

**This is important news about a change in how services are handled for Alternative Care because of a change in contract.**

## American Specialty Health (ASH)

FAQ's	
<b>What is changing?</b>	<ul style="list-style-type: none"> <li>American Specialty Health will be delegated for UM, and claims payment for Chiropractic, Acupuncture, alternative care services performed by a Naturopath, and Therapeutic Massage benefits.</li> </ul>
<b>What LOB are impacted and on what dates?</b>	<ul style="list-style-type: none"> <li><b>9/1/25:</b> OR Commercial Large, Small and Individual Groups</li> <li><b>1/1/26:</b> WA Commercial Large and individual Groups, OR and WA Medicare</li> </ul>
<b>How will medical necessity work?</b>	<ul style="list-style-type: none"> <li>Providers must ensure specialty services are medically necessary, with ASH confirming this when their participating providers are used.</li> <li>Providers are responsible for obtaining approval for the member.</li> </ul>
<b>Will there be any disruption for members?</b>	<ul style="list-style-type: none"> <li>We don't anticipate any disruption.</li> <li>The ASH network is not changing.</li> <li>Members can continue to go out of network; however, they will be responsible for ensuring their provider obtains the needed authorization.</li> <li>If you are seeing an in-network provider, it's their responsibility to obtain the authorization.</li> </ul>
<b>Will Claims Payment change</b>	<ul style="list-style-type: none"> <li>Claims will now be processed and paid by ASH. Providers will receive communication instructing them to send claims to ASH. Claims received at PHP will be forwarded to ASH</li> </ul>
<b>Questions about your ASH contract or reimbursement rates?</b>	<ul style="list-style-type: none"> <li>Please contact ASH or use the provider portal ASHLink.com</li> </ul>
<b>Interested in contracting with ASH?</b>	<ul style="list-style-type: none"> <li>Please do not hesitate to call ASH at 1-888-511-2743 if you have any questions about this program. Both Providence and ASH are looking forward to working with you.</li> </ul>