


"Provider Advocate" is a newsletter published by Rockport Healthcare Group. We hope you find the information helpful and easy to understand. In this issue, we include information on "Our Company", "Latest News", "Web Updates", "New Business", and Rockport's "Provider Services".

<u>Our Company</u>	<u>Latest News</u>	<u>Web Updates</u>	<u>Provider Services</u>
<p>Rockport Healthcare Group (Rockport) is dedicated to developing, operating and managing networks consisting of healthcare providers and medical suppliers that serve employees with work-related injuries and illnesses.</p> <p style="text-align: center;">Commitment</p> <ul style="list-style-type: none"> ➤ Maintain, update, and distribute accurate information on each and every provider that is directly contracted by us or is accessed through our network partner relationships. ➤ Demonstrate, educate and offer – each client and their customer – referral products and services that encourage, enable and guide their injured workers' to our providers. ➤ Provide clear, concise and accurate PPO repricing information and assistance in facilitating payment to the contracted rates and provide resolution to reimbursement problems in a timely manner. 	<p style="text-align: center;">Certified Network Updates</p> <p>Florida</p> <p>Rockport maintains its statewide certification in Florida for all 67 counties. Currently, Rockport serves various customers that have certified MCAs in the state. Rockport files with AHCA on a bi-annual basis and meets the coverage, education and credentialing requirements to offer its network to payors interested in a certified MCA.</p> <p>Georgia</p> <p>Rockport received certification for all 159 counties in Georgia. Rockport is only one of two national networks certified statewide. Rockport sought certification in Georgia to meet several of its clients requested needs.</p> <p>Kentucky</p> <p>Rockport maintains its certification in Kentucky for all 120 counties. Rockport serves several of its customers as their certified network for their MCO, statewide.</p> <p>Missouri</p> <p>Rockport with its recent purchase of the CCO network in Missouri is certified in 107 counties across the state. Rockport's Springfield office continues to expand the network to meet its growing customer base across the state.</p> <p>Texas</p> <p>Rockport along with its customer, Forte is a part of a 47 county certified TX HCN – CompKey Plus Network. CompKey Plus Network serves various customers in a certified arrangement. Recently, Houston ISD received certification by TDI for its 22 county network – Workers Care Network which Rockport serves for contracting, credentialing and QA initiatives.</p>	<p>Rockport's Web IT team has made some helpful updates and changes to our website. Specifically, our "Provider Services" main page has been revamped to better support our providers needs. Within this area, we have added a "LATEST NEWS" page that you can click on a state to see recent updates to Workers Compensation that affects the delivery and management of work related injury care. Please note, we have provided only Florida and Texas at this time. Over the next year, we will add additional states that we serve our customer base. We have also provided an icon to download our most recent provider newsletter "Provider Advocate".</p> <p>Secondly, we have added a page for our providers to allow them to update their information "UPDATE ONLINE". Providers may go on-line and update their demographics or provide us a new location or physician within the group for us to update our directories and referral products.</p> <p>Finally, we have added a "USEFUL RESOURCES" page that gives our providers a quick link to state agencies, treatment guidelines, and OSHA.</p> <p>We hope these changes to our website assist your practice, staff and physicians. To get to our website, just go to:</p> <p style="text-align: center;">www.rockporthealthcare.com</p>	<p style="text-align: center;">Network Development</p> <p>The network development team that developed a relationship with you during your decision to participate in Rockport United Network is always available to assist you with current updates or provider relation matters. You may contact them at their dedicated e-mail address networkdevelopment@rhgnet.com or ask for Network Development (800) 734 – 4460.</p> <p style="text-align: center;">Credentialing</p> <p>Within Rockport United Network is a select group of practitioners who are eligible for credentialing based on their primary specialty and geographic location. Rockport SelectHealth Network is our fully credentialed product that meets URAC/NCQA guidelines. Should you need information on our credentialing program or wish to update us on your information, please e-mail us at: credentialing@rhgnet.com.</p>
<p style="text-align: center;">National Network Growth</p> <p>Rockport United Network currently consists of over 400,000 healthcare providers located in 50 states. Rockport markets its network to employers, insurance carriers, third party administrators, and managed care organizations, collectively referred to as Rockport "Clients". Our Clients take advantage of lower medical expenses by using Rockport's participating providers. In return, our providers see an increase in their business by our client's use of our referral products and services to refer their injured employees to our network providers.</p> <p>Rockport has a unique strategy in providing the most comprehensive work-related injury network across the country. We not only contract directly with healthcare providers and credential these providers, but we have identified and entered into network strategic alliance agreements with state and/or regional PPO networks (Network Partners) to offer a singular national network known as Rockport United Network.</p>	<p style="text-align: center;">New Business.....</p> <p>Rockport is pleased to announce the recent customer additions:</p> <ul style="list-style-type: none"> ➤ Amerisafe Insurance – (effective 1/5/09 – AR,FL,KY, TN, NM) ➤ Tyson Foods. – (effective 1/1/09 – KS,GA,TX) ➤ Dollar General – (effective 1/1/09 – National) ➤ Georgia Administrative Services – (effective 11/1/08) ➤ AmTrust Insurance – (effective 2/4/09 – National) ➤ New York Transportation Insur. – (effective 3/2/09) ➤ Wal-Mart/Sams – (TX, GA, FL, OK, KY, ND, SD, AZ, MS, VA, TN – CA -MPN) ➤ Federated Insurance – (effective 7/1/09 – AZ, OK) 	<p style="text-align: center;">Provider Services</p> <p>If you should need assistance regarding a payment or EOB issue that indicates Rockport's name as the network, please contact Provider Support at our (800) 381-8067 or you may e-mail providerservices@rhgnet.com Please ensure to have your EOB available to fax to our Provider Services team to better assist you in resolving your concern.</p> <p style="text-align: center;"><i>"Our commitment to our clients and providers serving work-related injuries and illnesses.</i></p> <div style="text-align: center;">  </div> <p>For more information, please go to our Website at:</p> <p style="text-align: center;">www.rockporthealthcare.com</p>	