Patient Access Network Foundation Medical Provider Claims Transition: Frequently Asked Questions

The Patient Access Network (PAN) Foundation has contracted with CoreSource, a third-party administrator (TPA), to process medical provider and direct member reimbursement (DMR) claims. The below frequently asked questions were prepared based on preliminary feedback from providers to offer further context and detail about our transition to CoreSource.

1. **What is the relationship between the PAN Foundation and CoreSource?**

   The PAN Foundation is an independent 501(c)(3) organization dedicated to providing financial assistance to people with life-threatening, chronic, and rare diseases. CoreSource coordinates the payment of provider medical and DMR claims direct to patients and providers on behalf of the PAN Foundation.

2. **Why did the PAN Foundation make the transition to CoreSource to administer claims submitted to PAN directly by medical providers and patients?**

   This transition to CoreSource benefits providers and patients in the following ways:
   - Added electronic claims filing capability through multiple clearinghouses;
   - Improved claims processing accuracy through automated adjudication; and
   - Expanded payment options and reduced reimbursement time.

3. **When was this transition made?**

   CoreSource began accepting PAN claims in early December and began processing claims on December 11, 2015.

4. **What happens to claims previously submitted to PAN's old fax number, (866) 316-7261, or mailing address, PO Box 221858, Charlotte NC 28222-1858? Do I need to re-submit them to the new fax number or mailing address?**

   No, PAN will process any previous claims sent to the old fax number or mailing address. Any new claims sent to either PAN's old fax number or mail address will be immediately forwarded to CoreSource for processing and payment. **Patients and providers do not need to resend any claims previously submitted to the PAN Foundation.**

The help you need

5. **How can medical providers and patients submit claims to PAN? Does the transition to CoreSource change the process?**

Providers and patients can continue to submit claims via fax and mail using the updated contact information provided below:

- Fax: (844) 726-4728
- Mail: PAN Foundation
           PO Box 2310
           Mt. Clemens, MI 48046

CoreSource offers providers a new third option to submit claims electronically, which can improve the speed of processing and payment. Providers should use payer ID **38225** for electronic claim submission. For set-up instructions, providers should contact their billing software representative or Will Johnson, PAN Foundation Director of Provider Relations, at (202) 661-8075 or wjohnson@panfoundation.org.

6. **Who should I contact if I have questions about how to submit a claim?**

Please contact the PAN Foundation at (866) 316-7263, Monday through Friday, from 9 a.m. to 5 p.m. EST.

In addition, an updated Provider Billing Guide is available at panfoundation.org/PAN_ProviderBillingGuide.

7. **Are there any changes to how I receive payment for claims? What payment methods are available?**

Yes, payment for claims submitted to PAN by medical providers and patients will now be issued through ECHO Health, a third-party healthcare payment solution. ECHO Health offers three payment options: QuicRemit virtual credit cards, ACH transfers, or paper checks.

If you prefer to continue receiving paper checks, no further action is required. If you are interested in receiving payment via QuicRemit virtual credit cards or ACH transfers please contact ECHO Health at (440) 835-3511, ext. 106 Monday through Friday, 8:30 a.m. to 6 p.m. EST, or cs_requests@echohealthinc.com.

8. **Who should I contact to obtain claims and payment status information?**

There are three ways to check the status of your claims:

1. You may continue to access payment details for past and future claims through the PAN Provider Portal at providerportal.panfoundation.org.
2. You may directly access the CoreSource portal at mycoresource.com for detailed information on all newly submitted claims. Select the "Create My Account" button in the "I am a provider" box, and fill in the requested information.
3. You may call PAN at (866) 316-7263 Monday through Friday, 9 a.m. to 5 p.m. EST.

9. **Who should I contact if I have questions about using the PAN Provider Portal or CoreSource Portal?**

Please contact PAN at (866) 316-7263, Monday through Friday, from 9 a.m. to 5 p.m. EST.

10. **Where should providers mail refunds?**

Please submit refunds to the updated address: PAN Foundation, PO Box 2310, Mt. Clemens, MI 48046.