

Introduction

Welcome to the Asuris Northwest Health Administrative Manual. The purpose of this manual is to provide you with basic information you and your office staff will need when working with Asuris Northwest Health. We have covered topics from billing information to practice guidelines, from important Asuris Northwest Health phone numbers to samples of common member identification cards.

Your agreement with us requires that we provide this manual and that you, your office staff and any billing services you may use follow the requirements it contains. If you feel that you're missing an update, please contact provider customer service. A representative will make sure you've received any updated information. This information is also available on our Web site www.asuris.com/provider. Please check the Web site or contact provider customer service periodically to ensure that all of your manual information is up-to-date. The manuals are usually updated on an annual basis.

This manual may impose obligations beyond those listed in your agreement with Asuris Northwest Health; however, if there is a direct conflict between your agreement and this manual, the requirements of the agreement will dominate (unless the manual specifically overrides the agreement). Contact your provider relations representative if you have any questions about a difference between this manual and your agreement with Asuris Northwest Health.

We value the partnership that exists between us and our participating physicians and practitioners. In our respective, coordinated roles we provide Asuris Northwest Health members with an invaluable service and access to cost-effective health care they can count on. We appreciate your important role as a valuable provider of health care services and look forward to working with you through the coming years.