

July 13, 2007

Re: Expanded and Updated Provider Manual.

Dear Network Provider:

Mountain State Blue Cross and Blue Shield is pleased to announce and distribute its new *Provider Manual*. This *Provider Manual* has been extensively updated and expanded in an attempt to offer the most current and comprehensive information possible regarding Mountain State's business rules and guidelines affecting Network Providers.

The expanded information also supports Mountain State's goal of making its administrative, clinical and reimbursement guidelines as accessible and transparent as possible. In addition to the enclosed hard copy, the *Provider Manual* is available on Mountain State's website, www.msbcbs.com. Any future updates will be announced in the *Provider News*, and Network Providers will be notified they can obtain any such changes either through the website or by contacting the Provider Relations Department.

Network Providers are welcome to provide comments and suggestions at any time. Please let us know of any additional topics or further clarification needed. The Mountain State Provider Advisory Committee will consider comments and suggestions on a periodic basis. This committee, comprised of Network Physicians and other provider representatives, was created to offer comments and recommendations to Mountain State on provider billing, coding and administrative issues (see Chapter 1, Section 6 for more detail).

The *Provider Manual* is applicable to all types of providers and supersedes and replaces all other previously issued provider manuals. If you have any questions on this matter, please contact our Provider Relations Department at (304) 424-7795 or (800) 798-7768, or you may contact your External Provider Relations Representative.

Sincerely,



James Miller
Vice President, Health Services