Guide to SSM MCO Managed Care Contracts
November, 2012

SSM Managed Care Organization, LLC (SSM MCO) offers these managed care benefits:

MANAGED CARE CONTRACT ACCESS: Easy access to managed care contracts accepted by SSM Health Care St. Louis hospitals

DELEGATED CREDENTIALING: The convenience of delegated credentialing eliminates the requirement for completion of a separate managed care plan application for 33 of the 35 contracts listed on this guide

CHOICE: A variety of options for participation in managed care contracting opportunities

EXCLUSIVE CHOICE: Exclusive access to ExclusiveChoice, the managed care option for more than 20,000 SSM Health Care employees and dependents

PROFILE: Customized provider profiles are available, by request, detailing provider’s SSM MCO managed care plan participation, panel status and online directory listing information

EDUCATION: Managed care newsletters, fax bulletins and invitations to managed care informational/educational meetings for you and your staff

PROBLEM SOLVING RESOURCES: Provider representatives available to assist in issue resolution with contracted managed care plans of the SSM MCO

REFERRAL NETWORK: Inclusion in a network of providers anchored by a large network of primary care physicians affiliated with the SSM Medical Group and other PCPs affiliated with SSM Health Care St. Louis hospitals

SSM Managed Care Organization, LLC
10101 Woodfield Ln., Suite 100
St. Louis, MO 63132-1716
(314) 989-2370 phone
(314) 989-2264 fax
www.ssmhealth.com/mco
<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE PLAN</th>
<th>PROVIDER RELATIONS CONTACT</th>
<th>WEB PAGE</th>
</tr>
</thead>
</table>
| Advantra                      | Medicare PPO (GHP)  
*Credentialing delegated* | 1-800-755-5242              | coventry-medicare.coventryhealthcare.com                               |
| Aetna                         | HMO  
*Credentialing delegated* | 1-800-624-0756              | aetna.com                                                                |
|                               | PPO, POS, and Workers’ Compensation PPO  
*Credentialing delegated* | 1-888-632-3862              |                                                                          |
|                               | Behavioral Medicine  
*Credentialing delegated* | Refer to Member ID Card    |                                                                          |
| Beech Street                  | General Medical PPO  
*Credentialing delegated* | 1-800-877-1444 (referrals) | beechstreet.com                                                          |
|                               | Workers’ Compensation PPO  
*Credentialing delegated* | 1-800-877-1666 (claims issues) |                                                                          |
| Care Improvement Plus         | Medicare HMO  
*Credentialing delegated* | 1-866-679-3119              | careimprovementplus.com                                                 |
| CCO                           | General Medical PPO  
Workers’ Compensation PPO  
*Credentialing delegated* | 1-800-242-5517              | ccoinc.com                                                               |
| CIGNA                         | General Medical PPO  
*Credentialing delegated* | 1-800-882-4462              | cigna.com                                                                |
| CompCare Behavioral Health    | Behavioral Health Carve Out for Essence Medicare HMO  
*Credentialing delegated* | 1-866-727-1386              | compcare.com                                                             |
| Comp Results                  | Workers’ Compensation PPO  
*Credentialing delegated* | 1-913-310-9800              | compresults.com                                                          |
|                               | 1-866-825-9800              |                                                                          |                                                                          |
| Coventry National             | General Medical PPO  
*Credentialing delegated* | 1-800-755-5242              | chcmissouri.coventryhealthcare.com                                      |
| Coventry Health Care of Missouri/CMR | General Medical HMO and PPO  
*Credentialing delegated* | 1-800-755-5242              | chcmissouri.coventryhealthcare.com                                      |
<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE PLAN</th>
<th>PROVIDER RELATIONS CONTACT</th>
<th>WEB PAGE</th>
</tr>
</thead>
</table>
| Evolutions Health Care           | General Medical PPO  
**Credentialing delegated**  
Workers’ Compensation PPO  
**Credentialing delegated** | Customer Service  
1-800-881-4474  
Claims inquiries must be directed to the payor – see ID card. | ehsppo.com |
| ExclusiveChoice                  | Direct Employer Contract  
Managed care option for SSM employees and dependents  
**Credentialing delegated** | FMH: Member Services,  
Provider Services,  
Claims Inquiries  
1-800-990-9058 | ssmhealth.com/mco |
| Medical Management               | 1-877-989-2355 or (314) 989-2355              |                           |                                 |
| First Health                     | General Medical PPO  
Workers’ Compensation PPO  
**Credentialing delegated** | 1-800-937-6824 | firsthealth.coventryhealthcare.com |
| Galaxy Health Network            | General Medical PPO  
**Credentialing delegated** | 1-800-975-3322 | galaxyhealth.net |
| Gold Advantage                   | Medicare HMO (GHP)  
**Credentialing delegated** | 1-800-755-5242 | coventry-medicare.coventryhealthcare.com |
| Great West Healthcare            | General Medical PPO, POS, Open Access  
**Credentialing delegated** | 1-888-663-8081 | greatwesthealthcare.com |
| Harmony Health Plan of Illinois  | Illinois Managed Medicaid  
**Credentialing delegated**  
(IDPA number required) | 1-800-504-2766 | harmonyhpi.com |
| HealthCare USA of Missouri       | Missouri Managed Medicaid  
**Credentialing delegated** | 1-800-295-6888 | chchusa.com |
| Health Management Network (HMN)  | General Medical PPO  
**Credentialing delegated** | 1-480-921-8944 | hma-inc.com |
| HFN                              | General Medical PPO  
**Credentialing delegated**  
Workers’ Compensation PPO  
**Credentialing delegated** | 1-800-295-5444 | hfninc.com |
| Home State Health Plan           | Missouri Managed Medicaid  
**Credentialing delegated** | 1-855-694-4663 | homestatehealth.com |
| Humana Choice Care Network PPO   | General Medical PPO  
**Credentialing delegated** | 1-800-448-6262 | humana.com |
| Humana Choice Medicare PPO       | Medicare Advantage Regional PPO  
**Credentialing delegated** | 1-800-457-4708 | humana.com |
<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE PLAN</th>
<th>PROVIDER RELATIONS CONTACT</th>
<th>WEB PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laclede Gas</td>
<td>Workers’ Compensation PPO&lt;br&gt;Credentialing delegated</td>
<td>(314) 342-0645&lt;br&gt;No provider web page available</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Managed Health Network (MHN)</td>
<td>Behavioral Services PPO&lt;br&gt;Credentialing is not delegated</td>
<td>1-800-541-3353&lt;br&gt;(Provider Services)&lt;br&gt;1-800-444-4281&lt;br&gt;(Claims)&lt;br&gt;mhn.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Mental Health Network (MHNet)</td>
<td>Behavioral Services PPO&lt;br&gt;Credentialing is not delegated</td>
<td>1-800-377-9096&lt;br&gt;(Benefits and Authorizations)&lt;br&gt;1-866-9925246&lt;br&gt;(Customer Service)&lt;br&gt;mhnet.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Missouri Care Health Plan</td>
<td>Missouri Managed Medicaid&lt;br&gt;Credentialing delegated</td>
<td>1-800-322-6027&lt;br&gt;missouricare.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>MultiPlan</td>
<td>General Medical PPO&lt;br&gt;Credentialing delegated</td>
<td>1-800-672-2140&lt;br&gt;(Provider Service)&lt;br&gt;1-800-546-3887&lt;br&gt;(Customer Service)&lt;br&gt;multiplan.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>National Preferred Provider Network (NPPN)</td>
<td>General Medical PPO&lt;br&gt;Credentialing delegated</td>
<td>1-800-557-1656&lt;br&gt;nppn.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Phelps County Regional Medical Center</td>
<td>Direct Employer Contract&lt;br&gt;Credentialing delegated</td>
<td>FMH: Member Services, Provider Services, Claims Inquiries&lt;br&gt;1-800-990-9058&lt;br&gt;phelpscountybenefits.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Private Healthcare Systems (PHCS)</td>
<td>General Medical PPO, POS&lt;br&gt;Credentialing delegated</td>
<td>1-800-950-7040&lt;br&gt;phcs.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Protegrity Services</td>
<td>Workers’ Compensation PPO&lt;br&gt;Credentialing delegated</td>
<td>1-800-883-4000&lt;br&gt;No provider web page available</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Three Rivers Provider Network</td>
<td>General Medical PPO&lt;br&gt;Credentialing delegated</td>
<td>1-619-600-4836&lt;br&gt;trpnppo.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>TriCare</td>
<td>Active Military&lt;br&gt;Credentialing delegated</td>
<td>1-877-874-2273&lt;br&gt;healthnetfederalservices.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
<tr>
<td>Wellcare</td>
<td>Medicare HMO&lt;br&gt;Credentialing delegated</td>
<td>1-866-334-6876&lt;br&gt;(Illinois Medicare)&lt;br&gt;1-866-687-8994&lt;br&gt;(Missouri Medicare)&lt;br&gt;wellcare.com</td>
<td><img src="image-url" alt="Image" /></td>
</tr>
</tbody>
</table>