That’s You. And That’s Heritage.
Heritage Summit HealthCare LLC
is a provider network exclusively for treating workers’ compensation patients. We invite you to join the thousands of caring and distinguished doctors, hospitals, clinics and ancillary specialty service facilities that comprise our network! This brochure will help answer many of the questions you may have about us.

About Heritage Summit HealthCare and Summit

Summit, the parent company of Heritage Summit HealthCare LLC, manages carriers that provide workers’ compensation products and services to more than 45,000 businesses throughout the Southeast. Summit—which includes Summit Consulting LLC and its subsidiaries—has been in business since 1977.

The facts:
- In the 1990s, Summit managed the first workers’ comp insurer in Florida with a statewide approved managed-care plan. We continue to maintain our in-house managed-care program and proprietary provider network for our insurers—which has expanded to nine states.
- We are certified by the states of Florida and Kentucky for managed care.
- We provide our insured employers a panel of in-network doctors whenever geographically possible in Georgia and Tennessee.
- We provide all of our insured employers a customized list of in-network doctors for easy reference when they have a claim.
- In Florida, 100 percent of our claims managers and supervisors and more than 98 percent of our lost-time adjustors are board-certified in workers’ comp. (Florida is the only state that offers workers’ compensation board certification.)
- Summit’s proprietary network is available in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. Contracted networks are available in Arkansas and Texas.

- Summit includes Summit Consulting LLC and its subsidiary, Heritage Summit HealthCare LLC. Summit is also the managing general agent of Bridgefield Casualty Insurance Company, Bridgefield Employers Insurance Company, BusinessFirst Insurance Company, Retailers Casualty Insurance Company and RetailFirst Insurance Company.

Resources

Dedicated network representatives

At Summit we have a team whose primary job is to help you. Our network representatives are dedicated solely to serving the providers in our network.

Each representative is assigned a geographic area and is responsible for overseeing all of the credentialing, recredentialing and contract negotiations for the providers in their area. In addition, representatives are available to act as a liaison between your office and ours, whether the question is related to billing, claim management, or even treatment approval.

Essentially, your network representative is your advocate inside the insurance company. To access this resource, simply call us at 1-800-282-7644 and ask for the PPO help desk.

The Heritage News® network newsletter

We recognize that working with insurance companies can be a challenge. And, the amount of information that you need to stay current with industry trends can be overwhelming. That’s why we produce The Heritage News newsletter for our network providers. Each issue is loaded with news, procedural updates and helpful information about working with workers’ comp patients.

To access previous issues of The Heritage News, visit www.summitholdings.com.

Contact Us

To learn more about Heritage and Summit, or to request a credentialing form so that you can apply to join the network, contact us today!

Online
www.summitholdings.com

Heritage Summit HealthCare LLC/ Provider Services
PO Box 3623
Lakeland, FL 33802-3623
1-800-282-7644 • Fax 863-665-5177

Southeast Region
Georgia, Kentucky, North Carolina, South Carolina, Tennessee
PO Box 600
Gainesville, GA 30503-0600
1-800-863-2181 • Fax 770-718-9490

Southwest Region
Alabama, Arkansas, Louisiana, Mississippi, Texas
PO Box 80793
Baton Rouge, LA 70898-0793
1-888-468-2539 • Fax 225-926-1226

Injuries can be reported 24 hours a day by calling 1-800-762-7811.
Resources

Online resources
Our website, www.summitholdings.com, provides you with quick access to many of the tools you need to work with us. Just click on Provider Resources from our homepage and you’ll find:

- A searchable database of the provider network
- Access to our network pharmaceutical vendor, Express Scripts
- Forms and provider manuals
- Information about and discounted access to the Official Disability Guidelines (ODG)
- Electronic copies of our provider newsletter, The Heritage News®
- Copies of notifications from Summit
- Helpful links

If your patients have questions about the workers’ comp process, you can refer them to our website’s Injured Workers section, which provides the following information:

- What workers’ compensation covers
- How and where to get prescriptions filled
- State-specific wage benefits
- Summit personnel involved in the claim
- The benefits of returning to work
- Forms and helpful links

Official Disability Guidelines (ODG)
Summit believes that evidence-based medicine streamlines communication and provides for consistent, timely treatment of injuries. That’s why Summit personnel follow the Official Disability Guidelines (ODG) for authorizing treatment. We encourage you to incorporate ODG into your own practice.

Summit even offers training information and discounted access to ODG online. For more information, visit our website, www.summitholdings.com, and click on Provider Resources.

The Official Disability Guidelines are a product of the Work Loss Data Institute.

Ancillary service providers
A key component of working with injured employees is coordinating care beyond their initial office visit. To assist you in that process, Heritage maintains contracts with specialty vendors for services such as transportation, physical therapy and medical equipment.

For a full list, visit www.summitholdings.com and click on Provider Resources and then Find an Ancillary Provider.

Provider leads
Injured workers always need access to quality medical care, and our network doctors are often the best resource for finding new potential network members.

If you know of another provider who may be interested in joining our network, please give us a call or send an e-mail to provider.leads@summitholdings.com.

Did you know?
Heritage Summit HealthCare was the first workers’ compensation-only provider network to contract with the Mayo Clinic, the first and largest integrated, not-for-profit group practice in the world.

We make it easy
Cooperation is our goal. Summit strives to build connectivity between our team and yours. We work hard to support you and the care you provide to our injured workers. Doing so makes things easier on you, expedites the process and ultimately creates positive outcomes.

Here are a few examples of how Summit makes being a Heritage network provider easy:

- Simple application. Even though our credentialing process is in-depth, our forms aren’t. A few short pages and copies of documents you already have on file are all we need to get the ball rolling.
- One phone call. You don’t have to call multiple companies, because everything from authorizations to bill payment is taken care of right here at Summit.
- Real people answer our phones. There are no automated prompts or recordings.
- Quick access. When you need information on your patients’ claims, any member of Summit’s claims or network staff can give you the details—even if your usual contacts aren’t available. And the updates you provide can be viewed by each of our staff members in real time, ensuring that the most current information is always used in claims decisions.
- Referrals aren’t a problem. We operate as a preferred provider organization (PPO); so as an in-network provider, your wait time for referrals is minimal. You can also feel confident referring within our network, because all of our providers have been through the same credentialing process.
- Our teamwork saves you time. Summit’s nurse case managers, medical directors, claims adjustors, network representatives and even our medical bill payers are all Summit employees, and they work side-by-side. This helps to successfully resolve claims, avoid confusion and misinformation, and alleviate delays in care (see page 3 for more details).

- Information when you need it. If you are unfamiliar or uncomfortable working with workers’ compensation cases, our highly trained, professional network representatives can guide you through the workers’ compensation process.

Why workers’ compensation?
We know that working with another insurance company—especially one that will send you only workers’ compensation patients—might be the last thing you think your practice needs.

Now consider this. According to a March 2011 poll by the Kaiser Family Foundation, “Fully half of Americans (52 percent)...say they or a family member have put off some sort of medical care over the past year for reasons of cost.” The most common actions reported are relying on home remedies and over-the-counter drugs rather than visiting a doctor (32 percent) or skipping dental care (33 percent). And, roughly one in four report putting off health care they needed (28 percent).*

The truth is, no matter what happens with the economy, workplace injuries still happen, and those injuries need treatment—quality, caring treatment. That’s where you come in.

When you are a member of our network, we encourage the injured workers of our more than 45,000 insured employers, many of whom are located within the vicinity of your practice, to come to you for treatment. And, if you specialize in a certain area of medicine, primary care doctors within the network may also refer patients to you.

How our programs help you

When it comes to managing workers’ comp claims, Summit takes a proactive approach. Because we specialize only in workers’ comp, much of what we offer to our insureds and injured workers can also benefit our network providers. Here’s how.

- **In-house claims management.**
- **Claims adjustors** are here to answer questions, investigate claims and to facilitate communication between you, injured workers, employers and their insurance agents. Adjustors are assigned to cases based on several factors, such as their specialty, whether lost time is involved and how long the claim has been active.
- **Nurse case managers** work with adjustors and medical directors to get you the authorizations you need—fast.
- **Catastrophic case management specialists** are trained to handle high-exposure catastrophic claims, such as brain and spinal cord injuries.
- **Low adjustor caseloads** mean more personal attention for you, employers and injured workers, which means faster service.

- **Bilingual (Spanish) adjustors** help prevent miscommunication because of language barriers, and they are available to assist with all aspects of a claim.
- **Back2Work**, Summit’s return-to-work program. This program encourages employers to work with you to set up transitional duty for injured workers as they recover. The program educates employers and injured workers about why returning to work is beneficial—and can greatly improve outcomes for all parties.
- **Fraud committee.** Our trained professionals are here to help if you suspect that a patient is attempting to defraud you—or us.
- **Claim information online.** Because employers can access the latest information about their injured worker’s case securely online, extra phone calls to your office are often unnecessary.

“Summit provides a very strong option by having two knowledgeable medical doctors on staff and available to discuss the issues. Summit staff members understand that special cases do exist and are willing to work with physicians. Summit’s ability to facilitate better patient care and return patients to work is a result of their strong relationships with medical providers. Together, we create better outcomes.”

—Dr. Ira Fox, MD, DABPM, FIPP; Founder, Anesthesia Pain Care Consultants and Heritage Summit Healthcare network provider

Billing—without the hassle

Our goal is to ensure prompt, reliable bill payment each and every time you provide medical services for our injured workers. Summit is an industry leader with a long-standing timely payment record of more than 99 percent!

We mail our checks on time so that doctors, medical facilities and injured workers get their money—fast. That helps keep relationships strong, and promotes healthy communication among all parties.

Here’s how we make sure you get paid quickly—and correctly—the first time.‘

- Our billing department is comprised of our own medical bill payors.
- Payors are assigned to specific states and are well-versed in that state’s rules and regulations, which significantly reduces processing time.
- We have a provider services team dedicated to taking provider calls. To check the status of a payment, confirm the receipt of bills, and answer any questions you may have regarding the reimbursement on your bill, just call 1-800-282-7644 and ask for provider services.
- Fees for the treatment you provide are specified in your network contract. So there is no need for time-consuming arrangements for special fee agreements on a case-by-case basis.

Electronic billing can save you even more time!

To ensure timeliness and accuracy, our payors send all bills to P2P Link, a secure, electronic billing company for initial processing. P2P Link ensures that the bill is clean and matches it to the correct claim number. The bills and attachments are then transmitted to Summit for processing.

If your practice has an account with P2P Link, you can save even more time by uploading your bill directly into the P2P Link system for processing (also called “e-billing”). This allows the bill to be indexed into Summit’s system much sooner.

With P2P Link, you can also:
- **Ensure your bills are clean at first pass**
- **Reduce printing, handling and postage costs**
- **Correct your bill online after it’s been submitted**
- **Track your bill’s status**
- **Verify within 24-48 hours that your bills were received**
- **Verify claim numbers and dates of injury**

To create an account with P2P Link and get pricing information, call 1-866-940-4503, e-mail p2psales@stoneriver.com or visit www.p2plink.com.

* Please note that several workers’ compensation payors lease and have access to the Heritage Summit HealthCare LLC preferred provider network. This means that the checks we send to pay you for your medical services will be from one of these payors, not Heritage. For a complete list of payors, please visit www.summitholdings.com and click on Provider Resources.

—Dr. Ira Fox, MD, DABPM, FIPP; Founder, Anesthesia Pain Care Consultants and Heritage Summit Healthcare network provider