SURGERY FAQ'S

1. **When should I contact Liberty HealthShare to let them know I am having surgery?**

You or your physician should contact the prenotification department as soon as the need for admission or surgery service is determined. This should be done at least seven days before admission, whenever possible. Inpatient hospital stays and all outpatient surgeries should be prenotified.

Providers and sharing members can also submit an electronic prenotification form via email. The form can be found in either the members ShareBox or at www.libertyhealthshare.org.

2. **How do I locate a provider in my area who participates in the PHCS network?**
   - Access HST Connect from your ShareBox or go to www.hstconnect.com/lhs
   - On the home screen click the "Find a Provider" box
   - You can search by provider name
   - You can search by provider type
   - You can search by distance
   - You can view if a provider is In-Network
   - Click "Details" and this will show the facilities this provider has permissions to practice

3. **How do I submit my medical expenses after surgery?**

If your provider is not willing to bill Liberty HealthShare directly, you can submit your medical expense through your ShareBox. All medical expenses are to be submitted within 180 days of the procedure date.

To determine the Reasonable and Customary Charge of member submitted expenses, itemized statements must be submitted, which include:

   - Patient name
   - Date of service
   - Revenue codes
   - Any modifiers as appropriate
   - Diagnosis codes (ICD10)
   - Procedure codes (CPT)
   - Charges/fees for services
   - Proof of any payments you have made towards this medical expense
   - Healthcare provider's name, credentials, and address
   - Provider's National Provider Identifier (NPI)
   - Provider's Tax ID (EIN/TIN)
   - Inpatient expenses will require Diagnosis-Related (DRG) codes

HCFA-1500 and UB-40 forms are standard billing forms used by providers. Requesting this form from your provider is the optimal approach for receiving all the necessary processing information.