

# NorthCoast Delivers Ease of Authorization and Maximum Reimbursement



# Reduce your administrative burden with **TIMELY AUTHORIZATIONS** and ensure your **PROMPT PAYMENT**

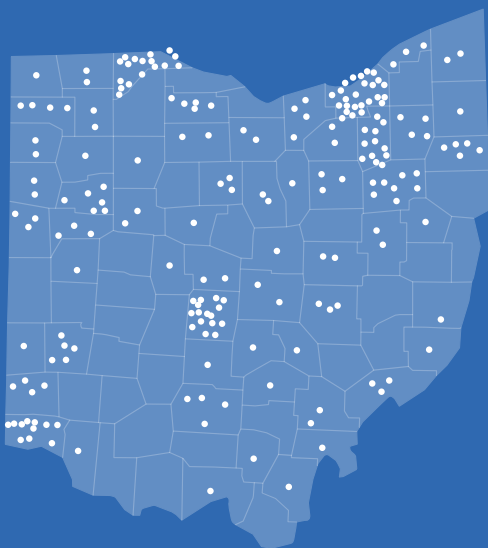
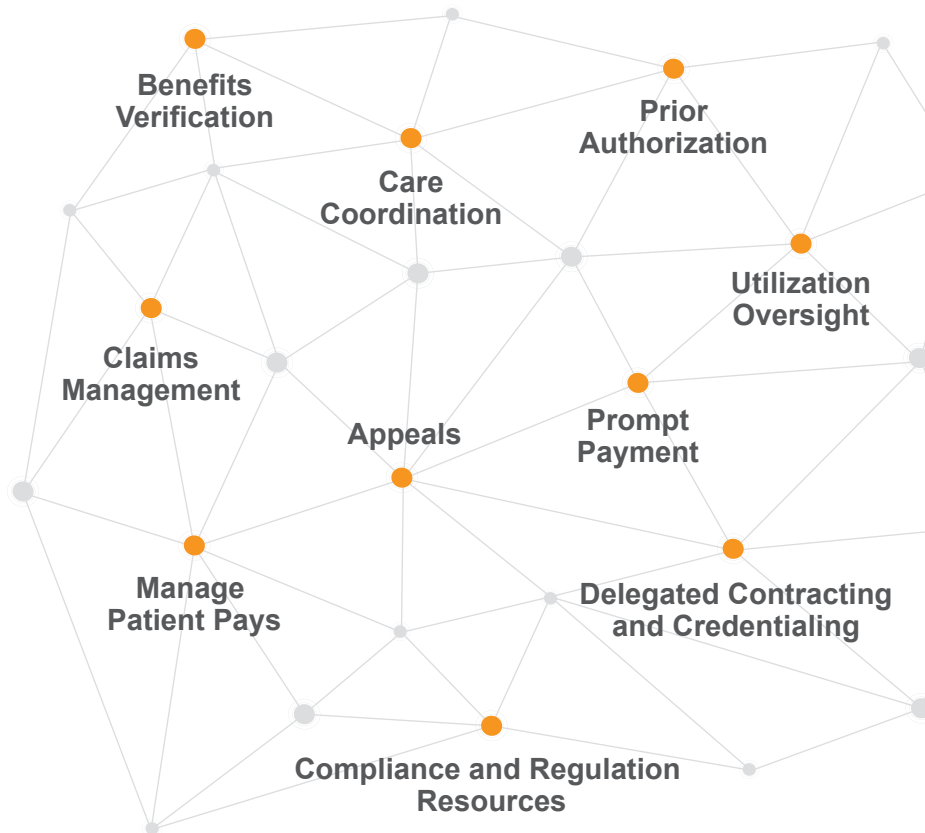


NorthCoast is committed to exceptional quality, cost efficiency, customer satisfaction, and appropriate resource utilization. Our network offers a continuum of comprehensive ancillary health care services and products.

## The NorthCoast Difference

- Independent network manager focused on partnering with providers
- No hidden fees for prior authorizations, claim denial appeals, letters of medical necessity, collection of patient cost share, and facilitation of secondary insurance filing
- One-step contracting and credentialing for multiple plans

## Comprehensive Provider Network Services



## Our Provider Network: Proven Confidence in NorthCoast

Strategic alliance with more than 250 credentialed, independently contracted, quality providers in a non-competitive environment

*Serving all 88 Ohio counties*



## Managing your entire referral process as **YOUR SINGLE POINT OF CONTACT**



**Using our expertise, we navigate the current, complex environment to obtain the appropriate benefit for patients and advocate for patient care**

### Introducing our **Provider Portal**

As a NorthCoast Provider, you have access to our new provider portal. The initial roll-out contains informational resources including:

- ✓ Operational policies
- ✓ Compliance policies and resources
- ✓ Health plan program updates

We are continuing to develop a robust platform. The next release will include intake, authorization, and re-authorization functions.

### Trust us to do our best for you

**99%**

Clean claims paid promptly

Access to starts of care

**24/7**

**98%**

Success with appeals

## For Specific Inquiries, Contact the Following Departments:



### 24/7 On-Call Support

(800) 757-7111

(216) 591-2000

[ncmso@northcoastgroup.org](mailto:ncmso@northcoastgroup.org)



### Provider Support

#### Medicare Advantage Support

[cgardner@northcoastgroup.org](mailto:cgardner@northcoastgroup.org)

Direct Dial: (216) 591-2035

#### Appeals

[jharcek@northcoastgroup.org](mailto:jharcek@northcoastgroup.org)

Direct Dial: (216) 591-2012

#### Credentialing/Contracting

[econley@northcoastgroup.org](mailto:econley@northcoastgroup.org)

Direct Dial: (216) 591-2025



### Reimbursements

(800) 757-7111, option 3

Direct Dial: (216) 591-2065

[bcfaust@northcoastgroup.org](mailto:bcfaust@northcoastgroup.org)

[tkog@northcoastgroup.org](mailto:tkog@northcoastgroup.org)



### Care Coordination

#### Intake

(800) 757-7111, option 1

Direct Dial: (216) 591-2061

FAX: (216) 591-2502

[intakefax@northcoastgroup.org](mailto:intakefax@northcoastgroup.org)

#### Case Management/Updates

(800) 757-7111, option 5


Direct Dial: (216) 591-2602

Fax: (216) 591-2504

[casemanagement@northcoastgroup.org](mailto:casemanagement@northcoastgroup.org)

We're available to answer your questions about our Provider Services



 (800) 757-7111 • (216) 591-2000

 [NCMSO@northcoastgroup.org](mailto:NCMSO@northcoastgroup.org)

 [www.northcoastgroup.org](http://www.northcoastgroup.org)

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