

# Hinsdale Physicians Healthcare

## THERAPY SERVICES

As a reminder, effective January 1, 2009, Hinsdale Physicians Healthcare (HPH) requires authorization for all outpatient therapy services

Requests for referrals at Adventist Paulson Rehab Network should be submitted by the member's Primary Care Physician. When submitting referrals, please indicate the specific Paulson Rehab location to ensure receipt of the "authfax" (electronically generated authorization.)

Additional visits will require a new authorization request with an updated treatment/progress plan from Paulson. Please remember to obtain a progress report from Paulson prior to the renewal date since patients will not be able to schedule additional visits without an authorization

## **IMPORTANT ELECTRONIC SUBMISSION INFORMATION**

In an effort to improve electronic claims process with EMDEON, the Hinsdale Physicians Healthcare electronic payer ID has been changed to **36385**.

*The old Payer ID, 36398 will be discontinued on 3/1/09.*

Indicated below are our payer IDs for both clearinghouses. If you have any questions regarding this information, please contact *Frances Guerrero* at (708) 432-0009.

### **HPH Payer ID Numbers:**

- Emdeon Payor ID: 36385
- Availity Payor ID: NAHIN

## **\$\$\$\$ 2008 BONUS \$\$\$\$ DISTRIBUTION!**



Congratulations to all Capitated Primary Care Physicians and Capitated Specialists! Hinsdale Physicians Healthcare Board of Directors agreed to Bonus Dollars totaling **\$3,524,822**. **This year's bonus will be distributed by March 15<sup>th</sup>, 2009.**

## **PROVIDER UPDATES**

### ***PRIMARY CARE PHYSICIANS***

**Dr. Bruce C. Corwin**, Family Practice  
Bolingbrook Campus, effective 2/1/2009

**Dr. Andrew Jung**, Pediatrics  
Bolingbrook Campus, effective 2/1/2009

**Dr. Wimol Ann Mitrakul**, Family Practice  
Bolingbrook Campus, effective 2/1/2009

**Dr. Melissa M. Rendlen**, Family Practice  
Bolingbrook Campus, effective 2/1/2009

**Dr. Arthur S. Pettigrew**, Family Practice  
Bolingbrook Campus, effective 2/1/2009

**Dr. Himadri M. Patel**, Family Practice  
Bolingbrook Campus, effective 2/1/2009

### ***SPECIALISTS***

**Dr. Lella N. Rao**, Hematology/Oncology  
Adventist GlenOaks Hospital

**February 2009**

## **Referral Process Reminder**

Attached is a MEMO regarding the Referral Process Reminder. Please be aware of the requirements that are needed.

### **HPH UM Plan**

The Utilization Management (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.

Please see attached MEMO for more details.

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## **EZ-NET CONNECTION**

*HPH* highly encourages providers to register for NAMM's free internet service, EZ-NET. Access to EZ-NET enables your office to view eligibility, authorizations, and claims status 24 hours a day, seven days a week. The information viewed through EZNET will provide you with real time data, without making unnecessary phone calls.

Please be reminded, if you currently have access to EZNET and have not used your login within 60 days of activation, your password must be reset. This can be done by contacting your Provider Relations Representative.

If you **do not** have access to the free internet service and would like to sign up, please contact *Frances Guerrero*, Provider Relations, at **(708) 432-0009**.



# **BCBS Updates**

Effective February 26, 2009, Fertility Center of Illinois (FCI) will no longer be a HMO Infertility participating provider because they terminated their contract with WIN Fertility, a subsidiary of WIN Healthcare. HMO members currently in treatment cycles may complete them and will need to transition to an in-network WIN Fertility provider for their next cycle. HMO members who require new referrals should not be referred to FCI and should be directed to a participating WIN Fertility provider.

The WIN Fertility directory is listed in the HMO provider section of the Blue Cross/Blue Shield Website, located at [www.bcbsil.com](http://www.bcbsil.com). HMO members can contact WIN at 877-444-7299 for assistance in transitioning to a new provider.

## **Medical Management**

\* All of the 2008 Quality Projects have been completed!!!

\* Start working your Quality Projects **NOW!!!!**

\*Do not wait for lists to get your diabetics, asthmatics or cardiovascular members in for their check-ups/labs and needed referrals.

\* Don't forget to recheck any blood pressures greater than 139/89.

## February 2009

- \* Remember **SMOKING** status and advice to quit be documented!
- \* Review member's preventive care needs and refer as needed to get their screenings done.
- **New in 2009: 2 (two) Hepatitis A vaccines are recommended between ages 1 & 2, and must be given at least 6 months apart. This will be a requirement for the 2010 BCBS HEDIS Study. This is also a new component to the 2009 BCBS Childhood Immunization Project. In addition, 2 (two) Influenza vaccinations by the age of 2 is also a new component of the 2009 Childhood Immunization Project.**

### Quality Management Outreach Updates

- \* Diabetic Eye Exam referrals are in the process of being mailed to your Diabetic members. This allows your members to go to the designated Ophthalmologists for their yearly diabetic eye exam without needing to call you and request a referral.
- \* Member lists for those needing Flu shots were given to your offices. Please follow through by contacting these members to see if they received their Flu shot elsewhere. You must document the month, year and where they received the immunization. **This is also a good time to make their appointments for their chronic conditions and/or preventive care visits!!!!!!**
- \* Additions to the Outreach Portion of the Projects have expanded to include Diabetics and Asthmatics, as well as

keeping the outreach for Colon Cancer, Cervical and Breast Cancer Screening.

### Quality Management Initiatives

- \* Quality Management is planning teleconferences prior to release of the major projects. This will allow you to call in, ask questions, and know what information we are looking for.
- \* The new Quality Management Manual is being updated and condensed. We will be delivering them to your offices soon. All information pertaining to Site Visits/standards and the Projects will be included.

### Case Management Program

A Complex Case Management Program has been implemented for your HMO members with complex needs. For more information or to refer a member to this program, please contact your Case Manager.

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### Free Chicago Diabetes Expo

The American Diabetes Association is holding a **FREE** Chicago Diabetes Expo on April 25, 2009 at Navy Pier, Festival Hall B from 10:00 am to 4:00 pm. This is open to patients and physicians. Feel free to share this information with all. The ADA website is <http://www.diabetes.org/home.jsp> Go to Community Programs and Local Events on the left side of the page, then to Diabetes Expo.  
The registration site is: <http://www.diabetes.org/communityprograms-and-localevents/diabetesexpo/Chicago-Expo.jsp>

**January 2009**  
**UTILIZATION STATISTICS**

	<i>Admits/1000 YTD</i>	<i>Days/1000 YTD</i>
<i>Bolingbrook Hospital</i>	<b>51.0</b>	<b>251.8</b>
<i>Hinsdale Hospital</i>	<b>48.5</b>	<b>195.8</b>
<i>LaGrange Hospital</i>	<b>50.1</b>	<b>184.8</b>
<i>Glen Oaks Hospital</i>	<b>17.0</b>	<b>96.3</b>

**PODS MEETINGS SCHEDULE**

**March 2009**



HPH would like to remind physicians to attend one of the monthly scheduled PODS meetings. Inpatient Utilization Statistics, Quality Study Information and Pharmacy Program directives are discussed only in PODS Meetings. These meetings are an opportunity to discuss your specific issues. As a reminder, there is a monetary stipend for attendance.

**Hinsdale PODS:**

**March 18, 2009 at 7:00am**  
**Regnery Room**  
**Hinsdale Hospital**

**LaGrange PODS**

**March 25, 2009 at 7:30am**  
**Dixon C**  
**LaGrange Hospital**



**HPH/NAMM TEAM**

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| <b>Andrea Gruca</b>  | <b>708.432.4022</b>  |
| <i>NAMM Executive Director</i>   | <a href="mailto:Andrea.Gruca@namm-il.com">Andrea.Gruca@namm-il.com</a>         |
| <b>Frances Guerrero</b>  | <b>708.432.0009</b>  |
| <i>Sr. Provider Relations Rep.</i>                                       | <a href="mailto:Frances.Guerrero@namm-il.com">Frances.Guerrero@namm-il.com</a> |
| <b>Teri Rajkowski</b>  | <b>708.432.4041</b>  |
| <i>Referral Coordinator</i>  | <a href="mailto:teri.rajkowski@namm-il.com">teri.rajkowski@namm-il.com</a>     |
| <b>Kristin Glavin, RN</b>  | <b>708.432.1646</b>  |
| <i>QM Specialist</i>   | <a href="mailto:Kristin.Glavin@namm-il.com">Kristin.Glavin@namm-il.com</a>     |
| <b>Vickie Chirico, RN</b>  | <b>708.432.1642</b>  |
| <i>QM Specialist</i>   | <a href="mailto:Vickie.Chirico@namm-il.com">Vickie.Chirico@namm-il.com</a>     |
| <b>Maria Peglow</b>  | <b>708.432.2002</b>  |
| <i>Medical Review Coordinator</i>  | <a href="mailto:Maria.Peglow@namm-il.com">Maria.Peglow@namm-il.com</a>         |
| <b>Linda Meyers, RN</b>  | <b>708.432.4012</b>  |
| <i>Director, Medical Management</i>                                      | <a href="mailto:Linda.Meyers@namm-il.com">Linda.Meyers@namm-il.com</a>         |
| <b>Tammy Wald, RN</b>  | <b>708.432.0031</b>  |
| <i>Director, Referral Department</i>                                     | <a href="mailto:Tammy.Wald@namm-il.com">Tammy.Wald@namm-il.com</a>             |
| <b>Sue Bonano, RN</b>  | <b>708.432.4014</b>  |
| <i>Director, Quality &amp; Compliance</i>                                | <a href="mailto:Sue.Bonano@namm-il.com">Sue.Bonano@namm-il.com</a>             |
| <b>Robbi Sobczyk, RN</b>   | <b>708.245.2910</b>  |
| <i>CaseManager/Lagrange/GlenOaks</i>                                     | <b>Cell: 708.296.6451</b>  |
| <a href="mailto:Robbi.Sobczyk@namm-il.com">Robbi.Sobczyk@namm-il.com</a> | <b>(For Urgent Issues Only)</b>  |
| <b>Maureen Olson, RN</b>   | <b>630.856.7019</b>  |
| <i>Case Manager, Hinsdale/Bolingbrook</i>                                | <b>Fax: 630.856.5652</b>   |
| <a href="mailto:Maureen.Olson@namm-il.com">Maureen.Olson@namm-il.com</a> |  |
| <b>PsycHealth</b>  | <b>800.753.5456</b>  |
| <b>CUSTOMER SERVICE</b>  | <b>708.432.4053</b>  |
| <b><u>HPH EDI Payor ID Numbers:</u></b>                                  |  |
| Emdeon Payor ID:   | 36385  |
| Availity Payor ID:   | NAHIN  |

[www.hinsdalephysicianshealthcare.com](http://www.hinsdalephysicianshealthcare.com)

**CLAIMS ADDRESS:**

**February 2009**

**HINSDALE PHYSICIANS  
HEALTHCARE  
P.O Box 7789  
Westchester, Illinois 60154-7789**



## HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.

February 18, 2009

TO: All HPH Participating Physicians  
FROM: Danielle M. Dillon, Executive Director  
SUBJECT: **REFERRAL PROCESS REMINDER**

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Hinsdale Physicians Healthcare (“HPH”) maintains a referral process that is constantly under review for process change and streamlining. One of the last changes to the process was to move to a telephonic system and for the last year, providers have been calling in “RED” referral requests. In establishing this process, physicians requesting “RED” referrals are required to telephonically review/submit all clinical information to include the diagnosis, applicable diagnosis codes and any CPT and/or HCPCS Codes that identify the type of service requested.

This information is integral to the completion of a referral request. If you are calling in a “RED” referral request and you do not have the clinical information to include descriptive codes, it is your responsibility to research for this information prior to calling in your referrals. The Referral Coordinators cannot assign descriptive coding information to referral requests and if all information is provided during the initial call, the Referral Coordinators can process the requests more efficiently for HPH.

Should you have any questions regarding this memo, please feel free to contact me at 630-551-0655 or [danielledillon@comcast.net](mailto:danielledillon@comcast.net).

Thank you.

4415 W. Harrison Street, Suite 300  
Hillside, IL 60162

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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.**

February 18, 2009

TO: All HPH Participating Primary Care & Specialty Care Physicians

FROM: Danielle M. Dillon, Executive Director

SUBJECT: **HPH UM PLAN**

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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 2009 UM Plan in their meeting this week. 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](mailto:danielledillon@comcast.net).

Thank you.

4415 W. Harrison Street, Suite 300  
Hillside, IL 60162

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Executive Director 630-551-0655 & Fax 630-551-0772  
Operational Management 708-432-4000 and Fax 708-432-4077 Fax