

August 19, 2013

Dear VENDOR:

Independence Care System (ICS) is pleased to announce that we have contracted with a new claims processing vendor, **Productive Processing Inc. (PPI)**.

As of **October 1st, 2013** all claims, regardless of the date of service, should be submitted directly to **PPI**. The address information will be provided in a subsequent correspondence. All claims that are with our current claims processor will continue to be processed by them through the end of October.

The decision to work with a new vendor was made in accordance with ICS' commitment to improve the quality and timeliness of the claims payment process. This change will provide for an array of additional services, including:

- A comprehensive **online Web Portal** where Providers will be able to review the status of submitted claims.
- A toll-free **Customer Service** phone number with live representatives available to answer claim-related questions from **9am – 5pm, Monday through Friday**.
- An easier way to submit claim appeals by sending them directly to the **Appeals Team** at Independence Care System.

ICS would like to encourage our Providers to submit all claims via the **Electronic Data Interchange (EDI)** process. This electronic submission of claims will allow for more efficient and quicker processing and issuance of claim payments. If you do not have the capacity to submit **EDI files** or if you require any additional information regarding the EDI submission process, please contact **Chris Behling** at: Chris.behling@productiveprogramming.com.



Administrative Office:

257 Park Ave. South, 2nd Floor
New York, NY 10010

Member Centers:

25 Elm Place, 5th Floor
Brooklyn, NY 11201

400 East Fordham Road, 10th Floor
Bronx, NY 10458

We look forward to a continued successful relationship with our providers and serving our members in the best manner possible.

Sincerely,

Ismael Perez
Vice President, Finance
Independence Care System