



Updated First Health Client Administrative Guide now available

An updated version of the First Health Client Administrative Guide is now available at www.firsthealth.com and includes the following changes:

Section	Change Description
Claim Processing and Payment	Added section to explain zero allowable services on a claim
Client/Service Group Implementation Process	Changed “Business Implementation Form” references to “Client Notification Form”
Client/Service Group Implementation Process	Added section for LBP/MEC plan administration
Invoicing/Payment / PEPM Invoice	Added clarification that client should refer to their contract to determine the basis for the number of lives to report
Invoicing/Payment	Added section for requirements around PEPM invoices for LBP/MEC plans with an umbrella record
Invoicing/Payment	Added Credits/Fee Adjustment/Reversal Requests section to provide greater detail around requirements and process to request a fee adjustment for both PEPM and % of savings clients
Web Remote Repricing/ Important Information Regarding Claim Entry	Added section for LBP/MEC claim entry requirements
Appendix E	This is now the Client Notification Form and is an attachment to the document instead of a picture within the document
Appendix K (Glossary)	Removed Business Implementation Form and added Client Notification Form