

JULY 2010

URAC AWARD FINALISTS FOR BEST PRACTICES

Enclosed please find an article announcing the award-winning finalists for its Best Practices in Health Care Consumer Empowerment and Protection Awards. We are proud to announce that our contracted affiliates have been selected as Finalists in the Best Practices Awards Competition.

- **Blue Cross Blue Shield of Illinois**, “A Systematic Approach to Improving Diabetes Care” and “Educating Physicians About Patient Safety”
- **PsycHealth, Ltd.**, “Medical Follow-up After Mental Health Admission”

SUMMER ADMINISTRATIVE FORUMS

HPH will be holding Quarterly Administrative Forums on the dates and times listed below. **We highly encourage all office staff to attend our forum at one of the four campuses. Please RSVP as soon as possible.**

Topics: New Provider Portal and Quality Studies

Dates are as follows:

- Monday, July 26, 2010 Adventist Hinsdale Hospital
12:00 PM – 1:00 PM, Regnery Room
- Tuesday, July 27, 2010 Adventist LaGrange Hospital
12:00 PM – 1:00 PM, Dixon Room
- Wednesday, July 28, 2010 Adventist Bolingbrook Hosp.
12:00 PM – 1:00 PM, Inspire Conference Room
- Thursday, July 29, 2010 Adventist Glen Oaks Hospital
12:00 PM – 1:00 PM, Lecture Room

If you have any questions, please call Provider Relations at (708) 432-0009.

NEW INTERNET PORTAL: NAMMNET-IL

NAMM-IL is proud to launch a new internet tool to help physician organizations more effectively work with managed care organizations. NAMMNET-IL is a portal (secured internet site) offering a single point of access to a variety of information and tools helping doctors access and exchange vital and secure information. Since roll-out for the Provider Portal will enhance your current access to EZNet, it is necessary for all Practice Managers and office staff who currently touch EZNet to attend one of the forums. The provider portal offers vital and secure information exchange such as access to member eligibility and benefit information, real time preauthorization submission, claims status review, access to current provider network directories, immediate access to newsletter updates, quality study policy, procedures, and updates.

QUALITY CAMPAIGN: MEMBER OUTREACH

NAMM, on behalf its Primary Care Physicians, is conducting the required BCBS member outreach for Asthma, Diabetes, Colorectal Cancer Screening, Breast Cancer Screening and Cervical Cancer Screening in July.

Members in the Diabetic Flowsheet Project will receive an informational letter along with a referral for their annual Diabetic Eye Exam. For the Asthma Action Plan Project, in addition to an educational letter, the mailing will include an Asthma Control Test (A.C.T.) with instructions to schedule an appointment with their PCP to discuss results and their treatment plan (Asthma Action Plan).

All members identified by BCBS needing Colorectal Cancer, Breast Cancer and Cervical Cancer Screening as identified by review of encounter data, will be receiving a reminder letter on their PCP’s letterhead. The letter encourages the member to schedule an appointment with their PCP to discuss receiving the necessary services, if they have not yet had them.

A copy of the letters for these projects, along with lists of your identified members for each project will be faxed to your office. If you do not receive a call from your members, please reach out to them with a phone call made from your staff.

NAMM is proud to partner with you in this important initiative to improve your quality project outcomes while improving the health of your patients. If you have any questions you may contact your Quality Management Nurse at 708-432-4000.

PCP Satisfaction Survey

The 2010 PCP Satisfaction Survey will be mailed to all Primary Care Physicians by mid-July. Please take the time to complete the survey and return to BCBSIL timely. Your response is used by the health plan to measure Hinsdale Physicians Healthcare’s (“HPH”) administrative performance under the BCBSIL Quality Initiatives along with providing HPH areas of opportunity to better service our providers. Historically, we have scored low on the understanding and availability of the UM Plan and application of Medical Guidelines. We encourage all providers to contact HPH Quality Management Nurse at (708) 432-1646 to obtain a copy or to answer any questions you may have regarding these documents.

URAC Announces Award Finalists for Best Practices in Health Care Consumer Empowerment and Protection

Award-winning programs will be featured at URAC's 11th Annual Quality Summit, October 5-7, 2010

Washington, D.C. – July 12, 2010 – URAC announced today that a distinguished panel of judges has selected 30 finalists for its Best Practices in Health Care Consumer Empowerment and Protection Awards. The competition drew entries from across the nation. The finalists will be honored during URAC's 11th Annual Quality Summit, October 5-7, 2010 in Chicago, IL. The awards honor programs in two areas: Consumer Decision-Making and Consumer Health Improvement.

“The Best Practices Awards provide a unique opportunity for leaders in health care to focus attention on companies who are delivering on the mission to advance consumer protection and empowerment,” said Alan P. Spielman, President and CEO of URAC. “By sharing these programs, we can raise awareness of innovative programs that can be replicated across the health care industry.”

Award entries detailed innovative and proven programs from health care provider practices, health information/decision support, health management, pharmacy management and workers' compensation companies as well as health plans and health networks. More than thirty of the nation's foremost thought leaders in health care judged the entries based on criteria established by URAC, the nation's leading health accreditation organization.

Finalists in the Best Practices Awards competition are:

- Blue Cross Blue Shield of Illinois, “A Systematic Approach to Improving Diabetes Care”
- Blue Cross Blue Shield of Illinois, “Educating Physicians About Patient Safety”
- Blue Cross Blue Shield of Michigan, “Patient Centered Medical Home”
- BlueCross BlueShield of Tennessee, “End of Life Planning”
- Capital BlueCross, “Medication Reconciliation Referral Program”
- Care Management Technologies, Oklahoma Health Care Authority and Lilly, USA, “Oklahoma Medical Risk Management Program”
- CareFirst Blue Cross Blue Shield, “Engaging the At-Risk Population”
- CareFirst BlueCross BlueShield, “Virtual Intensive Care Unit”
- Centene Corporation, “Start Smart for Your Baby™”
- CIGNA Corporation, “Engagement in Intensive Case Management Program”
- Coventry Workers' Compensation Services, “Code Red Alert: Large Scale Catastrophic Response”
- Employers Occupational Health, Inc. and informedRx[®], “Controlled Drug Over - Utilization Program”
- Genesee Health Plan and Genesys Health System, “Health Navigator Self Management Support System”
- Health Alliance Plan and Henry Ford Health System, “Medication Therapy Management Program”
- HealthCare USA, “Baby Bears Club NICU Disease Management Program”
- HealthCare USA, “Beary Important Breath Program”
- HealthCare USA, “Beary Important Bundle Program”
- Informed Medical Decisions, Inc., “High Tech, High Touch Genetics - A Model Program”
- Kaiser Permanente Northern California, “Evidence Based Sepsis Care - Mortality Reduction”

- Kaiser Permanente Northern California, “Reduction of High Risk Medication Errors”
- Keystone Mercy Health Plan and YMCA, “Lose To Win Type II Diabetes/Obesity Program”
- McKesson Health Solutions, “Personal Health Advisor”
- Prescription Solutions, “Multiple Sclerosis Disease Therapy Management”
- ProgenyHealth, Inc., “Case Management of NICU Infants”
- PsysHealth, Ltd., “Medical Follow-up After Mental Health Admission”
- US Family Health Plan at Pacific Medical Centers, “Pharmacy Patient Safety Program”
- WellPoint, Inc., “Progesterone for Preterm Birth Prevention (17-P)”
- WellPoint, Inc., “Social Work Care Management Program”
- WellPoint, Inc. and Commonwealth of Virginia, “Benefits Based Incentives and Maternity Outcomes”
- Wenatchee Valley Medical Center and Robert Bosch Healthcare, Inc., “Health Buddy Program”

Finalists are invited to present their winning programs at URAC's 11th Annual Quality Summit. During a special event at the conference, Gold, Silver and Bronze awards, as well as Honorable Mention awards will be presented in six organization categories. In addition, Platinum award winners will be announced in the two topic categories.

For complete conference details and to register for URAC's 11th Annual Quality Summit, October 5-7, 2010 in Chicago, IL, go to <http://www.urac.org/accreditationEducation/11thAnnualSummit.asp>. To see a complete list of judges, go to <http://www.urac.org/accreditationEducation/11thSummitjudges.asp>.

About URAC

URAC, an independent, nonprofit organization, is well-known as a leader in promoting health care quality through its accreditation, education and measurement programs. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care system, and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry. For more information, visit www.urac.org.

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HINSDALE PHYSICIANS HEALTHCARE

Summer Administrative Forum

TOPIC: New Provider Portal and Quality Studies

Attendance is very important!
(Office Managers, Referral Coordinators, & Office Staff)

Dates are as follows:

- Monday, July 26, 2010, *Adventist Hinsdale Hospital*, 12:00 PM – 1:00 PM, Regnery Room
- Tuesday, July, 27, 2010, *Adventist LaGrange Hospital*, 12:00 PM – 1:00 PM, Dixon Room
- Wednesday, July 28, 2010, *Adventist Bolingbrook Hospital*, 12:00 PM – 1:00 PM, Inspire Conference Room
- Thursday, July 29, 2010, *Adventist Glen Oaks Hospital*, 12:00 PM – 1:00 PM, Lecture Room

If you have any questions, please call Provider Relations at (708) 432-0009.

We look forward to seeing you!!!

Yes, I will attend the NAMM/HPH Administrative Forum. _____ # of guest(s)

*****(Circle the date you will attend)**

No, I will not be able to attend the NAMM/HPH Administrative Forum

Physician Office

(PLEASE PRINT): _____

Office Phone Number: _____

Return this RSVP by July 23, 2010 via fax to (708) 432-0183

HPH

HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.

July 14, 2010

TO: All HPH Participating Primary Care & Specialty Care Physicians
FROM: Danielle M. Dillon, Executive Director
SUBJECT: **MILLIMAN CARE GUIDELINES CRITERIA**

NAMM Referral Coordinators and Case Managers use Milliman Care Guidelines, 14th edition and internally developed guidelines identified and approved by the Medical Group to make determinations when reviewing referrals and cases. Milliman Care Guidelines are developed in accordance with the principles of evidence-based medicine, employing the current best practice. Guidelines specific to a determination are available to you upon request. If you would like a copy of a particular guideline, please contact your Case Manager.

HPH Case Manager:

Robbi Sobczyk, R.N., Case Manager
Adventist Hospitals, Out of Network
Phone: (708) 245-2910 Fax: (708) 245-5630
Cell Phone: (708) 296-6451
robbi.sobczyk@namm-il.com

Should you have any questions regarding this memo, please feel free to contact me at 630-336-4630 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 27, 2010

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 2010 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 27, 2010

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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Hillside, IL 60162

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Operational Management 708-432-4000 and Fax 708-432-4077 Fax