

Hinsdale Physicians Healthcare

Administrative Forum

With the New Year and several changes to the Referral Process, HPH will be holding three Administrative Forums on the dates and times listed below. We encourage everyone who handles referrals to attend. A catered lunch from outside the hospital will be served, so please respond to the attached invitation to save your space!

Dates:

- **January 30, 2007, Hinsdale Hospital, 11:30am in the Regnery Room**
- **January 31, 2007, LaGrange Hospital, 11:30am in the Dixon Auditorium C**
- **February 1, 2007, Glen Oaks Hospital, 11:30am in the Lecture Hall**

Please contact Provider Relations if you have any questions!

Hinsdale & LaGrange Specialty Panels

Combining

As a reminder, effective 1/1/07, HPH has blended the Specialist Physicians for Hinsdale and LaGrange PODS. New Green Lists are enclosed showing the blended groups. We hope that this change will provide more satisfactory services to patients and alleviate administrative headaches.

Red Referral Changes

As you're aware, HPH has removed the red referral requirements for CT Angiograms, Outpatient Physical Therapy (PT/OT/ST), and Chemotherapy performed by In-Network Providers. Several of our offices have asked for some clarification. These services now require a 'Script only, when performed by an In Network Provider. When services are performed outside of HPH's Network, a Red Referral is still required. For example, Speech Therapy at Milestone would still require a Red Referral.

Please contact Provider Relations or Medical Management should you have any questions!!

HPH On-Call List

HPH maintains a separate On-Call List to ensure that a contracted HPH PCP is available to see patients admitted to Adventist Facilities. This is a rarely used, but important On-Call List to keep in mind. In the case that a member is admitted, usually emergently, and the member has not established themselves with a PCP or the PCP is not on staff, HPH requires that the On-Call Physician manage the member's stay. In these cases, HPH agrees to pay the On-Call PCP Fee For Service for providing care and managing the stay.

On Call for the month of February:

1/28/07-2/3/07:

- Maralee Bowers(HIN)
- Christopher Brenner(LMH)
- Paresh Patel/Mohammed Jabri (GO)

2/4/07-2/10/07:

- E. Ghani,/ Leela Jain (HIN)
- Antonio Carlino (LMH)
- Eyad Homedi (GO)

2/11/07-2/17/07:

- Michael Brooks (HIN)
- Daniel Chen (LMH)
- Jesal Patel/Renu Jain (GO)

2/18/07-2/24/07:

- D. Grzegorek/ H. Limaye (HIN)
- Mark Coleman (LMH)
- Iulia O'Neill

Please contact Provider Relations if you have any questions!

Gardasil HPV Vaccine

Gardasil, the Vaccine available from Merck for protection against multiple strains of the Human Papilloma Virus, can be provided by either the member's Primary Care Physician or by an HPH ObGyn. HPH Contracted Providers will be reimbursed for CPT Code 90649 at the rate of \$124.00 per dose.

HPH Recognizes that there have been limitations to the Gardasil supplies available, so please ensure that members and their families are properly counseled on Gardasil and where they may obtain vaccination.

Should you have any questions, please contact Provider Relations!

Medical Management Update

Hinsdale Physicians Healthcare would like to say thank you to Tracey Scruggs for her work as a long-time Referral Coordinator of HPH/NAMM. Tracey has been an essential part of the HPH Team. **We all wish her the best of luck!**

While we are working to find a permanent replacement for Tracey, Marina Villagomez will be covering HPH Referrals for PODS 1&2 and all ObGyn's. You can continue to use the same phone number, (708) 431-4041 and Fax number (708) 432-2579 to reach Marina.

Advanced Practitioner Copays

Effective January 1, 2007, BCBS allows that non-physician Advanced Practitioners may charge the member a Copay when providing services. BCBS defines an Advanced Practitioner as a Nurse Practitioner, Certified Nurse Midwife or a Physician Assistant.

Please be advised, while HPH recognizes the value of PA's, NP's and CNM's, it is our expectation that the member sees their PCP or the Physician that the member was referred to.

December 2006

UTILIZATION STATISTICS

	<i>Admits/1000 YTD</i>	<i>YTD Admits/1000</i>	<i>Days/1000</i>	<i>Days/1000</i>
<i>HPH</i>	<i>55</i>	<i>63</i>	<i>227</i>	<i>293</i>
<i>PODS A</i>	<i>57</i>	<i>71</i>	<i>234</i>	<i>344</i>
<i>PODS B</i>	<i>42</i>	<i>54</i>	<i>202</i>	<i>248</i>
<i>PODS D</i>	<i>59</i>	<i>56</i>	<i>173</i>	<i>182</i>
<i>PODS 1</i>	<i>55</i>	<i>55</i>	<i>206</i>	<i>259</i>
<i>PODS 2</i>	<i>63</i>	<i>70</i>	<i>261</i>	<i>280</i>

TARGET 80 65 364 289

HPH is currently above the goal on the YTD performance for Days/1000 and for YTD for admits/1000. If you would like to discuss specific topics, please feel free to attend the next PODS meetings.

Profiling

Profiling has been distributed! If you would like additional detail reports or would like to go over your Profiling with Provider Relations, please use the form enclosed in your profiling and contact PR. We will be glad to provide assistance.

Radiology Referrals

In the past months, both Humana and Blue Cross Blue Shield have sent contracted providers information regarding their radiology quality initiatives. The information has been general and has caused some questions to arise.

For clarification, HPH does not take part in these programs, and all HPH referrals for radiology services are unaffected by these programs.

Quality Management

All of the 2006 Quality studies have come to a close. The Quality Management Department would like to thank you again for all of your cooperation and assistance in our efforts to increase outcomes and patient compliance in 2006. ***Stay tuned for information on changes to the 2007 Quality projects and on new projects being added for 2007.***

Complaints/Projects- When responding to a complaint by fax, please fax your response to the confidential fax identified on the fax cover sheet. Faxes sent to other fax numbers you use for other purposes may not be forwarded in a timely manner to the person making the request. If you have questions, please contact your Quality Management Specialist.

BCBS Site Visits- BCBS site visits begin in January. If you are contacted by BCBS to arrange a site visit for 2007, please contact your Quality Management Specialist immediately. Your Quality Management Specialist will schedule a pre-audit with your office to review the medical records for completeness so you can be prepared for BCBS.

QI Presentations- If your office is interested in a QI presentation for clarification of any of the Quality or HEDIS projects, or to train new staff, please contact your Quality Management Specialist for an appointment.

Written by: Kristin Glavin, RN QI Specialist

MILLIMAN CARE GUIDELINES CRITERIA:

NAMM Referral Coordinators and Case Managers use Milliman Care Guidelines, 11th edition and internally developed guidelines identified and approved by the Medical Group (as appropriate) to make determinations when reviewing referrals and cases. Milliman Care Guidelines specific to a determination is available to you upon request. If you would like a copy of a particular criteria, please contact your Referral Coordinator.

January 2007

DENIAL DECISION:

The decision to deny a requested service/referral, is made by a Medical Director or PODS Leader. As always, any practitioner/PCP with a referral or service denial can discuss the determination with the Medical Director or PODS Leader making the denial determination. Please contact your Referral Coordinator if you need additional information regarding the denial.

UM AVAILABILITY:

As a reminder, your Referral Coordinator and Case Manager are available Monday through Friday from 8:00 a.m. to 5:00 p.m. to discuss UM decisions. Any calls received in voicemail after hours will be responded to within one (1) business day of receipt. Collect calls will be accepted ONLY in regard to UM decisions.

AFFIRMATION STATEMENT

The Affirmation Statement is an annual requirement by the HMO's for all UM staff, physicians, Medical Leadership and members. Current members will receive a copy of the Affirmation Statement in a mailing from their HMO, as applicable. New members will receive notification in their Welcome Letter.

The statement is as follows:

*UM decisions are based on medical necessity, which includes appropriateness of care and service, and the existence of available benefits.

*This organization does not specifically reward practitioners, health plan staff, or other individuals for issuing denials of coverage, care or service.

*Incentive programs are not utilized to encourage decisions that result in under-utilization.

Written by: Sue Bonano, RN Director, Quality & Compliance

MEETING SCHEDULE: Feb 2007

Hinsdale PODS A & B:

February 21, 2007 at 7:00am
Doctors Dining Room,
Hinsdale Hospital

Glen Oaks PODS D:

February 15, 2007 at 7:30am
Private Dining
Glen Oaks Hospital

LaGrange PODS 1 & 2:

February 28, 2007 at 7:30am
Dixon Educational Center
LaGrange Hospital

HPH/NAMM TEAM

Andrea Gruca	708.432.4022
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<i>Director, Medical Management</i>	Kathy.Klein@namm-il.com
Tammy Wald, RN	708.432.0031
<i>Manager, Referral Department</i>	Tammy.Wald@namm-il.com
Sue Bonano, RN	708.432.4014
<i>Director, Quality & Compliance</i>	Sue.Bonano@namm-il.com
Robbi Sobczyk, RN	708.245.2910
<i>CaseManager/Lagrange/GlenOaks</i>	
Robbi.Sobczyk@namm-il.com	Pager: 708.242.0928 (For Urgent Issues Only)
Christine Squier, RN	708.432.4044
<i>CaseManager/Hinsdale</i>	Pager #: 708.313.0108 (For Urgent Issues Only)
Christine.Squier@namm-il.com	
CUSTOMER SERVICE	708.432.4053
PsycHealth	800.753.5456