



American Specialty Health Group, Inc.

April 16, 2018

«Name»
«Address»
«City», «State» «Zip»

Re: Action required to remain a participating physical or occupational therapy provider in Cigna's network

Dear «Name»,

American Specialty Health Group, Inc. (ASH) is pleased to announce that **Cigna** is expanding its current relationship with us to administer physical and occupational therapy (PT/OT) services for their customers with Cigna benefit plans in Mid-Atlantic market, including Maryland, Washington D.C., Virginia and specific counties in West Virginia (Grant, Hardy, Hampshire, Mineral, Morgan, Berkeley, and Jefferson), beginning August 1, 2018.



What this means to you

To continue to provide PT/OT services as a participating provider to individuals with Cigna benefit plans, you must contract directly with us by August 1, 2018. **If we receive your completed application and credentialing documents by June 15, 2018, we will work diligently to get your application reviewed so you can become an in-network provider for your patients with Cigna benefit plans by August 1, 2018.**

Please note that you will not be eligible as a participating provider for your patients with Cigna benefit plans until you have been successfully credentialed with us. Therefore, to allow ample time to complete the credentialing process, please submit your application as soon as possible. Upon approval of your application, we will inform you by mail of your status for participation in the Cigna network. As a participating provider, you will also become eligible to be an in-network provider for additional benefit plans through us.

To be considered as a participating provider for your patients with Cigna benefit plans, you will need to be credentialed with us. Cigna customers will be encouraged to use ASH-participating providers to help reduce their out-of-pocket expenses. Therefore, we encourage you to become a participating provider with us today.

For more information about ASH Group and for credentialing materials please go to:

<https://www.ashlink.com/ash/recruitment.aspx?DCrt93062>

To help you complete your credentialing documents, we have enclosed an ASH credentialing checklist. Additionally, we have enclosed client summaries and fee schedules for your review.

Key features of our program

- There are **no fees or dues** to contract with us.
- You will have access to 100% peer-to-peer evaluation and review by licensed providers.
- You can use our ASHLink secure website, which allows you to verify patient eligibility, check claims status, ask questions online, and more.
- You can **earn additional reimbursement by using ASHLink.**

Additional information

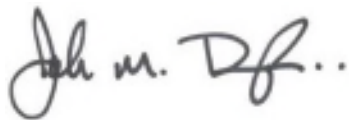
We believe that we are making a difference in the personal health improvement for Cigna customers and invite you to become a part of our growing network. As such, you will receive an invitation to participate in an upcoming educational webinar that will help familiarize you and your office staff with the processes and procedures associated with our programs and how they apply to your patients with Cigna benefit plans.

(Continued ...)

If you have any questions about contracting with us, or would like to make an appointment for a field recruiter to come to your office, please call our Practitioner Recruitment department at 1.888.511.2743, option 1 or email us at PCCRecruitment@ashn.com. Representatives are available to assist you Monday through Friday from 10 AM to 7 PM (CST) 11 AM to 8 PM (EST).

We look forward to working with you soon.

Sincerely,

A handwritten signature in black ink that reads "John M. Donoghue". The signature is written in a cursive, flowing style.

John M. Donoghue
Sr. Vice President, Practitioner Contracting/Communications

1. 2018N57 Cigna MatchVendor PTOT Recruitment Letter_DC.doc

Enclosures

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Elizabeth Malley-Lowe
Mid-Atlantic



901 East Cary Street, Suite 2000
Richmond, VA 23219

April 13, 2018

Re: Our new relationship with American Specialty Health Group, Inc.

Dear Physical and Occupational Therapy Care provider,

As you may be aware, American Specialty Health Group, Inc. (ASH) will administer physical therapy and occupational therapy (PT/OT) services for individuals with Cigna benefit plans in Cigna's Mid-Atlantic market, including Maryland, Washington D.C., Virginia and specific counties in West Virginia (Grant, Hardy, Hampshire, Mineral, Morgan, Berkeley, and Jefferson), beginning August 1, 2018. As such, we want to remind you that your Cigna agreement will be suspended effective August 1, 2018 and you must contract with ASH directly to continue to provide in-network PT/OT therapy services.

What this means to you

Please submit your completed credentialing documents to ASH by the date indicated in this recruitment kit to help ensure you can be a participating PT/OT provider for your patients with Cigna benefit plans.

ASH will now be responsible for contract administration, medical necessity review (MNR), and claims processing for these customers. Additionally, ASH will review claims from non-participating PT/OT providers for medical necessity.

If you have not started the process to contract with ASH, we encourage you to contact them at 1.888.511.2743.

We appreciate the care you provide to our customers, and look forward to your continued participation. If you have additional questions, please call Cigna Customer Service at 1.800.88Cigna (882.4462).

Sincerely,

Elizabeth Malley-Lowe
VP, Contracting and Network Management



 American Specialty Health

Increase Access to Patients With American Specialty Health

Do you want to develop your practice, expand your patient base, and increase referrals? Then American Specialty Health (ASH) is the solution for you.

ASH is dedicated to providing a quality specialty health program of motivated, caring, and credentialed practitioners who share our goal of serving the health needs of our members.

Why Join American Specialty Health*?

- No application fee or annual fee
- Increased patient access
- Online support through ASHLink
- Average claims payment within four days**
- Peer-to-peer decision making
- Less paperwork and administration
- Provider initiatives – we listen to you
- Financial incentive programs
- Free listing in directories and on the ASH website
- Access to new benefit plans and programs as they become available
- Not exclusive—you can participate in other contractual relationships

*Contracts are entered into with American Specialty Health Group, Inc. or American Specialty Health Plans of California, Inc., subsidiaries of American Specialty Health Incorporated.

**Available with ASHLink and direct deposit

See How ASH Can Enhance Your Practice

Increased Patient Access

Through ASH affiliates, more health plan and employer group members now have the opportunity to access your services. Members and employees are able to locate providers through directories, online provider searches, and by calling our Customer Service department.

Online Support Through ASHLink®

Contracted providers can streamline routine office procedures, such as verifying member eligibility and submitting and checking status of medical necessity review information and claim submissions.

ASHLink is available 24 hours a day, 7 days a week, which helps contracted providers and their office staff reduce time spent on the phone and provides a faster response time and access to all necessary information required to integrate with ASH.

Through ASHLink, clinical information about individual cases for quality assurance and medical necessity review can be exchanged, clinical practice guidelines to support the delivery of health care services are provided, information about how to manage referrals is available, and clinical appeals can be submitted. In addition, a comprehensive educational library of information about working within the ASH system is available.

With ASHLink you can:

- Check the status of claims submitted
- Receive discounts on malpractice insurance, online patient appointment scheduling, and more through vendors participating in our Valued-Added Program
- Ask questions online and receive responses within 48 hours
- Access forms and other resources

Earn Incentives

You can increase your office revenue through the Incentive Payment Program (IPP). An incentive of ASH-paid claims is available when at least 50 percent of your transactions are processed through ASHLink.

Less Paperwork and Administration

ASH is committed to working with our contracted providers to reduce health care administration. Under our proprietary Clinical Performance System, contracted providers are able to treat patients for 5, 8, 12, or unlimited visits before the submission of medical necessity information is needed.

In 2011, medical necessity review information was not required for 78% of treated patients.

Provider Initiatives

ASH listens to our contracted providers and develops initiatives based on feedback we receive. Enhancements we have implemented include:

- Our Professional Affairs Healthcare Advisory Committee (PAHAC), comprised of industry leadership and associations, meets quarterly with the ASH management team to share ideas and input based on ASH guidelines and procedures.
- Timeline for submission of medical necessity review information when needed was increased from 90 to 180 days.
- Our Clinical Performance System allows for enhancements and movement of contracted providers to higher tiers.

Ready to Join?

For more information, visit our website at ASHCompanies.com or call a Practitioner Recruitment representative at 888.511.2743 Monday through Friday, 8 a.m. to 5 p.m. (Pacific Time).