

# Doing business with Fallon Health Weinberg

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## Provider Relations

Provider Relations staff works as a liaison between physicians/providers and Fallon Health Weinberg.

All contracted providers are assigned a Provider Relations Representative. If you are unsure who your provider relations representative is, please email [AskFHW@fallonweinberg.org](mailto:AskFHW@fallonweinberg.org).

Your Provider Relations Representative will assist you in doing business with Fallon Health Weinberg including, but not limited to:

- Provide new provider education and ongoing refresher orientations, individual or group whether it be in person, virtual or over the phone.
- Provide ongoing provider education and support regarding Fallon Health Weinberg policies and procedures.
- Conduct on-site, virtual or phone visits at the request of the Provider.
- Distribute information regarding Fallon Health Weinberg updates and pertinent issues.
- Provide notification of payment policy/procedure changes and information via post card to providers.
- Outreach to providers for customer service/member escalated issues.
- Assist in resolving problems and/or complaints by researching the issue and providing you a resolution to the issue.
- Any issues that the physician/provider feels are not satisfactorily resolved by Provider Relations should be directed to the Director of Provider Relations.
- Accept any feedback you would like to share.

For day-to-day business needs, Physicians/providers are encouraged to contact Provider Services with questions, concerns or issues **at 1-855-827-2003**, Monday through Friday, 8:00 a.m. to 5:00 p.m. See prompts and options below:

**Prompt 1:** Customer Service (to determine member eligibility or benefit information)

**Prompt 2:** Claims

**Prompt 3:** Referrals, Medical Prior Authorizations or Case Management

**Prompt 4:** Provider Services

**Prompt 5:** Pharmacy Services

**Prompt 6:** Electronic Data Interchange (EDI), Provider Tools and ProAuth Support

**NOTE:** Members with questions or concerns should call 1-855-665-1113 (TTY 711) Monday through Friday, 8:00 a.m. to 5:00 p.m.

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## Provider tools

Fallon Health Weinberg providers can check eligibility and run claims metric reports through the website.

Our web-based tools give you access to member eligibility information as well as the ability to run a valuable claims metric report and perform secure file transfers to and from Fallon Health Weinberg.

To register, please fill out the online form at:

<https://www.fallonweinberg.org/Providers/provider-tools/provider-tools-registration>

## Verify eligibility

- Verify that your patients are eligible for the date of service
- Verify copayments, deductibles and products
- Reduce claim denials for eligibility reasons
- Improve office efficiency by reducing time on the phone checking member eligibility

## Claims metric report

- Review claim status over the past 3 months
- Review detailed reasons for rejected claims
- Review reports online or download to your computer
- Measure Fallon Health Weinberg's performance regarding turnaround time and rejection rates

## PCP panel report

- View members on your PCP panel
- See additions and deletions to your panel
- Review reports online or download to your computer

## PCP referral monitoring reports

- Enables PCP to view specialists rendering services to their patients

## Secure file transfers

- Register today to become a trading partner with Fallon Health Weinberg.
- Receive confirmation that your files have been received and are ready to be retrieved.
- Personal health information is treated confidentially on our secure site.

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## Changing Provider Information Policy

All changes to provider enrollment *must* be made on a prospective basis and can be made directly with Fallon health Weinberg using the Provider Update Form OR some changes can be made through CAQH <https://proview.caqh.org/Login/Index?ReturnUrl=%2f>

Health plans utilize CAQH to collect provider directory information. This streamlined process simplifies provider data entry and ensures that consumers have accurate information to contact you when they need care.

Federal requirements and state regulations emphasize provider directory information and the accuracy of your information.

**Health plans must collect provider information at least every 90 days.** Your data submission and attestation in the CAQH Provider Data Portal satisfies these requirements.

To avoid reminder emails and phone calls about validating your information, you must validate and update your information every 90 days.

If details about your practice have not changed, you still must verify and attest to your data regularly.

Categories below that have not been marked with an asterisk, can/should be submitted through CAQH.

### ***Provider Information Changes***

30 days prior written notice is required. If less than 30 days' notice is provided, the effective date will be 30 days after receipt of notice.

- Name change
- Tax identification # change (W-9 required) \*
- Practice address addition or change, to include phone and fax number
- Billing address change (W-9 required) \*
- Panel status change (except change to concierge medicine see below)
- Please note, we only add up to three locations the provider primarily practices at, as long as the type 2 NPI is on file. If the type 2 NPI is different we will proceed with adding the additional location in order for claims to pay. Claims pay off of type 2 NPI not location.
- We do not add additional locations for non-printing providers (ex. PARE providers, covering physician, and urgent care) as long as the Type 2 NPI is already on file.
- If possible, please update information via CAQH platform. New TIN/Type 2 NPI will need to be sent to [AskFHW@fallonweinberg.org](mailto:AskFHW@fallonweinberg.org) with HCAS and w9.

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## ***Health Care Option (HCO) Changes\****

*Health Care Option changes are defined as changes in affiliation with one or more of the following entities: Physician Organizations, Physician Hospital Organizations, Independent Practice Associations, or group practices.*

60 days prior written notice is required. If less than 60 days' notice is provided, the effective date will be 60 days after receipt of the notice.

- Adding an additional HCO affiliation\*
- Changing an HCO affiliation (existing and new information required) \*
- Terminating an HCO affiliation\*

## ***Individual Provider Termination from Fallon Health***

Contractual termination provisions prevail.

60 days prior written notice is required.

## ***Conversion to/from Concierge Medicine Practice***

90 days prior written notice is required.

## ***Notification Details:***

Completed Provider Update Forms can be sent via:

### ***Mail***

Fallon Health  
Attn: Provider Data  
Updates  
1 Mercantile St., Ste. 400  
Worcester, MA 01608

### ***Fax***

508-368-9902  
Attn: Provider Data  
Updates

### ***Email (preferred)***

[AskFHW@fallonweinberg.org](mailto:AskFHW@fallonweinberg.org)

Please call 1-855-827-2003, prompt 4 with any questions.

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## Patient safety

Fallon Health Weinberg monitors and enhances patient safety as an organizational priority, with particular focus on the following mechanisms:

1. *Clinical Peer Review*, with multiple identified sources for case reviews, and with comprehensive policies and procedures for the evaluation of possible errors of commission and omission. Corrective action plans address practitioner-specific components as well as system issues identified through peer review meetings.
2. *Outpatient Adverse Drug Events*, with proactive case finding, utilizing voluntary reporting as well as sentinel events, and with direct linkage to the peer review process for serious preventable events.
3. *Pharmaceutical Patient Safety* in collaboration with the Pharmaceutical Benefits Manager with procedures in place for point of dispensing communications to identify and classify by severity drug-drug interactions.
4. *Inpatient Care*, monitored through sentinel event reporting from case managers, as well as by regular reports submitted by contracted facilities to Fallon Health Weinberg, including Leapfrog standards compliance.
5. *Screening of new drugs and technologies*, through Fallon Health Weinberg's Pharmacy & Therapeutics Committee and Technology Assessment Committee, with input from national guidelines and research consortia.

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## Contact information list for providers

### Fallon Health Weinberg:

#### Physical mailing address:

Fallon Health Weinberg 461 John James Audubon Parkway, Amherst, NY 14228  
Toll Free General Number .....1-855-665-1112 (TTY 711)

#### Provider Relations:

(Hours of operation: Monday – Friday, 8:00 a.m. to 5:00 p.m.)

**Provider Relations Phone**.....1-855-827-2003

Press #1: Customer Service/Member eligibility/benefit information

Press #2: Claims

Press #3: Referrals, medical prior authorizations, case management

Press #4: Provider Services

Press #5: Pharmacy Services

Press #6: Electronic Data Interchange (EDI), Provider Tools and ProAuth Support

**Provider Relations General Email:** [AskFHW@fallonweinberg.org](mailto:AskFHW@fallonweinberg.org)

**Provider Relations Fax line:**.....fax 1-508-368-9902

#### Provider Relations Online:

<https://www.fallonweinberg.org/Providers>

#### Medical and Payment Policies:

<https://www.fallonweinberg.org/Providers/medical-management>

#### Provider Manual:

<https://www.fallonweinberg.org/Providers/provider-manual>

#### Provider Tools:

<https://www.fallonweinberg.org/Providers/provider-tools>

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## Fallon Health Weinberg business partners:

**HealthCare Administrative Solutions, Inc. (HCAS)** *For information about increasing efficiency and reducing administrative costs*

Main number.....1-617-246-6451

**MultiPlan, Inc./Private Healthcare Systems (PHCS)**

Main number.....1-866-416-6489

**OptumRx (Fallon Health Weinberg's Pharmacy Benefit Manager)** *For prior authorization requests of pharmacy benefit drugs. Preferred method via ePA.*

Health provider line.....1-844-657-0494

Fax number .....1-844-403-1028

Electronic Prior Auth (ePA)...<https://professionals.optumrx.com/prior-authorization.html>

**Payspan** *For information on patient payment options.*

Payspan provider services line .....1-877-331-7154 opt 1

**Zelis Healthcare** *For information on Zelis claim edits*

Health provider line.....1-866-489-9444

Fax number .....1-855-787-2677

## Fallon Health Weinberg-contracted clearinghouses (for all electronic claims):

Fallon Health Weinberg currently contracts with:

- **Change Healthcare** (formerly Emdeon and WebMD)  
(Payor ID #22254 for professional and institutional).....1-800-845-6592  
website: [changehealthcare.com](https://changehealthcare.com).
- **New England Healthcare Exchange Network (NEHEN)**  
Main number.....1-781-907-7210  
Website: [nehen.org](https://nehen.org) Email: [nehen@maehc.org](mailto:nehen@maehc.org)
- **TriZetto Provider Solutions**  
Main number.....1-800-969-3666