

## World Trade Center Health Program Nationwide Provider Network Overview

We are pleased you are considering or already an active provider of the World Trade Center Health Program Nationwide Provider Network. Your compassionate, quality care in this narrow network for responders and survivors of the events of 9/11 is greatly appreciated. The World Trade Center (WTC) Health Program is a limited federal health program administered by the National Institute for Occupational Safety and Health, part of the Centers for Disease Control and Prevention in the U.S. Department of Health and Human Services.

We are proud to inform you that Prime Health Services will be partnering with Managed Care Advisors (MCA)-Sedgwick for the World Trade Center (WTC) Health Program Nationwide Provider Network, which will be transitioned from LHI to MCA-Sedgwick effective July 1st, 2022.

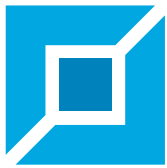
The purpose of the program is to ensure these individuals have access to the highest quality medical care for treatment of these conditions by covering their associated medical costs. For further details of the program please view this link: <https://www.primehealthservices.com/wtc-health-program>

### **How To Join**

While your practice may have participated in this program previously, or might currently, the transition to MCA-Sedgwick, which takes place 7/1/2022, necessitates new agreements to be put in place to accommodate this change. In order to opt in you will need to complete a World Trade Center - PHS Provider Agreement and an attestation form. These documents can be found at the following link: <https://www.primehealthservices.com/wtc-contracts/>

### **Benefits of Joining**




By Joining the World Trade Center Health Program NPN, or continuing to be involved after the transition from LHI, some of the benefits you'll receive under Prime Health Services include timely, guaranteed payment within 30 days on all clean claims. You also now have access to an entire dedicated claim disputes and provider relations team for any assistance you may need. We are here to answer questions regarding your claims and any inquiries you or your staff may have. Lastly, and most importantly, you are providing care to a hero involved in the events of 9/11 and we can't think of a greater benefit then giving back to your community in this manner.






## Billing

Below is an outline of the billing process for WTC. Please note the billing route will vary depending on whether the member is a survivor or a responder. All WTC members will receive a WTC member ID card. A survivor will have an 's' in their member ID. The member will also know if they are classified as a survivor or a responder. Here is an example of a WTC member ID card.

### Responder ID Card

   Nationwide Provider Network  Member: <b>Member Name</b> Member ID: 123456789  Member Services Hotline: 800.416.2898 Hours: Monday - Friday, 8:00 AM - 8:00 PM EST  Member portal: <a href="http://www.sedgwickworldtradecenter.com">www.sedgwickworldtradecenter.com</a>  EFFECTIVE: July 31, 2022	<b>Provider portal:</b> <a href="http://www.sedgwickworldtradecenter.com">www.sedgwickworldtradecenter.com</a> <b>Billing PO box:</b> PO Box 8021, Dublin, OH 43016 <b>eBilling Payor ID:</b> LV371 (Data Dimensions)  <b>Prior-authorization phone number:</b> 800.416.2898 <b>Prior-authorization fax number:</b> 866.728.7860  <b>DISCLAIMERS</b> No balance billing for certified condition. Certain procedures require prior authorization; check provider portal for more information.  For pharmacy questions, call 800.935.7179
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### Survivor ID Card

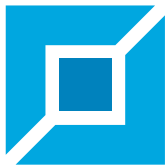
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## Survivors:

Always bill primary insurance first and then balance bill WTC NPN (Sedgwick).

Once the primary insurance is billed, anything remaining will then be billed (billed by the provider - this part does not automatically happen) to WTC NPN (Sedgwick). The primary insurance EOB if applicable will need to be included. Providers can bill Sedgwick in any of the four routes below:

- ▶ E-Bill Payer ID: LV371
- ▶ Mail Room: PO Box 8021, Dublin, OH 43016
- ▶ E-Fax: (866) 728-7860 / (614) 408-2836
- ▶ Provider Portal: [www.SedgwickWorldTradeCenter.com](http://www.SedgwickWorldTradeCenter.com)



## Responders

If workers' compensation is active or member has lifetime WC benefits then bill WC insurance first, balance bill WTC NPN.

If no workers' compensation, then bill WTC NPN full amount.

Please note the primary insurance is not billed for responders. Once the WC insurance is billed, if applicable, anything remaining will then be billed (billed by the provider- this part does not automatically happen) to WTC NPN (Sedgwick). The WC insurance EOB if applicable will need to be included. Providers can bill Sedgwick in any of the four routes below:

- ▶ E-Bill Payer ID: LV371
- ▶ Mail Room: PO Box 8021, Dublin, OH 43016
- ▶ E-Fax: (866) 728-7860 / (614) 408-2836
- ▶ Provider Portal: [www.SedgwickWorldTradeCenter.com](http://www.SedgwickWorldTradeCenter.com)

## Reimbursement

Reimbursement will be based on a percentage methodology outlined below. Please refer to your contract for confirmation on the exact rates agreed upon within your specific agreement.

**Rate:** Provider will be paid the lesser of 70% of the Billed Charge; 100% of the current Medicare fee schedule; or 80% of any maximum allowable rate specified by federal fee schedule or law or usual and customary rate.

The referenced federal Fee Schedule will follow the Office of Workers' Compensation Programs (OWCP) Fee schedule. For treatment not covered under this schedule, reimbursement will default to the lesser of the billed charge or Medicare rate included in the agreement. The OWCP Fee Schedule can be viewed at: <https://www.dol.gov/agencies/owcp/regs/feeschedule/accept>

Should you have any questions - please feel free to contact us by phone at 1-866-348-3887, or via email at [WTCproject@primehealthservices.com](mailto:WTCproject@primehealthservices.com). We look forward to working with you to continue providing quality care, compassionate health care to the 9/11 community.