pulmonary, Sleep, Palliative Care)
- TriHealth Oncology Institute
- TriHealth Orthopedic and Spine Institute
- TriHealth Physician Institute
- TriHealth Physician Practices (TPP)
- TriHealth Surgical Institute
- TriHealth Women's Institute
- TriHealth Priority Care

**Tax ID 31-1242442**

- Bethesda Family Practice

**Tax ID 310537122**

Bethesda Hospital dba

- The Bethesda Center for Reproductive Health & Fertility
- Hospice of Cincinnati (physicians)
- TriHealth Nurse Midwives

**Tax ID 461125130**

TriHealth Physicians of Indiana, Inc., dba TriHealth Physicians of Indiana, P.C.

**Tax ID 202305105**

TriHealth Q, LLC dba Queen City

**Tax ID 273473834**

TriHealth HF, LLC dba Miami University Health Services

**Hospital Based Physicians**

*Bethesda Hospital*

*ANESTHESIA - New*

Group Name	Seven Hills Anesthesia <i>Tax ID 46-3521076</i>
Contact	A. Jay Murdoch
Address	1241 Shawhan Road Morrow, OH 45152
Phone	Office: 513-865-5204 fax 513-672-0212
Cell	513-543-7640
Email	<a href="mailto:shabusmgr@gmail.com">shabusmgr@gmail.com</a>

*EMERGENCY MEDICINE*

Group Name	Qualified Emergency Specialists, Inc <i>Tax ID 31-1116049</i>
Contact	Kurt L. Killen, Practice Manager
Address	10506 Montgomery Road, Suite 209 Cincinnati, OH 45242
Phone	513-865-9040 or 816-810-9633
Email	<a href="mailto:kurt.killen@intermedix.com">kurt.killen@intermedix.com</a>

*PATHOLOGY*

Group Name	Southern Ohio Pathology Consultants, Inc <i>Tax ID 31-1389035</i>
Contact	Jennifer Taylor
Address	2000 Spring Road, Suite 200 Oak Brook, IL 60523
Phone	630-472-8800
Email	<a href="mailto:admin@sopath.com">admin@sopath.com</a>

*RADIOLOGY*

Group Name	Northeast Radiology <i>Tax ID 31-0795117</i>
Contact	Susan Weinberg, MD (Regina Eaton, Admin)
Address	Bethesda North Hospital 10500 Montgomery Road Cincinnati, OH 45242
Phone	513-865-1114 fax 513-865-1328
Email	<a href="mailto:Regina_Eaton@trihealth.com">Regina_Eaton@trihealth.com</a>

**Hospital Based Physicians**

*Bethesda Butler Hospital*

*ANESTHESIA-New*

Group Name	Seven Hills Anesthesia <i>Tax ID 46-3521076</i>
Contact	A. Jay Murdoch
Address	1241 Shawhan Road Morrow, OH 45152
Phone	Office: 513-865-5204 fax 513-672-0212
Cell	513-543-7640
Email	<a href="mailto:shabusmgr@gmail.com">shabusmgr@gmail.com</a>

*EMERGENCY MEDICINE*

Group Name	Qualified Emergency Specialists <i>Tax ID 31-1116049</i>
Contact	Kurt Killen, Practice Manager
Address	10506 Montgomery Road, Suite 209 Cincinnati, OH 45242
Phone	513-865-9040 or 816-810-9633
Email	<a href="mailto:Kurt.killen@intermedix.com">Kurt.killen@intermedix.com</a>

*PATHOLOGY*

Group Name	Southern Ohio Pathology Consultants, Inc <i>Tax ID 31-1389035</i>
Contact	Jennifer Taylor
Address	2000 Spring Road, Suite 200 Oak Brook, IL 60523
Phone	630-472-8800
Email	<a href="mailto:admin@sopath.com">admin@sopath.com</a>

*RADIOLOGY*

<b>Group 1</b>	Northeast Radiology <i>Tax ID 31-0795117</i>
Contact	Susan Weinberg, MD (Regina Eaton, Admin)
Address	Bethesda North Hospital 10500 Montgomery Road Cincinnati, OH 45242
Phone	513-865-1114 (513-865-1328)
Email	<a href="mailto:Regina_Eaton@trihealth.com">Regina_Eaton@trihealth.com</a>
<b>Group 2</b>	Medical Xray, Inc <i>Tax ID 31-0736495</i>
Contact	Charles T McConnell Jr MD
Address	375 Dixmyth Avenue Cincinnati, OH 45220
Phone	513-862-2611 fax 513-862-3710
Email	<a href="mailto:webmccconnell@yahoo.com">webmccconnell@yahoo.com</a>

**Hospital Based Physicians**

*Good Samaritan Hospital*

*ANESTHESIA-New*

Group Name	Seven Hills Anesthesia <i>Tax ID 46-3521076</i>
Contact	A. Jay Murdoch
Address	1241 Shawhan Road Morrow, OH 45152
Phone	Office: 513-865-5204 fax 513-672-0212
Cell	513-543-7640
Email	<a href="mailto:shabusmgr@gmail.com">shabusmgr@gmail.com</a>

*EMERGENCY MEDICINE*

Group Name	Qualified Emergency Specialists <i>Tax ID 31-1116049</i>
Contact	Kurt Killen, Practice Manager
Address	10506 Montgomery Road, Suite 209 Cincinnati, OH 45242
Phone	513-865-9040 or 816-810-9633
Email	<a href="mailto:Kurt.killen@intermedix.com">Kurt.killen@intermedix.com</a>

*PATHOLOGY*

Group Name	Southern Ohio Pathology Consultants, Inc <i>Tax ID 31-1389035</i>
Contact	Jennifer Taylor
Address	2000 Spring Road, Suite 200 Oak Brook, IL 60523
Phone	630-472-8800
Email	<a href="mailto:admin@sopath.com">admin@sopath.com</a>

*RADIOLOGY*

Group Name	Medical Xray, Inc <i>Tax ID 31-0736495</i>
Contact	Charles T McConnell Jr MD
Address	375 Dixmyth Avenue Cincinnati, OH 45220
Phone	513-862-2611 fax 513-862-3710
Email	<a href="mailto:webmcconnell@yahoo.com">webmcconnell@yahoo.com</a>

**Hospital Based Physicians**

*TriHealth Evendale Hospital*

*ANESTHESIA- Main Campus*

Group Name	Anesthesia Associates of Cincinnati, Inc.
Contact	Tonya Mathieu
Address	2139 Auburn Avenue
	Cincinnati, OH 45219
Phone	513-585-2422
Email	<a href="mailto:Tonya.mathieu@thechristhospital.com">Tonya.mathieu@thechristhospital.com</a>

*ANESTHESIA – West Campus - New*

Group Name	Seven Hills Anesthesia <i>Tax ID 46-3521076</i>
Contact	A. Jay Murdoch
Address	1241 Shawhan Road
	Morrow, OH 45152
Phone	Office: 513-865-5204 fax 513-672-0212
Cell	513-543-7640
Email	<a href="mailto:shabusmgr@gmail.com">shabusmgr@gmail.com</a>

*PATHOLOGY*

Group Name	Southern Ohio Pathology Consultants, Inc <i>Tax ID 31-1389035</i>
Contact	Jennifer Taylor
Address	2000 Spring Road, Suite 200
	Oak Brook, IL 60523
Phone	630-472-8800
Email	<a href="mailto:admin@sopath.com">admin@sopath.com</a>

*RADIOLOGY*

Group Name	Medical X-Ray, Inc.
Contact	Charles McConnell, MD
Address	375 Dixmyth
	Cincinnati, OH 45220
Phone	513-862-2611 fax 513-862-3710
Email	<a href="mailto:webmccConnell@yahoo.com">webmccConnell@yahoo.com</a>

**Audit Policy**

**Audit Policy Statement:**

It is TriHealth's intent to fully cooperate with our Payer's requests to audit member/patient accounts that comply with contractual obligations and internal policies. When an audit is requested the following requirements must be met before the audit will be approved, scheduled, and conducted:

1. A written request to conduct an audit must be submitted to TriHealth's Managed Care Department. The request must contain (1) TriHealth Account Number (2) patient's name and date of birth, (3) dates of service, (4) name of the audit firm and the insurance carrier requesting the audit, (5) purpose of the audit. If full and complete information is not submitted the requester will receive an Audit Clarification Request Form that must be returned before we can approve the audit.
2. If the requesting company is a third party representative to the Payer, a valid Business Associate Agreement (BAA) between the insurance carrier and the requesting company must accompany the written request.
3. Full payment of all covered/allowed amounts (excluding member responsibility) is required prior to audit approval.
4. Audits will routinely be approved for the following unless the contract allows for other types of audits:
  - DRG Validation Audit (on patient account accounts, which by contract are paid by DRG).
  - Hospital Bill Audits (on patient accounts, which by contract are paid as a % of charge).
  - Other types of audit requests will be reviewed for contractual compliance and reasonableness being approved.
5. Hospital Bill Audits (HBA) and DRG validation reviews will be performed on-site Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. An audit fee of \$100.00 per chart must be paid prior to the exit conference (unless contract terms state otherwise).
6. DRG validation audit: Unilateral adjustments are not acceptable. If the auditor contends that an overpayment has been made, it must be addressed and resolved between both parties, before an adjustment can be made.
7. HBA audit: There will be an exit conference immediately following the audit. During the exit conference, the Payer's auditor and the TriHealth nurse auditor will collaborate to identify over/ under charges. The Payer agrees to pay for undercharges including ones not previously posted or billed. The over/ under charges will be netted out, with an aggregate total, if contractually allowed.
8. The following audits may be permitted if specifically allowed for in the contract and if the Payer had not approved pre-authorization or concurrent review:
  - Payment Levels (e.g., inpatient to observation).
  - Medical necessity.
9. Audits challenging the appropriateness of TriHealth charging policy will not be approved unless specifically allowed for in the contract. This includes the amount of the charge, medical appropriateness of the charge, and/or whether charges should be bundled.
10. All audits must be scheduled and conducted consistent with applicable State and/or Federal laws (e.g. ERISA), and/or contract terms.
11. Payer's auditor will make best efforts to reach agreement with TriHealth representatives on the audit findings. If agreement cannot be reached after the Provider Appeal process has been exhausted the Payer and TriHealth will meet to attempt to resolve the dispute. If such efforts are unsuccessful the Dispute Resolution process will be followed as described by contract.

**Audit Policy**

**Sample Audit Approval Letter**

00/01/2016

Company Name  
Audit Department  
Fax: 888-888-8888

Via Fax Only

Name of Payer:

Account Number	Patient Last Name	Patient First Name	DOB	Dates of Service
----------------	-------------------	--------------------	-----	------------------

To Whom It May Concern:

Your request to audit the medical record for the above-mentioned patient has been received in our office.

All audits must be scheduled and conducted consistent with applicable State and/or Federal laws (e.g. ERISA), and/or contract terms.

Your request is being approved for the following reason:

- Audit to ensure the service being billed was documented in the medical record as being provided to the patient.

*OR*

- DRG review to determine the accuracy of ICD-9 and/or DRG coding on the claim(s).

Please be advised that the medical record audit is being allowed, based on your reason for request. Audits are allowed only for the reason stated and approved in this letter. All audits are performed onsite at a TriHealth facility. Medical records are not released by mail or other means

Please contact the TriHealth nurse auditor to schedule the **hospital bill audit**, who may be reached by phone at (513) \_\_\_\_\_ or by email at \_\_\_\_\_.

*OR*

Please contact the TriHealth medical records department to schedule the **DRG review** by dialing (513) \_\_\_\_\_ or by email at \_\_\_\_\_.

This approval will remain valid until 45 days. If we have not been contacted to schedule the requested audit/review by that date, this approval will become void.

Thank you.  
Managed Care Department

**Audit Policy**

**Sample Audit Denial Letter**

00/01/2016

Company Name  
Audit Department  
Fax: 888-888-8888

Via Fax Only

Account Number	Patient Last Name	Patient First Name	DOB	Dates of Service
----------------	-------------------	--------------------	-----	------------------

To Whom It May Concern:

Your request for medical records for the above mentioned patient(s) has been received in our office.

Your request is being denied for the reason indicated:

- Request inconsistent with the terms of the contractual agreement
- or
- For all of the cases above for which you are requesting to audit, TriHealth followed all (Name of Company) requirements for notification and medical management at the time of admission and considers this request to be inappropriate and therefore it is denied.

If you have any questions, please contact:

**TriHealth, Inc.**  
**Managed Care Department**  
**619 Oak Street**  
**Cincinnati, OH 45206**  
PH: 513-569-6303  
Fax: 513-569-6313

Thank you.

Managed Care Department



**Audit Policy**

**Sample Audit Request Clarification Letter**

00/01/2016

Company Name  
Audit Department  
Fax: 888-888-8888

Via Fax Only

Account Number	Patient Last Name	Patient First Name	DOB	Dates of Service
----------------	-------------------	--------------------	-----	------------------

To Whom It May Concern:

Your request to audit the medical record for the aforementioned patient(s) has been received in our office.

All audits must be scheduled and conducted consistent with applicable State and/or Federal laws (e.g. ERISA), and/or contract terms.

**Your request has not yet been approved.** Please complete the enclosed Audit Clarification Request Form so we can identify the reason for the request.

Please return the completed Audit Clarification Request to:

**TriHealth, Inc.**  
**Managed Care Department**  
**619 Oak Street**  
**Cincinnati, OH 45206**  
PH: 513-569-6303  
Fax: 513-569-6313

Thank you.

Managed Care Department

**Audit Policy**

**Audit Request Clarification Form**

Before TriHealth can agree to the requested audit we require additional information from your company to determine the intent and scope of the proposed audit. Based upon your response TriHealth's Managed Care Department will compare the intent and scope of the request against contractual requirements to ensure the most efficient use of the resources of all parties involved. TriHealth will provide a written response within ten business days of receipt of this Form:

Purpose of the audit: ***(please respond with "yes or no" to every item)***

1. To ensure the service being billed was documented in the medical record, as being provided to the patient.  Yes  No
2. To ensure the DRG was appropriately assigned.  Yes  No
3. To ensure the claim meets specific billing standards.  Yes  No  
If yes, please mark the applicable category:

- CMS
- Ohio Medicaid
- Represented Payor
- Other, please describe: \_\_\_\_\_

4. To ensure certain quality measures are being met.  Yes  No  
If yes, please include the specific quality measures, as an attachment.
5. To ensure the charge amount does not exceed company criteria (reasonable/customary).  
 Yes  No
6. To ensure services were medically necessary.  Yes  No
7. To validate the level of care billed.  Yes  No
8. To identify additional diagnoses for a Medicare Advantage beyond the diagnosis submitted on the UB.  Yes  No
9. Other, please describe: \_\_\_\_\_

**Completed by:**

Name of Payer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of 3<sup>rd</sup> Party Representing Payer, Insurance Carrier or Self-Funded Employer): \_\_\_\_\_

Signature \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_