

MaineHealth Accountable Care Organization

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/availability/web/public.elegant.login
Anthem BCBS	<ul style="list-style-type: none"> Enhanced Personal Health Care (EPHC) 	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/availability/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/availability/web/public.elegant.login
MaineHealth Plan* <i>(Aetna:: third party administrator) (TPA) effective 01/01/2023</i>	<ul style="list-style-type: none"> MaineHealth Employees & Dependents 	Provider Manuals: click here Website: MaineHealth Benefits (mainehealthaetna.com) Secure Portal: https://apps.availity.com/availability/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 Quarterly Newsletter and Subscribe: 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"> Commercial Products 	Website, Resources and Manual: www.healthoptions.org Newsletters: Subscribe to e-news updates Secure Portal: https://apps.availity.com/availability/web/public.elegant.loginh Provider relations: (207) 402-3347, or provider@healthoptions.org

Harvard Pilgrim Health Care (HPHC)	<ul style="list-style-type: none"> Commercial Products 	Website: https://www.harvardpilgrim.org/provider/ Monthly Newsletter and Subscribe: Network Matters Provider manual and payment policies can be found here Secure Portal HPHC Connect: https://www.harvardpilgrim.org/provider/ Provider relations: 1-800-708-4414
Humana	<ul style="list-style-type: none"> Medicare Advantage (HMO / PPO) 	Website: https://www.humana.com/provider/ Provider Manual: https://www.humana.com/provider/news/publications Newsletter, view on line: YourPractice Secure Portal: https://apps.availity.com/availability/web/public.elegant.login Provider and Customer Service: 1-800-457-4708 or humanaproviderservices@humana.com
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: For Providers - Provider News (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 News UHCprovider.com
WellCare (formerly Universal American)	<ul style="list-style-type: none"> Medicare Advantage <ul style="list-style-type: none"> Today's Options PPO, Today's Options PFFS, WellCare HMO 	Website: https://www.wellcare.com/Maine Secure Portal: Login - WellCare

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
Coventry / FirstHealth	<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	<ul style="list-style-type: none"> Commercial PPO Products 	Website: www.multiplan.com