



March 22, 2022

To: All Providers / Physicians Choice Medical Group
From: Barbara Cheever, Vice President of Operations
RE: **Claims Verification**

Just a reminder to our providers that all claim verification services will be provided online via EZNET.

What does this mean?

It means Customer Service and Network Management do not provide claims verification. All inquiries will be provided via EZNET.

If you use a billing company for claim services, you will need to submit requests for user IDs on their behalf. User ID requests must be submitted by the contracted provider. We cannot accept user forms from a billing company. Upon receipt of the completed form, a user ID will be created. The user will receive an e-mail with their new user ID within 15 business days.

A claim user guide is also available on the Physicians Choice Medical Group website. To obtain a copy of the claim user guide please go to www.physicianschoicemedicalgroup.com and log into the provider portal.

The user ID for Physicians Choice Medical Group of Santa Maria is PCSM. The user ID for Physicians Choice Medical Group of San Luis Obispo is PCSLO. The password for both is "provider". The claim user guide is available under "*Network Memos & Notices*". Here you will find the claims look up tool "**EZNET Provider Claims Review Instructions_07-25-18.**" The adjustment code list has been provided with the training tool, but this document is posted separately on the web-site as it is frequently updated.

We would also like to take this opportunity to remind providers that user IDs are issued to each individual user and should not be shared. This will ensure we remain compliant with HIPPA.

Should you have questions regarding user IDs or EZNET access please contact Customer Service at 1-888-560-8799.