



## Updated First Health Client Administrative Guide is available

An updated First Health Client Administrative Guide has been posted to [www.firsthealth.com](http://www.firsthealth.com). This update, version 1.9, includes the following changes:

Section	Change Description
Products and Services	Added more detail around First Health network products
Client/Service Group Implementation Process	Added wording to ID card section about including name & phone number for medical management company if pre-cert is required
Client/Service Group Implementation Process	Added section about termination of inactive groups
Web Remote Repricing	Updated Reporting an Issue process
Non-Standard Providers	2018 changes
Reports and Client Communications	Minor wording changes to Client Communications section
First Health Internet Site	Updated information about provider search tool/online directory
Appendix F	Non-standard provider update for 2018 (see below for changes)

### Non-Standard Provider Changes (Appendix F)

Hospital System	Change(s)
Adventist Health Systems/Sunbelt	Additional facilities added & a couple of name changes; non-standard UR language removed; non-standard Payment & Claim Audit language added
BayCare Health System	Facility changes (additions & deletions)
Children's Medical Center of Dallas	Facility additions
Hotel California by the Sea	New addition in 2018
IASIS	Removed from non-standard list
Hunt Memorial Hospital District	Facility changes (deletion)
Saint Luke's Health System	Facility changes (additions & deletions)
Texas Health Resources (THR)	Removed from non-standard list
Via Christie	Facility name change
Winter Haven Hospital	Removed as a stand-alone; now under BayCare Health System