

Hinsdale Physicians Healthcare June 2009 BULLETIN

➤ Provider Connectivity Survey

NAMM, in its' efforts to improve operational efficiencies and enhance the methods of information exchanges, has developed the enclosed Provider Connectivity Survey. Please have the appropriate staff complete one survey for each office location (if applicable) and fax back to NAMM before June 30, 2009. Fax # 708-432-0186. Thank you for your compliance!

➤ Explanation of Benefits Updated Format

The EOB has a new look! Implementation will begin with processing dates on July 1st. Review the enclosed informational summary which details the specific enhancements.

➤ New Look – Provider Directory

Enclosed in your capitation packet are the updated HPH Provider Directory and the “Red” Pre-authorization List. Please be aware of the Services and Specialty that requires authorization. Providers that require authorization are indicated on the left hand side of the directory with a plus (+) sign. Providers without the plus sign only require a green/stamp referral. Please contact Provider Relations at 708-432-0009 if you have any questions.

➤ Summer Administrative Forum

HPH will be holding Summer Administrative Forums on the dates and times listed below. **It is very important that you attend the forum at one of the campuses as we will be introducing Changes and Updates. Invitations are enclosed. Please RSVP as soon as possible.** Please contact Provider Relations if you have any questions at 708-432-0009.

- Monday, July 27, 2009 *Adventist Bolingbrook Hospital*,
12:00 PM – 1:00 PM, Inspire Conference Room
- Tuesday, July, 28, 2009 *Adventist Hinsdale Hospital*,
12:00 PM – 1:00 PM, Regnery Room
- Wednesday, July 29, 2009 *Adventist LaGrange Hospital*,
12:00 PM – 1:00 PM, Dixon B Auditorium
- Thursday, July 30, 2009 *Adventist GlenOaks Hospital*,
12:00 PM – 1:00 PM, Lecture Room

➤ Quality Initiatives Distribution

The BCBS 2009 Quality Projects such as Diabetic Flow Sheet, Cardiovascular Conditions, and Asthma Projects were delivered to your offices. Please be sure to indicate all the required parameters and once complete, please fax all documentations back to 708-432-0205. If you have further questions, you may contact our QI Nurses, Mary Sosnowki, RN at 708-432-1642 or Kristin Glavin, RN at 708-432-1646