



Physicians Plus Go-To Enhancements

October, 2006

Dear Provider,

At Physicians Plus, we work hard to make the health plan easy to use for our members and provider partners alike. We are very pleased to announce two important enhancements to the provider GO-TO system, available October 9: the capabilities to view and print the Explanation of Payment (remittance advice) and to submit adjustment requests electronically.

When you view claim details on a service, you will now find a "View/Print Explanation of Payment" link at the top right hand corner of the screen. Clicking this link will retrieve the document. Please note that some of these documents are quite large, may take a few minutes to open and may not even be accessible due to the technical limitations of your computer. If you receive a failure notice, please contact your computer support staff for assistance.

GO-TO also now allows you to securely submit the Claim Adjustment Review Request (CARR) form and attachments. Look for the "Request Adjustment" link next to the claim number at the top of the page when you view claim details. Simply click this link and a CARR form will appear. The information at the top of form will be populated with your user information and the details from the claim you are viewing. You can select the reason for your request from the lists, attach supporting documentation as necessary (if you have difficulty attaching documents, print the completed document and mail or fax it, along with the attachment as instructed on the form) and click "Submit" at the bottom of the page. Select "Print" before you submit to keep a copy for your records. Anything you send us is encrypted to ensure the protection your patients' personal health information.

Your responses to our 2005 Provider and Clinic Manager Satisfaction Survey helped us identify measures to make the provider GO-TO system even better. We sincerely appreciate your feedback. If you have any questions about these new features, please feel free to contact your provider liaison or Provider Service.

Sincerely,

Physicians Plus Provider Network Management

