

1. Introduction

1.1 Introduction to the Provider Manual

Healthfirst is committed to ensuring that its members receive easily accessible, high-quality, comprehensive healthcare services. The Healthfirst provider network is a key partner in achieving this goal. The Provider Manual has been developed to assist our participating providers in understanding the administrative policies and procedures that govern the management of Healthfirst. It is designed to provide you with easy access to information that will enable you and your office staff to care for Healthfirst members within administrative guidelines. All of the information in this manual applies to all Healthfirst members, unless specifically indicated.

Updates to the Manual

Healthfirst will update the Provider Manual and Appendices periodically and will make available electronic versions which can be downloaded from our web site at www.healthfirst.org. Information related to these updates may appear on the Healthfirst web site, in The Source, our provider newsletter, and in other mailings. These media provide the most current information on the Healthfirst programs and your responsibilities under these programs.

Keep Us Informed

Please take the time to read through the Provider Manual and let us know if there are any sections that are unclear or if there are other topics about which you would like more information. Our goal is to provide you with material that is timely, accurate and easy to understand. We welcome your comments.