



## Personal Injury Provider Overview

Prime Health Services is excited you have joined our prospective personal injury network. Your assistance in developing a quality nationwide network of physicians, facilities, and ancillaries for personal injury cases in order to bring an element of managed care into personal injury is greatly appreciated.

As an in network personal injury provider, your practice will benefit from prompt claims payment standards, which are always within 30 days (and could occur as early as 5 with electronic billing) as opposed to having to wait up to a year for personal injury cases to settle before receiving payment. This network alleviates many of the administration requirements that typically accompany personal injury cases. In particular, the following will apply:

- Guaranteed payment for each visit within no more than thirty (30) days opposed to after the case settles
- Prior authorization is pre-approved for the majority of our personal injury referrals
- The agreement will serve as a contractual relationship meaning the practice would collect from our client, Golden Pear Funding, and not from the patient. Thus, this would avoid any AR collections
- Prime handles the scheduling, referrals, and billing so you can focus on treatment while seeing an increase to patient volume

Here is an overview of the Personal Injury network workflow from start to finish.

- A person files a PI Claim and their attorney contacts our client, who is a funding company for medical and daily expenses
  - The funding company refers the patient to us for treatment
  - Prime Scheduling contacts an in-network provider in order to schedule patient for treatment
  - Prime confirms appointment with patient
  - Provider treats patient and schedules follow up visits with patient as needed
  - Prime follows up with patient to ensure the appointment was attended
  - Provider sends Prime dictation via email or fax within two weeks of treatment date
  - Provider sends bills to Prime and bills are paid by payor (Funding Company) within 30 days from date of receipt (or as few as 5 days with electronic funding).
- Billing: Billing can be complete in one of two ways outlined below.



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\*Electronic billing is our preferred route

- Electronic billing
  - Utilize this link to set up electronic billing with Prime
  - <https://www.workcompedi.com/primehealth>  
Prime Health Payor ID: LV122
- Email: [PRIMEscheduling@primehealthservices.com](mailto:PRIMEscheduling@primehealthservices.com)
- Payment: Payment will be made to provider in one of three ways outlined below.
  - \*Payment cannot be issued until dictation and bill are received by Prime.
- eCheck (serviced by Deluxe):
  - Required Info: Valid email eCheck can be sent to
  - Timing: Same day delivery as soon as processing is complete
- Wire/ACH
  - Required Info: Bank Name, Routing Number, Account Number
  - Timing: 24hr-48hr delivery depending on the banking institution
- FedEx:
  - Required Info: Confirmed address where checks can be delivered
  - Timing: 3 day delivery
- Referrals
  - All referrals (MRI, PT, Chiro, DME, Pharmacy, etc.) are required to be sent to Prime for scheduling to ensure in network providers are utilized
- Prime Provider Relations outreaches
  - Our Provider Relations team will follow up often to ensure we continue to improve our relationship with your office. We want to ensure a positive patient



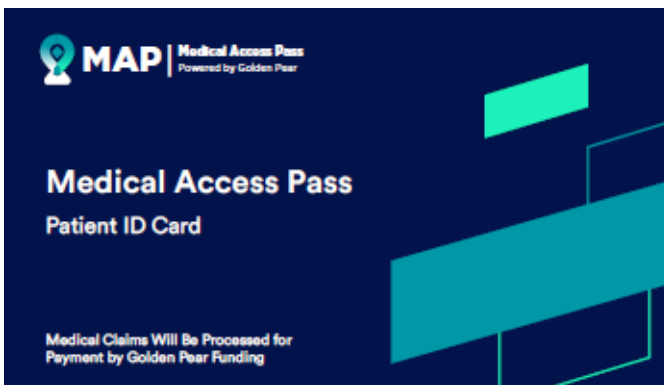
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experience from the initial scheduling of appointments to recognition of our members by your staff to your reimbursement

- Should you have any feedback for us please share that with your provider relations contact, or email [Provider.Relations@PrimeHealthServices.com](mailto:Provider.Relations@PrimeHealthServices.com)

### - ID Card

- Our personal injury members will present a card similar to the below example. Please note this is not an insurance card. However, this card does confirm the patient's relationship with PHS and our client GPF and serves as a form of identification to assist office staff



(front)



(back)