



Good morning,

Welcome to the LTCG Provider Network. The effective date of your inclusion in the LTCG Provider Network program is (date).

We would like to take an opportunity to provide you answers to frequently asked questions and outline the service standards set forth in your contract:

How do we bill now that I am contracted provider?

Your day to day operations will not change. All billing is required to be submitted on business letter head with the following information; provider name, address and phone number, invoice date, itemized billing of services rendered, date(s) of service, billed amount and to whom services have been rendered to. Your billed amount is required to be the contracted rates you agreed to with LTCG in your contract.

How do we know if we are getting referrals?

As a contracted provider in the LTCG Provider Network, your information will be included in a selection of qualified providers, if your agency/facility meets the eligibility requirements stipulated in their policy. Once the policy holder has selected an agency/facility, they will reach out to you to begin services. You will not receive direct contact from LTCG in regards to a referral.

If a policyholder that LTCG administer claims for, contacts you, this is a good indication on a possible referral.

How do I receive payment for the services rendered?

If the provider prefers to receive direct payment of a bill, an Assignment of Benefits Form (AOB) would be required with initial claim submission to LTCG. This is an arrangement made between the provider and the policy holder they are providing services to.

What if my standard rates change?

Your standard rates are "locked in" through the term of your contract. If you are interested in renegotiating your rates in your current contract, notification must be received within the timeframe stipulated in your contract i.e. 90days or 120 days prior to renewal. LTCG will not accept your request to renegotiate rates after the timeframe stipulated in your contract. The renegotiated rates will not be effective until the renewal date of the contract.

Who do I contact if I have any questions or concerns?

Questions regarding your contract or any rate renegotiations should be directed to Jeff Kines @317-706-8250 or jeff.kines@ltcg.com.

Questions regarding billing issues or claims payments should be directed to Tara Dyer @317-706-8193 or Tara.Dyer@ltcg.com.

Service Standards set forth in your contract:

- CMS Certified providers shall maintain a quality aggregate rating of three stars assessed by CMS. In addition ratings in the top third of all scores involving the percentage of residents with pressure sores, lose too much weight, acquire infection during their stay and have in adequately controlled pain.
- All providers will adhere to the quality assurance and credentialing programs.
- All providers will abide by and participate in case management procedures, quality management protocols and other policies and procedures adopted by LTCG.
- All providers will monitor and report the quality of services provided under this agreement and shall initiate a plan of correction where necessary to improve quality of care.
- If the provider prefers to receive direct payment of a bill, an Assignment of Benefits Form (AOB) would be required with initial claim submission to LTCG.
- All providers will bill the payer for only covered services not to exceed the contract rates.
- Claim submission for all providers shall be provided as applicable on a CMS Form 1500, UB-04 or in a format agreeable to LTCG. A format agreeable to LTCG would consist of all of the following requirements: provider name, address and phone number, invoice date, itemized billing of services rendered, date(s) of service, billed amount and to whom services have been rendered to.
- All Agencies are required to include daily visit notes specific to dates of services on the accompanying bill with each claim submission. Daily visit notes should be unique to the date of service and signed by the patient receiving services.
- All provider documentation submitted through the claims process will be subject to random reviews to confirm all documentation is maintained according to the service standards outlined in this contract.

LTCG is fully committed to providing the most comprehensive claims administration for our clients and policy holders. We thank you for being part of this collaboration in servicing our policyholders and your patients. We look forward to building a strong working relationship with you in the years to come.
Sincerely,

LTCG Provider Services Team

LTCG Network Contact Information

General Contact Information:

Fax: 952-833-4819 **Phone:** 888-396-5824

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Carriers Administered by LTCG

- Aegon
- Aetna
- Allianz
- AIG
- AFA Group
- Amfid Group (American Fidelity)
- American General
- Bankers Life
- Best Meridian Inc. (BMI)
- Blue Cross/ Blue Shield of FL
- CalPERS
- Cincinnati Life (CinLife)
- CNA Group and Individual
- Colonial Life
- Genworth
- Gilico
- GSUAA(Gerber)
- Life Southwest
- MetLife
- Mutual of Omaha
- National Life
- Northwestern Mutual
- Pacific Life
- Prudential
- Senior Health Insurance of Pennsylvania (SHIP)
- Southern Farm Bureau (SFB)
- Sun Life
- Thrivent
- UNUM
- Virginia Retirement Systems (VRS)
- Wells Fargo