

December 2010

Provider Relations

HPH Welcomes New Physicians

Dr. Neel Shah – Hematology/Oncology
Dr. Patrice Carter – General Surgery

Holiday Hours

In observance of the Christmas and New Year Holidays, the NAMM / HPH office hours are as follows:

Friday, December 24, 2010 – Closed
Friday, December 31, 2010 – Closed

Emergency protocol should be followed during this time. Members should ONLY be referred for URGENT SERVICES. Please reference your HPH Directory for participating providers. Services requiring pre-authorization should be submitted via the EZNet electronic referral process or telephonically on Monday, December 27, 2010 or Monday, January 3, 2011 when the office will reopen.

Authorizations Turn Around Time

As a reminder, NAMM/HPH has specific Turn Around Times that need to be met to complete the referral process for your patient. If requested information is not received from the physician within five (5) calendar days of initial request, the Utilization Management Coordinator, in consultation with the HPH Medical Director will close the case. This is done in compliance with HMO Illinois/ Blue Advantage HMO requirements. In such cases, the physician is responsible for submitting a new referral request. The use of Electronic Authorizations submissions through EZNet can help avoid delays and get your Authorizations processed appropriately. If you are not already using EZNet contact your Associate Director.

Health Services

MANAGING CARDIOVASCULAR RISK 2010 ADVICE TO QUIT SMOKING

Many major studies conclude that the incidence and progression of atherosclerotic cardiovascular disease decreases when individuals address modifiable risks, including cigarette smoking, hypertension and high serum cholesterol, among other factors.

One of the single biggest barriers to effective management of these risks is patient compliance. And as you most likely hear repeatedly in your practice, quitting smoking is one of the toughest behaviors for patients to change.

Studies show that most smokers want to quit. Advice given during primary care consultations, even if brief (under a minute!) can effectively influence patients to quit.

Consider this Brief Intervention with your patients:

- Discuss patient's smoking status
- Assess person's motivation to quit and nicotine dependence
- Affirm decision to quit
- Give brief advice and support
- Offer written self-help materials
- Negotiate a separate smoking cessation appointment
- Refer the person to Quitline
- Offer pneumococcal vaccination to all smokers

And be sure to **document** smoking status and your advice for the patient to quit. **Healthy People 2010 Target:** Increase the percentage of physicians, dentists, and other health professionals who counsel their at-risk patients about tobacco use cessation to 85 percent.