

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

212



FROM: Riverside County Regional Medical Center

SUBMITTAL DATE:  
June 15, 2010

SUBJECT: Approval of the Three Rivers Provider Network, Inc. Agreement

RECOMMENDED MOTION:

- 1) Approve the Provider Network Agreement with Three Rivers Provider Network, Inc., effective July 1, 2010; and
- 2) Authorize the Chairperson to sign three (3) copies of the agreement; and
- 3) Direct the Clerk of the Board to return all three (3) copies of the signed originals to Riverside County Regional Medical Center Administration. Upon final execution by Three Rivers Provider Network, Inc., a fully executed agreement will be returned to the Clerk of the Board.

**BACKGROUND:** Three Rivers Provider Network, Inc. (TRPN) contracts with insurance companies, third party administrators and health plans that utilize TRPN network providers for health care services. TRPN has requested Riverside County Regional Medical Center (RCRMC) join their network of providers for hospital services. As a contracted provider, the Hospital will receive payment within thirty (30) days from receipt of the hospital's claim.

The agreement has been reviewed and approved as to form by County Counsel.

*Douglas D. Bagley*  
Douglas D. Bagley, Hospital Director

FINANCIAL  
DATA

Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	Yes
Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	No
Annual Net County Cost:	\$ 0	For Fiscal Year:	10/11

SOURCE OF FUNDS:

Positions To Be Deleted Per A-30 ☐

Requires 4/5 Vote ☐

C.E.O. RECOMMENDATION:

County Executive Office Signature

APPROVE  
*Debra Cournoyer*  
Debra Cournoyer

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Ashley, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Benoit and Ashley  
Nays: None  
Absent: Tavaglione and Stone  
Date: June 22, 2010  
xc: RCRMC, Purchasing

Kecia Harper-Ihem  
Clerk of the Board

By: *Kecia Harper-Ihem*  
Deputy

Prev. Agn. Ref.:

District: 5

Agenda Number:

3.34

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

FORM APPROVED COUNTY COUNSEL  
BY: *Alex R. Kipnis*  
DATE: 6/3/10  
NEAL R. KIPNIS

Dep't Recomm.: ☐ Consent ☒ Policy ☒  
Per Exec. Ofc.: ☐ Consent ☒ Policy ☒

**THREE RIVERS PROVIDER NETWORK  
AGREEMENT WITH**

COUNTY OF RIVERSIDE, ON BEHALF OF  
RIVERSIDE COUNTY REGIONAL MEDICAL CENTER ("RCRMC")

This Agreement is made this 1st day of July 2010, by and between Three Rivers Provider Network, Inc., a Nevada Corporation ("TRPN") and the County of Riverside, on behalf of Riverside County Regional Medical Center ("RCRMC"), a hospital for health care services. TRPN contracts with hospitals, physicians, ancillaries and entities hereinafter referred to as "Facility" rendering medical and health care services at pre-determined rates as follows.

1. Clients, Covered Services, Contract Rates: TRPN contracts with insurance companies, third party administrators, health plans, individuals and entities hereinafter referred to as "Clients" that directly or indirectly access TRPN contracted providers for covered services. Covered Services shall include all services that are medically necessary including health, automobile and general liability. The rate used in conjunction with this Agreement will be a five percent (5%) discount off of Facilities usual charge for covered services, less any applicable co-payments, co-insurance or deductibles. Clients are obligated to make payment directly to facilities only at the contracted rate as payment in full. Facility shall not balance bill the patient upon receipt of payment in full at the contracted rate. TRPN has no responsibility to make payments on behalf of Clients. Payments shall be made within thirty (30) calendar days of receipt of clean claim. Payments made and cashed by the provider shall be accepted as payment in full, and fulfillment of all terms of the agreement, providing the total payment including the member's portion is not less than the contracted rate.

2. Licenses, Standards of Care: Facility agrees to deliver health care services that meet all legal standards of care complying with applicable Federal, State and Local laws and maintains the standards of NCQA and/or JCAHO. The provider is delegated by TRPN to carry out and/or assign credentialing responsibilities. Evidence of such licenses, certificates and standards shall be made available to TRPN upon request.

3. Term and Termination: This Agreement shall continue in effect for a period of one (1) year. This Agreement may be terminated by either party without cause with a ninety (90) day prior written notice to the other party at the mailing addresses listed under the signatures. This Agreement may be immediately terminated with cause by TRPN should facility lose applicable licenses, malpractice coverage, fail to honor the applicable contracted rates pursuant to this Agreement, or if any information provided in Attachment A is illegible, incomplete, or invalid.

4. Dispute Resolution: Provider agrees to meet expeditiously to resolve any problems arising under this Agreement and will confer in good faith to resolve any disputes that may arise. This Agreement shall be construed and interpreted in accordance with the laws of the State of California. The parties agree to the jurisdiction and venue of the appropriate courts in the County of Riverside, State of California.

5. Attachment A: All information provided in Attachment A of this Agreement is complete and accurate to the best of Facilities knowledge and Facility shall immediately notify TRPN of any changes thereto.

6. Faxed Signatures: The parties agree that facsimile signatures of authorized representatives of the parties shall legally bind the parties to the terms and conditions of this Agreement as if the signatures were original and shall be considered evidence of a fully executed Agreement.

7. Final Agreement: All terms and conditions agreed upon by the parties are contained in this Agreement. All prior negotiations, promises, agreements, and representations, either spoken or written concerning the subject matter of this Agreement that are not set forth herein are null and void and have no bearing on this Agreement

IN WITNESS WHEREOF, the authorized parties hereto have executed this Agreement and intend to be bound thereby.

HOSPITAL NAME (Please Print):

ATTENTION:LANI HAZELTON  
TRPN CONTRACTING

RIVERSIDE COUNTY REGIONAL MEDICAL  
CENTER

THREE RIVERS PROVIDER NETWORK, INC.

COUNTY

Signature:

Title:

Chair, Board of Supervisors

MARION ASHLEY

Signature:

Date:

HOSPITAL

Signature:

Douglas Bagley

Title: Hospital Director/CEO

Date:

5/25/10

Name: Todd Breeden Chief Operating Officer

Mailing Address: 1620 Fifth Avenue Suite 900

San Diego, CA 92101

Phone: (619) 358-9429

Date:

7-15-2010

**ATTACHMENT A: HOSPITAL INFORMATION**

(Please attach a roster of all the Provider's full names, titles, NPI's, and all locations under the Hospital's Tax Id#, use Addendum A)

Tax ID: 95-6000930

Specialty: Inpatient, Outpatient Hospital Services

FORM APPROVED COUNTY COUNSEL

BY:

NEAL R. KIPNIS

DATE

ATTEST:

KECIA HARPER-IHEM, Clerk

By:

DEPUTY

Primary Address: 26520 Cactus Avenue

Moreno Valley, CA 92555

Phone: (951) 486-4000 Fax: (951) 486-4475

Email:

Other Facility and/or Billing Address? Yes ☐ / No ☐

If "yes", attach page with additional information

Hospital Affiliations (list name, date and type):

## **ADDENDUM A:**

### **PROVIDER LISTING & FACILITY LOCATIONS**

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- i. The attached roster of providers and or locations will be participating under this Agreement between the County of Riverside, on behalf of Riverside County Regional Medical Center (“RCRMC”) and Three Rivers Provider Network and shall include Tax Identification Numbers, NPI Numbers, Address(s), Phone and Fax Numbers.

**Riverside County Regional Medical Center**

26520 Cactus Avenue  
Moreno Valley, CA 92555  
Phone :(951) 486-4000  
Fax:(951) 486-4475

Tax I.D. 95-6000930  
Inpatient NPI 1821159195  
Outpatient NPI 1386852416

## TRPN PAYER LIST

4Most	HPS Paradigm
A & I Benefit Plan Administrator	Humana
A.E.B.S.,CO.	IAC
ABPA	IBA
Academic Risk	IBEW Southwestern Health & Benefit Fund
Access General Insurance	Idaho Pipe Trades
Acordia	Imerica Life and health Insurance Company
ACS Benefit Services, Inc.	Indiana Laborers
Actor's Guild	Indiana Laborers AP
Administrative Concepts Inc.	Indiana Roofers
Administrators West	INETICO
AdminOne Corporation	Innovante Benefit Administrators
Advanced Insurance Administrators	Innovated Health Strategies
Advantek Benefit Administrators	Innovative Claim Solutions
Aegis Administrators	Insurance Admin of America
AETNA	Insurance Administrators of America
AFS Insurance Services, Inc.	Insurance Design Administrators
AG Administrators	Integra Admin Group - Supp
Ageless Care	Integrated Claims Administrators
AIG	Inter-Americas Insurance
AIG Hawaii Insurance Company, Inc	Intercom Hrential Corp.
Aim Healthcare Services, Inc.	Interplan
Alaska Electrical H&W	Intracorp
Alaska Forest Association	IPC
Alaska Pipe Trades UAL 375	Island Group
Alaska Teamsters	ITPE Health & Welfare Fund
Alaska UFCW H&W Trust	IUOE Local 15
Alliance International Assistance	JM Family Enterprises
Alliant Health Plans	JMH Health Plan
Allied National Companies	John Deere
Alpha Review Company	JP Farley Corporation
Alternative Risk Management	JW Terrill
Ameriben Solutions	Kaiser (northern California)
American Administrators	Kentucky Laborers District Council
American Benefits Association	Key Partners
American Benefits Management	Key Risk Management Services, Inc
American Claims Exchange	Laborers Metro Detroit Health
American Community Mutual	LBA Healthplans, Inc.
American Health Holding	Leahy & Associates, Inc.
American Medical Security Life Insurance Co.	Liberty Mutual
American Modern Insurance Group	Life Investors Insurance Company of America
American National Property & Casualty	Lifewell Healthplans
American Postal Workers Union (APWU)	Littleton Group
American Professional Risk Services	Local Engineers 15
American Republic Insurance Company	Loomis Company
American Solutions Group	Maksin Management Corporation
American Trust Administrators	Managed Benefits Administrators & Ins. Consultants
American Underwriters	Managed Health Funding Insurance Administrators
AmeriComp	Marsh Advantage
Amerihealth Administrators	MCA Administrators
Anchor Benefit Consulting	Med Claim Partners, LLC
Antares Management Solutions	Metadata
APA Partners Inc.	Medical Claims Resources
Asert Benefit Services	Medical Consultants Network
ASMED Health Partners	Medical Cost Management
ASR Admin Systems WP	Medical Savings Insurance Company
ASR Corporation	MEDICOR Managed Care
Associated Administrators, Inc	Medipac International
Associated Plan Administrators	Melane Company
Association Insurance Trust	Memorial Integrated Healthcare
Assurant / Fortis	Mennonite Mutual Aid

TRPN PAYER LIST

Assured Assistance	Mercy Care Insurance
Atlanticare Administrators	Meridian Resource Company
Atlas Administrators, Inc.	Metropolitan Life
Avis Budget Group	MGIS
AVMED Health Plans	Midest Security Administrators
AvMed North	MMOH
AZ Foundation for Medical Care	MMSI
Beacon Risk Strategies	Mokan Sheet Metal Workers
Benefit Assistance	Montgomery Management
Benefit Coordinators Corporation	Morgan & Franz
Benefit Management Systems	Morgan White International Administrators
Benefit Plan Administrators	Morris Associates
Benefit Planning, Inc	Mountain States Administrators
Benefit Services, Inc.	MPI International
Benefit Solutions	Mutual Assurance Administration
Benefit Source	Mutual Medical Plans, Inc.
Benefit Systems & Services, Inc.	Mutual of Omaha
Benesight / Fiserve	Myerson Stevenson Toohey
Berkley Specialty Underwriting Managers, LLC	NAHP
Best Life	NALC Health Benefit Plan
Blair Mill Administrators	National Benefit Administrators
Blue Bell Creameries	National Comp Care ( Tyson )
BME Gateway	National Rural Electric Cooperative Assoc.
BMI Health Plans	National Telecommunications Coop. Association
Bob McCloskey Insurance	NCAS
Bridge Benefits, Inc.	Nebraska Farm Bureau
Bridgestone	New England Financial
Brokerage Concepts	New England Health Plans
Brown Rehabilitation	New Era Life Insurance CO
BSI Florida	NGS American, Inc.
Buckeye Insurance Group	NNSI
Butler Benefit Service	NOITU Insurance Trust Fund
C.L. Frates & Company	North American Administrators
Cam Administrative Services	NOVA Health Systems
Canassistance	NYSUT
Capital District Physician Health Plans	Ohio Carpenters
Capitol Administrators	Ohio Health Choice
Care Choices	Ohio Mutual Insurance Company
Careington	Olympus Managed Health Care
Careworks	OneBeacon Insurance
Carpenters Southwest Administrative Group	Operating Engineers Health & Welfare Trust
CBA, Inc.	Outsourced One
CBCA	OUTSOURCEONE
CBSA	Oxford Health Plans
CCA	P5 Health Services
CCL & H	Pacific Coast Claims Consultants
CCSI	Pacific Foundation
CDS Group Health	Pacific Heritage Administrators
Celina Insurance Group	Pacmed
Cement Masons Nevada	Painters District Council #2
Cement Masons NV	Paramount Healthcare Inc
Cement Masons of Southern CA	PCM, Inc.
Central Benefits Mutual	Pekin Insurance
Century Health Solutions	Penn Western Benefits
Ceres Health Care, Inc.	Permanent General Insurance Co.
Cerner Corporation	Physician Benefit Trust
Charter Management Services	Physician Mutual
Chatwins Administration	Physicians Mutual Insurance Company
Cigna	Pioneer Administrators
Claims Benefits, Inc.	Planned Administrators
Clark County Firefighters (NV)	Plumbers & Pipefitters, NV

## TRPN PAYER LIST

CNIC Health Solutions	Plummers Pipefitters of NV
Coca Cola (Manhattan)	POMCO
Colonial Life Insurance	Prairie States TPA
Combined Life Insurance Company	Preferred Care
Commerce Insurance Company	Preferred Medical Claims Solutions
Commercial Travelers Ins.	Premier Comp Solutions
Community Care	Principal Financial Group
Comp I.Q.	Prison Health Services
Companion Property & Casualty Group	Pro-Claim Plus
Complete Benefit Solutions	Producer's Guild
Comprehensive Behavioral Care	Professional Benefit Administration
Comprehensive Care Services	Professional Benefit Services
Compstar	Professional Claims Administration
Comptech	Provider Benefit Plans
Conseco	Pupil Benefits Plan, Inc.
Conservent	Qualcare
Consolidated Service Group	Quality Health Management, LLC
Construction Ind & Laborers H & W	Quest Medical Claims
Construction Teamsters	Regional Care, Inc
CoreSource	Resolved Healthcare
Cornerstone Benefits Administrations, Inc	Retirees Welfare Trust
Cornerstone National Insurance Company	Reunion Industries
Cornerstone Preferred	Review Works
Corporate Benefits Services	Rural Health Plans Initiative
Corporate Care Management	SAFECO
Correct Care Solutions	SAIF
Cost Containment Strategies, Inc.	Salt River Indian Community
Cost Pro	Scot Industries
Costal Administrative Services	Scott & White Healthplans
Cottingham & Butler	Screen Actors Guild
Countryway Insurance	Secure Health Plans of GA
Coventry Health Care	SecureOne
Cross Summit Enterprises	Security Administrative Services
CWI Benefits	Security Health Plan of W.I.
Cypress Benefit Administrators	Sedgwick
D. Edward Wright, Inc.	Select Benefit Administrators, Inc.
Definity Health Plans	Selective Insurance Group, Inc
Destiny Health	Self Insured Services CO
DH Evans Associates, Inc.	Seminole Tribe of Florida
Director's Guild	Shorman Solutions
Diversified Administrators Corporation	Sierra Health & Life Insurance Company
Dollar General	SISCO
Drake Insurance Administrators	SkilStaf, Inc.
Dunn and Associates	SMC, Inc.
E.S.I.S.	Southern California Pipe Traders
East Coast Underwriters	Southern California Risk Management Association
EBAM	Southern National Life Insurance
Educators Mutual	Specialty & Paper Products Health and Welfare
Electrical Workers H & W	Spectrum Administrators
Elite Administration & Insurance Group	Stanislaus Foundation
ELMCO	State Farm
EMC Insurance	State of Louisiana OGB
Employee Benefit Administrators	Stowe Associates
Employee Benefit Concepts	Student Insurance
Employee Benefits Services	Student Plans, Inc.
Employee Plans LLC	Summit Administrators Services
Employee Security Inc.	Summit Insurance Company
Employers Life Insurance Company	SUNMED
Employers Plan Services	T.R. Paul Group Services
Enabler Managed Care Corporation	TBG Administrative Services
Enterprise Group Planning	TC3 Health



## TRPN PAYER LIST

Erin Group Administrators	Teamster Construction Industry
FCCI	Teamsters Local 14
Federated Mutual	Teamsters Local 631 SEC Fund
FIC Corporation- Dallas	Teamsters Local 995
FIC Corporation- Irvine	Texas True Choice
Fidelity Insurance Company	The Alliance
Firefighters Family Medical	The Claims Trust
First Administrators Inc	The CompTech Group
First Health	The Epoch Group
Fiserve	The Guardian
Florida 1st Service Administrators, Inc.	The Hartford Group
Florida Benefit Administrators	THIPA
FMH Benefit Services	TLC First Administration
Fox Everett	TML Intergov Employee Benfits
Fringe Benefits	TPA of Georgia
Future Care, Inc	TQ Consultants
GAB Robins	Travelers Insurance
Gallagher Benefit Administrators, Inc.	Travtens Insurance Group
GBSI	Tru Services, Inc.
Geico	Trusted Plans Service Corporation
Gem Administrators	U.S. Benefits
Gilsbar Insurance Company	UICI Administrators
Global Assurance	Underwriters Safety & Claims
Global Care	Unicare
Global Excel Management, Inc.	Unified Group Services, Inc.
Global Risk Management	United Benefits
GMAC Insurance	United Claims Solutions, LLC
Golden Rule Insurance Company	United Health Care
Great Fidelity	Unity Health Insurance
Great West Healthcare	Upstate Administrative Services
Group Administrators	USAA
Group Health Inc	Valunet, LLC
Group Insurance Services Center	Vermont Managed Care
Group Resources	Vista America
Guarantee Trust Life Insurance Company	Vista Health Plans
Guardian	Washington Employers Trust
HAA Preferred Partners	Washington Idaho Carpenters
Harrington Benefit Services	Washington Idaho Carpenters
Health Administration Service	Washington Teamsters
Health Cost Management	Wausau
Health Design Plus	WEA Trust
Health Future	Western Benefits
Health Link	Western Mutual Insurance
Health Markets	Western Teamsters Trust
Health New England	Westport Benefits
Health Plans. Inc.	Westport Shipyard, Inc.
Health Reinsurance Management Partnership	WEYCO, Inc.
Health Special Risk	WorComp Bill Review Services
Health Systems Management	Worldwide Management Care Partners
Healthcare Direct	WPS, Inc.
Healthcare Resource Group	Writer's Guild
HealthComp Administrators	York claims
HealthFirst TPA	York Insurance Services Group, Inc.
Healthscope Benefits	Zeneks
Healthstar	Zenith Administrators
HFN, Inc.	
HIP of NY	
HMA, Inc.	





To Whom It May Concern:

Welcome to Three Rivers Provider Network. Enclosed with this contract are a Provider Manual and a Quick Reference guide to assist your staff in working with the TRPN members.

We request that you send all updates monthly, so we can forward this information to our payers. We notify our payers of the changes, additions, and terminations on every fifteenth of the month. These updates may be mailed, faxed 619-600-4813, or emailed to [TrpnDataEntry@trpnppo.com](mailto:TrpnDataEntry@trpnppo.com) to the attention of Cristina Maldonado. If you have any questions, comments or concerns please contact Zarah Tadeba at 619-600-4827.

Again, we welcome you to Three Rivers Provider Network and look forward to a long and mutually prosperous relationship.

Sincerely,

A handwritten signature in black ink, reading "Blaine D. Pollock". The signature is written in a cursive style.

Blaine D. Pollock,  
President

910 Hale Place Suite 101  
Chula Vista, CA 91914

**TRPN does not assign Primary Care Providers**

**Contracted Hospitals**

see web site  
[www.trpnppo.com](http://www.trpnppo.com)

**TRPN QUICK REFERENCE GUIDE**

**Officers:** Blaine Pollock, Chief Executive Officer  
Todd Breeden, Chief Operating Officer

**Provider Information:** TRPN clients agree to list all participating providers in provider directories and maintain the information as long as the agreement is in effect.  
TRPN has a new web site where members and providers may access providers nationally:  
[www.trpnppo.com](http://www.trpnppo.com)

**Payment:** TRPN shall require Clients to process and reimburse the "Provider" within thirty (30) calendar days upon the receipt by the Claims Administrator of *clean* claims.

**Medical Records:** If required to process claim, records shall be requested within ten (10) calendar days of original receipt of claim, such claims shall then be processed promptly and payment made to Provider within ten (10) calendar days of the receipt by the Claims Administrator of the requested records.

**Reimbursement:** Providers and facilities will be paid according to reimbursement information as listed in Attachment A of the contract for all **covered** service



# **THREE RIVERS**

## **PROVIDER NETWORK**

### **PROVIDER MANUAL**

910 Hale Place Suite 101  
Chula Vista, CA 91914

## **History and Introduction**

Three Rivers Provider Network "TRPN" began as a joint project with several major insurance carriers in 1996. TRPN continues to be utilized by the original carriers along with many other health care payors. We have direct contracts with approximately 5,000 hospitals and 600,000 physicians in fifty states. We recently acquired the MCS network which now makes TRPN one of the largest healthcare networks in the nation.

TRPN management has over 50 years of managed care and health care industry experience coming from the medical provider side of the equation. This allows us to work closely with insurance companies, third party administrators and self-insured groups to assist them in directing members to our providers and receiving the benefits of a quality health care network.

Our goal is to insure our provider's needs are met by maintaining a consistently efficient delivery system. We are responsive to the needs of our medical community and work to keep excellent communications with our providers through our Provider Relations division. We provide steerage through our member call in centers, online directories, printed directories and select provider nominations.

## **Credentialing Requirements**

TRPN takes great pride in the quality of the healthcare providers we offer to our members. All credentialing is delegated to the provider and there are no processing fees. To maintain a high standard of quality, we ask that each provider of services submit a copy of their State License, face sheet of their malpractice insurance, JCAHO Certification if applicable, NCQA accreditation if applicable.

## **Three River Provider Network Clients**

TRPN has an impressive client base, consisting of self-insured employer groups, third party administrators and insurance companies. TRPN works diligently with its clients and providers to maintain open lines of communication. This assists each provider in the TRPN network to have complete understanding of clients' individual benefit plan designs, prior authorization requirements, co-payments and other pertinent information.

TRPN has developed direct relationships with Insurance Carriers and Health Plan design and administration firms marketing policies throughout the country. All payors are required to process claims electronically. When a claim is in dispute we get a copy of the claim and the explanation of benefits from both the Payor and our provider. Each and every claim is reviewed through our fraud detection software to make certain no one is accessing our network without a direct contract, thereby eliminating any silent PPO access.

TRPN's policies provide incentives to the policyholders in the range of 20% to 40% for accessing a network provider. We have found payors offering policies to be a growing market versus the HMO managed care model.

## **Member Identification**

Each member utilizing the TRPN provider network will have a valid identification card which will list all pertinent information necessary for the provider. This data assists the provider in proper billing, facilitating quick and proper reimbursement. The desired result is a sharp decrease in reconsideration, fewer accounting errors and denied claims.

Keep in mind; it is always important to verify benefits and eligibility of a member at the time of service. For that reason, please remind your patient member of the importance of having their Insurance Card available at the time of each visit. Benefits generally vary from one employer group to another, therefore it is important, both for the member and the provider to understand what services may or may not be covered for a specific visit.

The TRPN logo will appear either on the identification card and/or on the remittance advice (EOB) sent to the provider with payment by the individual member's payer. The following are samples of identification cards.

Please note some clients utilize variations of the identification card. It is the responsibility of the provider to ensure all prior authorization requirements are met in a timely manner. The information found on the back of the identification card will assist you in meeting claim submission requirements.

## Three River Provider Network Sample Card

Three Rivers	
Insurance Company Name	
Patient Name	
Identification #	
Three Rivers Provider Network <b>TRPN</b> 1 (800) 966-8776	Quality Providers Nationally
For Network Provider Information Please call TRPN @ 1-800-966-8776	

  

Three Rivers	
Please submit Medical Claims to:	
Payer Name	
Payer Address	
Payer Phone Number	
Please direct all eligibility, benefit and authorization queries to: Representative at branch phone number	



## **Prior Authorization**

Each member identification card will have a phone number to call for prior authorization. We ask that providers refer to the I.D. card for the appropriate phone or fax numbers.

Since requirements for prior authorization will generally vary from one payer to another, it is important that any inpatient, outpatient or invasive procedures be authorized prior to the services being rendered.

Emergency services when performed in a hospital setting will generally be authorized by the hospital, however, this may not always cover professional services, therefore when a member has accessed any services on an emergency basis, please contact prior authorization to make sure your provider's services have been authorized.

Should you have any questions, please contact our Provider Relations department at our toll free number: 800-966-8776.

## **Utilization Review**

All utilization review will be handled through the contracted employer groups and payers. This information can be obtained by calling the phone numbers on the back of the member card for benefits and eligibility verification or prior authorization.

## **Provider Reimbursement**

TRPN ensures that our clients reimburse each provider in accordance with the provider's contract. All claims will be paid in a timely manner in accordance with the contract at the specified contracted rate. Our member's claims are re-priced within 24 hours of receipt on state of the art HIPPA compliant EDI encrypted systems.

Should you have any questions or concerns please contact our Provider Relations Services at 800-966-8776 or fax the claim information to 619-230-1500. Please be prepared to supply our representative with a copy of both the claim and explanation of benefits.

## **Provider Relations**

**Three River Provider Network wants to insure that your Provider Relations needs are met quickly and efficiently. Someone will be available to take your calls from 7:00 AM until 5:00 PM (Pacific Standard Time) Monday through Friday.**

**Three Rivers Provider Network is eager to work on an ongoing basis with your organization. TRPN makes every effort to understand the needs of its providers and realizes that the superior quality of medical care which your organization provides is our most important asset. Communications is an extremely useful tool in building long and mutually beneficial relationships for all involved. We have a 24 hour turn around time on all inquiries and claim re-pricing.**

## Contracting and Credentialing by State

- For states: Rhode Island, Pennsylvania, New Hampshire, Maine, Indiana, Illinois, Florida, Virgin Islands, Puerto Rico, Nebraska, Louisiana and Guam.

*Contact: Cande Quintana- Contracting Manager, or Millicent Fontanoza*

Cande Quintana Direct line - 619-600-4802 –email [cquintana@trpnppo.com](mailto:cquintana@trpnppo.com)

Millicent Fontanoza direct line - 619-600-4809 –email [mfontanoza@trpnppo.com](mailto:mfontanoza@trpnppo.com)

- For states: Maryland, Georgia, DC, Virginia, Oregon, New Jersey, Wyoming, New York, Montana, and Delaware.

*Contact Josh Majomut, Chris Majomut or Excel Tabor*

Josh Majomut Direct Line - 619-600-4807 –email [jmajomut@trpnppo.com](mailto:jmajomut@trpnppo.com)

Chris Majomut Direct line- 619-600-4829 –email [cmajomut@trpnppo.com](mailto:cmajomut@trpnppo.com)

Excel Tabor Direct Line - 619-600-4851- email [etabor@trpnppo.com](mailto:etabor@trpnppo.com)

- For states: Missouri, Wisconsin, Kentucky, Oklahoma, North Carolina, Kansas, South Carolina and Mississippi.

*Contact Anthony Salazar or Christopher Swallow*

Anthony Salazar Direct line - 619-621-5842- email [jsalazar@trpnppo.com](mailto:jsalazar@trpnppo.com)

Christopher Swallow Direct Line - 619-934-6669 email [cswallow@trpnppo.com](mailto:cswallow@trpnppo.com)

- For States: Ohio, Minnesota, Vermont, Michigan, Iowa, Idaho, Connecticut, Arizona and Alaska

*Contact Cristina Madueno, Michelle Thrasher, or Daniel Torres*

Cristina Madueno Direct Line- 619-600-4850 email [cmadueno@trpnppo.com](mailto:cmadueno@trpnppo.com)

Michelle Thrasher Direct line - 619-600-4846 email [mtrasher@trpnppo.com](mailto:mtrasher@trpnppo.com)

Daniel Torres Direct Line 619-941-2468 email [dtorres@trpnppo.com](mailto:dtorres@trpnppo.com)

- For States: West Virginia, Tennessee, Texas, Washington, California, and Hawaii

*Contact Lani Hazelton, Frank Adame, or Regina Wolgamott*

Lani Hazelton Direct line - 619-600-4832 email [lhazelton@trpnppo.com](mailto:lhazelton@trpnppo.com)

Frank Adame direct line - 619-600-600-4811 email [fadame@trpnppo.com](mailto:fadame@trpnppo.com)

Regina Wolgamott Direct line - 619-600-4839 email [rwolagmott@trpnppo.com](mailto:rwolagmott@trpnppo.com)

- For States: Massachusetts, Alabama, Arkansas, South Dakota, North Dakota, Colorado, Utah, Nevada, and New Mexico

*Contact Ryan Wheeler, Rene Loretto, or Oscar Rodriguez*

Ryan Wheeler direct line - 619-600-4835 email [jwheeler@trpnppo.com](mailto:jwheeler@trpnppo.com)

Rene Loretto direct line 619-600-4826 email [rloretto@trpnppo.com](mailto:rloretto@trpnppo.com)

Oscar Rodríguez direct line - 619-941-1340 email [orodriquez@trpnppo.com](mailto:orodriquez@trpnppo.com)

All faxes can be sent to either 619-600-4813 or 619-600-4821.

Please send all updates to [trpndataentry@trpnppo.com](mailto:trpndataentry@trpnppo.com) or fax to (619) 600-4813.

We at Three Rivers Provider Network welcome any suggestions you may have.

**Please visit our Web Site at:**

**[www.trpnppo.com](http://www.trpnppo.com)**