

Hinsdale Physicians Healthcare

2008 Primary Care Physician CAPITATION

Hinsdale Physicians Healthcare (HPH) is pleased to announce that the HPH Board of Directors approved the Capitation *increase* effective January 1, 2008 to be paid out in your January capitation. Enclosed is your copy of the HPH 2008 Primary Care Physician Capitation Table and Immunization Fee Schedule.

Hinsdale, LaGrange, and Glen Oaks Specialty Panels Combining

Effective 1/1/08, HPH has combined the Specialist Physicians for Hinsdale, LaGrange, and Glen Oaks PODS. New Green Lists will be included in the January 2008 capitation packet showing the combined groups. All Primary Care Physicians may refer to any specialists participating with HPH. **Please note, not all specialists are on staff on all hospitals. Their hospital affiliations are now listed on the directory. Keep geography in mind when making referrals.** We hope that this change will provide more satisfactory services to patients and alleviate administrative obstacles.

Please contact Provider Relations should you have any questions.

ADMINISTRATIVE FORUMS

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

Topic: 2008 Organizational Changes

Dates are as follows:

- **Tuesday, February 19, 2008**, Adventist Hinsdale Hospital, 12:00 PM in Regnery Room
- **Friday, February 22, 2008**, LaGrange Hospital, 12:00 PM in the Dixon Auditorium

Please contact Provider Relations for any questions.

Designation of PODS Affiliation Survey

Hinsdale Physicians Healthcare (HPH) will be restructuring the current PODS system for 2008. In order to adjust for the additional Adventist Bolingbrook Hospital, HPH will be simplifying this to a CAMPUS affiliation.

At this time, you may choose to switch your PODS/CAMPUS Affiliation to Bolingbrook. Please complete the enclosed survey and fax response to 708-432-4077.

Please contact Provider Relations should you have any questions.



NEW REFERRAL PROCESS

Effective Monday, DECEMBER 3rd, 2007, HPH implemented the NEW TELEPHONIC PAPERLESS REFERRAL PROCESS. Instead of faxing the RED referrals, providers will place a call to request services that require preauthorization.

Following are the Referral Phone Numbers:

HINSDALE PODS PCP: 708-432-2004

GLEN OAKS PODS PCP: 708-432-2004

LAGRANCE PODS PCP: 708-432-4041

SPECIALISTS: 708-432-2004 or 708-432-4041

OBSTETRICS: 708-432-4041

No Fax Referrals will be accepted after December 3, 2007. Providers will be advised to call the phone numbers indicated above. The telephonic referral is NOT a "prompt" activated process. You will be having a conversation with a referral coordinator.

January 2008

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 at 115 % of Medicare for providing care and managing the stay.

On Call for the Month of January:

01/27/08-02/02/08:

- Dr. R. Albores/Dr. M. Bayang (HIN)
- Dr. V. Bartolomeo (LGR)
- Dr. Mary Bizios (GO)

02/03/08-02/09/08:

- Dr. Ann Vogel (HIN)
- Dr. M. Desai/Dr. D. Kaczor (LMH)
- Dr. Dahbade/Dr. Jabri (GO)

02/10/08-02/16/08:

- Dr. E. Ghani/P. Bebej (HIN)
- Dr. S. Bhargava (LGR)
- Dr. Chao (GO)

02/17/08-02/23/08:

- Dr. Maralee Bowers (HIN)
- Dr. Hamidani/Dr. March (LGR)
- Dr. P. Paresh/Dr. Jain (GO)

02/24/08-03/01/08:

- Dr. Grzegorek/Dr. Bromberg (HIN)
- Dr. Christine Bonhomme (LGR)
- Dr. Hafiz-Ahmed (GO)

CAP DEDUCTIONS and SANCTIONS

In the Capitation for January 2008, HPH has processed Deductions due to claims that were initially submitted to the Health Plans and were paid directly by the Health Plans and were paid under your HPH capitation. Also, HPH has processed Cap Deductions due to sanctionable offenses under the Sanction Policy. These cases were reviewed and approved by the Utilization Review Committee. Please remember to submit ALL claims to HPH for BCBS HMOIL & BADV, Unicare HMO, Humana HMO members. HPH is responsible for forwarding any claims onto the Health Plans for processing. Please contact Provider Relations at (708) 432-4000 if your billing staff has any questions in regards to claims processing.



Prescription Drug Letters

Third Quarter 2007 Prescription Drug Letters will be mailed out on January 21, 2008 and will be due back no later than February 15, 2008.

Remember, participation in the Prescription Drug Projects is a required part of the yearly HPH Bonus.

Thank you to those of you who have already responded.

If you have questions on the program or the generic, please feel free to contact Dr. Michael Dupont, Pharmacy Program Advisor at (708) 482-8088.

January 2008

Quality Management Updates JANUARY 2008

THANK YOU!

All of the Quality projects for 2007 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 the project outcomes and patient compliance in 2007.

Preventive care outreach to members is becoming the focus of many disease management programs across the health industry. **Preventive care includes:**

- Asthma Action Plans
- Influenza Vaccinations
- Childhood Immunizations
- Colon Cancer Screening
- Breast Cancer Screening
- Cervical Cancer Screening
- Diabetes Testing
- High Blood Pressure Monitoring
- Cardiovascular Monitoring

In order to meet this change in preventive care, NAMM will partner with your office(s) to focus on **Quality Outreach** as an adjunct to the Quality Projects. The intent of the **Quality Outreach** is to:

- Identify members who meet preventive care criteria
- Contact those members for follow-up
- Order necessary tests
- Monitor those results to assure that levels are within normal ranges

Therefore, when you receive the **Quality Outreach** lists, please take that opportunity to **CALL** your patients to schedule appointment(s). Together we can ensure that we provide the appropriate care needed to proactively maintain their health or manage their chronic illnesses.

BCBS Site Visits- BCBS site visits have already begun for 2008. If you are contacted by BCBS to arrange a site visit, and you are concerned about passing the audit, contact your Quality Management Specialist. The specialist will schedule a pre-audit with your office.

QM 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.

HIPAA- The release of patient information to respond to QM projects is covered under the following:

Practitioners are permitted under the HIPAA Privacy Regulations to disclose Personal Health Information (PHI) to health plans for HEDIS data collection and other QI activities/projects without authorization from the patient when both the provider and health plan have or had a relationship with the patient and the information relates to that relationship (45 CR 164.506 c (4))

MEDICAL MANAGEMENT

JANUARY 2008

MILLIMAN CARE GUIDELINES CRITERIA:

NAMM Referral Coordinators and Case Managers use Milliman Care Guidelines, 12th 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.

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.

January 2008

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.

*Our Medical Group also affirms that there is no conflict of interest between the Medical Group/IPA and it's UM decision makers.

PODS MEETINGS SCHEDULE

February 2008



Hinsdale PODS A & B:

February 20, 2008 at 7:00am
Doctor's Dining Room
Hinsdale Hospital

Glen Oaks PODS D:

February 21, 2008 at 7:30am
Private Dining Room
Glen Oaks Hospital

LaGrange PODS 1 & 2:

February 27, 2008 at 7:30am
Dixon C Educational Center
LaGrange Hospital

HPH/NAMM TEAM

Andrea Gruca	708.432.4022
<i>NAMM Executive Director</i>	Andrea.Gruca@namm-il.com
Frances Guerrero	708.432.0009
<i>Provider Relations Rep.</i>	Frances.Guerrero@namm-il.com
Marina Villagomez (PODS 1, 2 & D)	708.432.4041
<i>Referral Coordinator</i>	Marina.Villagomez@namm-il.com
Juanita Harlan (PODS A & B)	708.432.2004
<i>Referral Coordinator</i>	Juanita.Harlan@namm-il.com
Catherine Regan, RN	708. 432.1642
<i>QM Specialist</i>	Catherine.Regan@namm-il.com
Jean Schaffer-Farhi, RN	708.432.4059
<i>QM Specialist</i>	JeanMarie.Schaffer-Farhi@namm-il.com
Maria Peglow	708.432.2002
<i>Medical Review Coordinator</i>	Maria.Peglow@namm-il.com
Linda Meyers, RN	708.432.4012
<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>	Cell: 708.296.6451
Robbi.Sobczyk@namm-il.com	(For Urgent Issues Only)
PsychHealth	800.753.5456
CUSTOMER SERVICE	708.432.4053

www.hinsdalephysicianshealthcare.com

CLAIMS ADDRESS:

**HINSDALE PHYSICIANS
HEALTHCARE**

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