

Quarterly Newsletters

We are pleased to announce that NAMM will be implementing a Quarterly Newsletter for Hinsdale Physicians Healthcare. In order to address any time- sensitive communications, please look for this Bulletin in your Monthly Mailing. As always, please contact Provider Relations with any urgent issues.

Customer Service Unit

This unit will provide you direct access to dedicated staff with the ability to resolve inquiries from members or providers. Provider Relations will no longer handle these inquiries. The implementation of our new Customer Service Unit will allow Provider Relations to improve the account management services we provide by increasing our face to face contact with your office.

ALL PROVIDER INQUIRIES SHOULD BE DIRECTED TO (708) 432-4053

With additional resources, this expanded unit will also handle all claims appeals. All claims appeals should be submitted in writing via FAX (708) 432-0105

Or send to: **CLAIMS APPEALS**
 P.O. BOX 7338
 WESTCHESTER, IL 60154

NAMM has deployed a new team of Associate Directors within the Provider Relations Department. These new positions have been created to increase personal contact with you and your staff. **Frances Guerrero will continue to serve HPH in this new role.** Through face to face communication, Frances will provide education regarding your business opportunities within HPH. Through regular intervention with your office, Frances will also identify areas to improve your management of HPH members. If you have any questions or concerns regarding these organizational changes please feel free to contact me at (708) 432-4022.

EZNET and Electronic Claims Submission

This is a reminder that all participating Physicians of HPH are required to submit their claims encounter data to HPH for adjudication. This encounter data is contractually required by the health plans. Failure to submit claims encounter data is a sanctionable offense and it impacts the outcome of profiling performance reporting for all physicians. Your compliance with this requirement is very important.

HPH requires providers to register for NAMM's free internet service, EZ-NET. Access to EZ-NET enables your office to view eligibility, authorizations, and claims status 24 hours a day, seven days a week. The information viewed through EZNET will provide you with real time data, without making unnecessary phone calls.

Please be reminded, if you currently have access to EZNET and have not used your login within 60 days of activation, your password must be reset. This can be done by contacting your Provider Relations Representative.

HPH will require mandatory EZNET Access by June 1, 2009. Please contact Frances Guerrero, Provider Relations, at (708) 432-0009.

HPH

HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.

April 16, 2009

TO: All HPH Participating Primary Care & Specialty Care Physicians

FROM: Danielle M. Dillon, Executive Director

SUBJECT: **HPH UM PLAN**

Annually, Blue Cross Blue Shield Illinois ("BCBSI") HMO's require their Medical Groups to review and revise the group's Utilization Management Plan. The UM Plan serves as HPH's plan to govern the Medical Management policy/procedure for HPH. This plan is developed and monitored by HPH's Utilization Review Committee and approved by HPH's Board of Directors.

The Board of Directors reviewed and adopted the 2009 UM Plan in their February meeting. Due to the length of this document, HPH does not issue a copy to all providers on an annual basis. Final copies of this document are maintained in my office and the administrative offices of NAMM. Any HPH contracted Physician can request a copy of this document for their review. If you are interested in reviewing this document, please contact me at your convenience so a copy can be issued. The UM Plan will be brought to PODS Meetings for review and this memo will be issued at least once a quarter to remind Physicians how to access HPH's UM Plan.

Should you have any questions regarding this memo, please feel free to contact me at 630-551-0655 or danielledillon@comcast.net.

Thank you.

4415 W. Harrison Street, Suite 300
Hillside, IL 60162

Executive Director 630-551-0655 & Fax 630-551-0772
Operational Management 708-432-4000 and Fax 708-432-4077 Fax

HPH

HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.

April 16, 2009

TO: All HPH Participating Primary Care Physicians
FROM: Danielle M. Dillon, Executive Director
SUBJECT: **BCBS PHYSICIAN SATISFACTION SURVEY**

Over the last few weeks, Blue Cross Blue Shield Illinois ("BCBSI") issued to all HPH Contracted Primary Care Physicians, a copy of their Physician Satisfaction Survey. This survey is used by BCBSI to measure HPH's administrative performance under BCBSI Quality Initiatives and provides helpful feedback to HPH on how to better serve our physician members.

Please take the time to complete and return this survey to BCBSI. This is another method for HPH to understand how to better serve our physician network to meet the changing needs of the delivery of health care services to HMO Members. Your feedback in past years has given HPH direction on how to modify processes like Referrals and HPH believes changes like this are very positive as they take away some of the administrative constraints associated with HPH Policy and Procedure. HPH welcomes helpful feedback from its physician network.

Should you have any questions regarding this memo, please feel free to contact me at 630-551-0655 or danielledillon@comcast.net.

Thank you.

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