

# Provider Quarterly Orientation

## Thursday November 14, 2013

**EL PASO FIRST**  
Health Plans inc.

1145 Westmoreland Dr.  
(behind Landry's)

Morning Session  
9:00am – 11:00am

or

Afternoon Session  
1:30pm – 3:30pm

### Topic of Discussion to Include:

Provider Services - OB information  
C.A.R.E. Unit – Texas Health Steps Updates  
Health Services - Disease Management Information  
Quality Improvement – Medical Review Audits  
Claims - National Drug Code (NDC)  
Compliance – Complaints & Appeals process  
 SIU process  
Member Services - Text Messaging to Members  
 CHIP to Tiers  
Preferred Administrators- Benefit Updates  
Health Care Options - Overview

fax - 915-225-6762

or

e-mail - providerservices@epfirst.com

Any questions,  
please call us at  
**298-7198 x1507**  
or  
visit our website at:  
**www.epfirst.com**

Provider/Group Name: \_\_\_\_\_

Provider Email: \_\_\_\_\_

Phone: \_\_\_\_\_

*(NOTE: The training will be available on our website if you cannot attend)*

Guest Name (Last, First)	Position/Title	Session
1.		AM PM
2.		AM PM
3.		AM PM
4.		AM PM
5.		AM PM