



PAYER RESOURCE INFORMATION

Value Based Agreements:

Value-based contracting between MHACO and payors generally encompasses performance-based payment or reimbursement tied to indicators of value, such as patient health outcomes, efficiency and quality. Value-based contracting is designed to improve population health management, where the ACO takes responsibility (and sometimes financial risk) for populations of patients and aims to deliver value for the broader continuum of care across inpatient and outpatient settings. The goal is to reduce overall cost and improve health. For more information, email: ContactMHACO@mainehealth.org

Payer/Employer Group	Contracts / Products	Resource Links
Aetna	<ul style="list-style-type: none"> Commercial Products Medicare Advantage 	Website & Resources for Providers and Professionals: www.aetna.com Quarterly Newsletters: OfficeLink Updates Provider Manuals: click here Secure Portal: https://apps.availity.com/availity/web/public.elegant.login
AMH (Anthem MaineHealth)	<ul style="list-style-type: none"> Anthem MaineHealth Medicare Advantage 	Anthem Website: www.anthem.com Monthly Newsletters and subscribe: News Updates- Maine Provider Manuals: click here Resources for Providers and Professionals: Anthem phone numbers. Secure Portal: https://apps.availity.com/availity/web/public.elegant.login
MaineHealth Plan* (Aetna:: third party administrator) (TPA) effective 01/01/2023	<ul style="list-style-type: none"> MaineHealth Employees & Dependents 	Provider Manuals: click here Website: MaineHealth Benefits (mainehealthaetna.com) Secure Portal: https://apps.availity.com/availity/web/public.elegant.login *For claims prior to 01/01/2023- Anthem was the TPA (refer to Anthem contact list above for claims prior to 2023)
Center for Medicare & Medicaid Services (CMS)	<ul style="list-style-type: none"> Medicare Shared Savings Program (MSSP) 	Website: https://www.cms.gov/ MSSP website: click here Provider Enrollment, Chain and Ownership System: PECOS For more information about MSSP, please contact us at contactMHACO@mainehealth.org
Cigna	<ul style="list-style-type: none"> Commercial Products 	Website: www.cigna.com Provider Newsroom: Network News Provider Resources/Manual located on Secure Portal available : Cigna for Health Care Professionals Provider relations: 1-800-926-2273 or the number on the patient's insurance card
Community Health Options (CHO)	<ul style="list-style-type: none"> All Products 	Website, Resources and Manual: www.healthoptions.org Newsletters: Subscribe to e-news updates Secure Portal: https://apps.availity.com/availity/web/public.elegant.loginh Provider relations: (855)624-6463, or provider@healthoptions.org
Harvard Pilgrim Health Care (HPHC)	<ul style="list-style-type: none"> Commercial Products 	Website: Welcome providers Point32Health Provider Newsroom: Sign Up here Provider manual and payment policies can be found here Learn more about the HPHConnect web-based transaction service and register here Provider relations: 1-800-708-4414

Humana	<ul style="list-style-type: none"> Medicare Advantage (HMO / PPO) 	Website: Humana Healthcare for Providers Humana Provider Manual: https://www.humana.com/provider/news/publications Bi-monthly Newsletter, view on line: YourPractice Secure Portal: https://apps.availity.com/availability/web/public.elegant.login Provider and Customer Service: 1-800-457-4708
MaineCare	<ul style="list-style-type: none"> MaineCare Accountable Communities (AC) 	State of Maine DHHS site: Accountable Communities Department of Health and Human Services (maine.gov) Provider Resources: Provider Resources Department of Health and Human Services (maine.gov) Health PAS Portal: Health PAS-OnLine (maine.gov)
Martin's Point Health Care (MPHC)	<ul style="list-style-type: none"> Tricare (US Family Health Plan - USFHP) Generations Advantage (Medicare Advantage) 	Website: www.martinspoint.org Provider Manual: Provider Manual (martinspoint.org) Quarterly Newsletter and subscribe: The Point Newsletter - Featured Articles (martinspoint.org) Secure Portal: https://forproviders.martinspoint.org
United Health Care	<ul style="list-style-type: none"> Medicare Advantage (HMO / PPO) 	Provider Manual: Welcome to UnitedHealthcare: 2022 Administrative Guide UHCprovider.com Website and access to secure portal: https://www.uhcprovider.com/ Monthly Newsletter: Network Bulletin
WellCare (formerly Universal American)	<ul style="list-style-type: none"> Medicare Advantage 	Website: https://www.wellcare.com/Maine Provider Enrollment requests sent to: maine_health_plan@wellcare.com Provider portal information is here

Messenger Model Agreements:

The MaineHealth ACO conveys contract offers to participating providers from the following payers at their request. The ACO does not negotiate reimbursement rates or value-based payments under these “Messenger Model Agreements”. Participating providers may choose to accept the terms of the agreement as presented or reject the terms and negotiate directly with the payer.

Payer/Employer Group	Contracts / Products	Resources
FirstHealth (Coventry)	<ul style="list-style-type: none"> Commercial PPO Products 	Website: Resources & Support for Health Care Providers Aetna
EBPA	<ul style="list-style-type: none"> Commercial PPO Products 	Website: www.ebpabenefits.com
MultiPlan (Claritev)	<ul style="list-style-type: none"> Commercial PPO Products 	Website: Healthcare Technology Solutions Claritev