



➤ CLIENT  
UPDATE 1

○ FALL

○ 2013



➤  
➤ MALPRACTICE  
INSURANCE /  
CHANGES 2

 Gateway Health



➤ HIGHLIGHTS:  
PROVIDER  
INFO 3

# Provider *focus*

ADDRESSING THE NEEDS OF OUR PROVIDERS AND BUILDING THE FOUNDATION  
FOR MORE AFFORDABLE AND ACCESSIBLE HEALTH CARE OPTIONS

## Client Update

### LifePoint Hospitals Changes Claims Administrators

Effective January 1, 2014, LifePoint Hospitals is switching its claims payor / TPA to Coventry Healthcare. It is anticipated that Gateway / Healthgram (PPC) will pay run-out claims for dates of service thru December 31, 2013. This should be confirmed soon. Coventry healthcare will be the claims manager beginning with dates of service January 1, 2014.

We will forward more information such as phone numbers and addresses once those are available later in December.

## UPCOMING MEETINGS

### GATEWAY MEDICAL MANAGEMENT COMMITTEE

January 14, 2014 @ 5:30 pm  
Gateway Health Conference Room

### GATEWAY BOARD OF DIRECTORS

January 16, 2014 @ 5:30 pm  
Gateway Health Conference Rooms

## AFFORDABLE MALPRACTICE COVERAGE

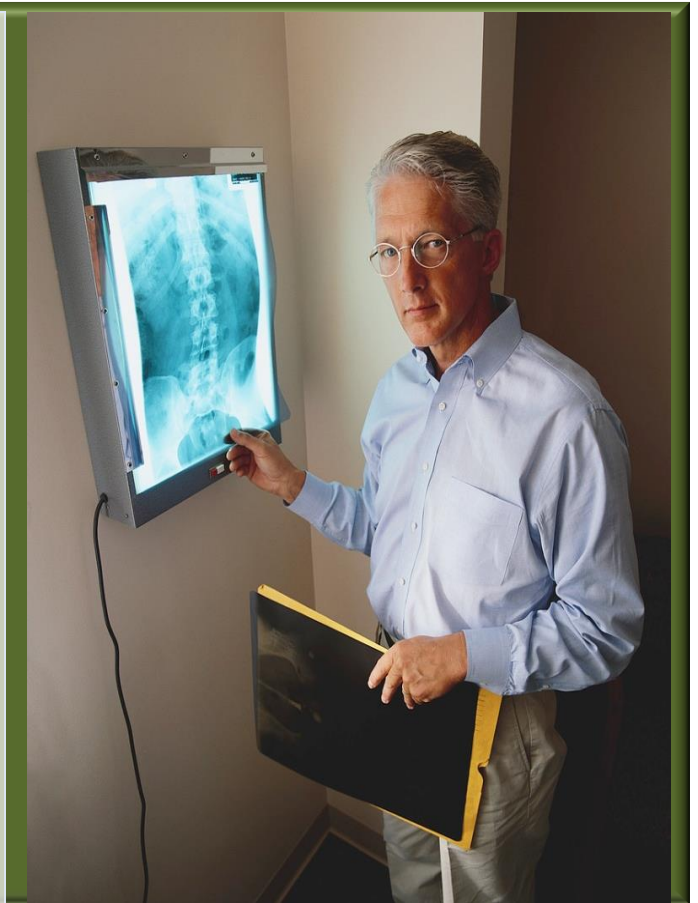
Physicians continue to experience high premiums and difficulty finding affordable professional liability insurance.

As a service to our physicians, Gateway maintains a partnership with Chas. Lunsford and Associates. Chas. Lunsford Sons & Associates has been successful in reducing physician premiums significantly in Virginia. If you would like access to these competitive quotes or more information, please contact Trish Clark, directly at 540-855-5185 or by toll free at

**1-800-777-5773.**

**CHAS. LUNSFORD SONS  
& ASSOCIATES**

*Insurance Services Since 1870.*



## Insurance, Plan, Benefit Changes

Please remember that insurance plans and benefits can change from year to year. Please check insurance cards for new co-pays, deductibles and other insurance information.

If you have questions regarding the plans that you participate in, please do not hesitate to contact Provider Relations: John Holshouser at [jholshouser@gatewayhealth.com](mailto:jholshouser@gatewayhealth.com)



## E-MAIL COMMUNICATIONS

To receive communications by e-mail, such as newsletters, updates, etc. Please make sure we have a valid e-mail address on file for your office, Please e-mail Carol Janke at [cjanke@gatewayhealth.com](mailto:cjanke@gatewayhealth.com) or fax the information to 434-799-3837

## PROVIDER REMINDERS

As a participating provider, you will be responsible for contacting

Gateway Health for the following:

1. Provider Change of address, telephone number, tax identification number
2. Addition and deletion of physicians, PAs, NPs, etc. in your medical group

Changing the address, telephone number, TIN, NPI number, addition or deletion of physicians should all be submitted in writing to:

### *GATEWAY HEALTH*

Attention: Provider Relations Department

1500 Fulton Heights

Danville, Va. 24541

Fax: 434-799-3837

Email: [jholshouser@gatewayhealth.com](mailto:jholshouser@gatewayhealth.com) or

Email: [cjanke@gatewayhealth.com](mailto:cjanke@gatewayhealth.com)

When adding or terminating a physician from your group, please be sure to list the following in your written correspondence:

- Provider's name (last, first, middle initial).
- Provider's title (MD, DO, PA).
- Provider's specialty (Family Practice, Podiatry, General Surgery)
- Provider's effective/termination date with practice.
- Address and telephone number where provider will render services.
- F. TIN (Tax Identification Number)/ NPI number provider will bill claims with.