

# Hinsdale Physicians Healthcare

## HPH On-Call List

Hinsdale Physicians Healthcare (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 April:

#### **03/30/08-04/05/08:**

- Dr. Carla Carls (HIN)
- Drs. R. Melvani/J. Corte (LMH)
- Dr. Iulia O'Neil (GO)
- Dr. Amy Sinha (BBK)

#### **04/06/08-04/12/08:**

- Drs. R.Marwaha/R. Levin (HIN)
- CFP/Family Med Ctr (LMH)
- Drs. M. Ali/M. Jabri (GO)
- Drs. Shishir Jain/M. Philobos (BBK)

#### **04/13/08-04/19/08:**

- Dr. John Conroy (HIN)
- Drs. J. Nazir/C. Danziger (LMH)
- Dr. Richard Pinney (GO)
- Dr. Thelma Marin (BBK)

#### **04/20/08-04/26/08:**

- Drs. E. Ghani/H. Limaye (HIN)
- Dr. Aman Dhawan (LMH)
- Drs. M. Ali/M. Jabri (GO)
- Drs. M. Desai/S. Niazi (BBK)

#### **04/27/08-05/03/08:**

- Dr. Lisa Fortman (HIN)
- Drs. M. Prete/D. Kazcor (LMH)
- Dr. Mary Biskup (GO)
- Dr. Archana Bhogill (BBK)

## OFFICE CLOSING

NAMM office will be closed on Friday, March 21, 2008 and will re-open on Monday, March, 24, 2008.

Emergency protocol should be followed during this time. Please utilize your Green and Red Directories for participating providers. Please phone in your red referrals to NAMM as soon as possible on the following business day and the Referral Coordinators will attend to these requests.

## **Patient Safety Physician Education Project**

One of the new 2008 Blue Cross Blue Shield (BCBS) Quality Improvement Programs is the Patient Safety Physician Education Project. This is a web based program through BCBS that provides a self-paced educational experience offered to all HPH physicians, excluding Chiropractics, Podiatry, hospital-based physicians and Oral Surgery. This project also offers 20 hours of CME credit. HPH agreed to reimburse participating physicians for the fee associated with the project. In addition, potential QI incentive fund can be earned based upon the participation of the physicians who have completed the program by November 30, 2008.

*Please call Provider Relations with any questions.*

## **Blue Cross Blue Shield Wellness Co-pay**

Effective October 2007, the **wellness co-pay** was added to the member identification cards as the identification cards are issued/re-issued. Attached is a sample copy of an identification card.



### Release of NPI NUMBER

Based upon the recommendation of our Legal Counsel regarding the release of NPI Numbers to the health plans and other contracted entities, HPH will issue the NPI Numbers for all contracted providers as requested. Should you determine you do not want HPH to release your NPI Number, please send your request in writing to Danielle Dillon, Executive Director, by March 31, 2008. Please see enclosed memo for further details.



### PROVIDER UPDATES

#### *PRIMARY CARE PHYSICIANS:*

**Dr. Efrain Flores**, Pediatrics  
Bolingbrook Campus, effective 3/1/2008

#### *SPECIALISTS:*

**Dr. Melinda Gibson**, OB/GYN  
Effective 3/1/08: Adventist Health Partners  
dba Brookfield Women's Healthcare

**Dr. John Holden**, Gastroenterology  
Effective 3/1/08: Gastroenterology Services

**Dr. Vivian H. Chou**, Allergy/Immunology  
Effective 3/1/08: Oak Brook Allergists, S.C.

**Dr. Tyran E. Johnson**, Maxillofacial Surgery  
Effective 3/1/08: Oral & Maxillofacial  
Surgery Associates



### RED REFERRALS CLARIFICATION

Hinsdale Physicians Healthcare initiated the new telephonic referral process on December 3, 2007 and everything is going well. However clarification is required regarding what referrals the specialist is responsible to pre-certify. The responsibility is as follows:

1. PCPs are responsible for pre-certifying all consultation and follow up referrals for specialists on the RED list.
2. Specialists are responsible for pre-certifying their own procedures for all HMO patients.
3. PCPs are responsible for pre-certifying all referrals for the specialists that are not on the Green list.

Please feel free to contact Marina Villagomez or Juanita Harlan, Referral Coordinators, with any questions at 708-432-4041 or 708-432-2004.

### UNIQUE PATIENT REPORTS

#### *Attention Capitated Specialists*

The Unique Patient Preview Report will be mailed out to your offices the week of March 24, 2008 and will be due back April 9, 2008. Please review your report as this will be used to calculate your capitation payments for April, May, and June 2008. The time period used for calculating this quarter's Unique Patients is July 1, 2007 through December 31, 2007.

*Please contact Provider Relations for any questions.*

### MEDICAL MANAGEMENT

## March 2008

### **BIPAP AND CPAP MACHINE REQUESTS:**

When requesting BIPAP or CPAP approval from the Referral Department for newly diagnosed Obstructive Sleep Apnea, patients need to be sure to have available Sleep Study reports provided by the Sleep Center. The information in this report is necessary to determine the member's severity of Obstructive Sleep Apnea with and without titration. Medical criteria is applied to every BIPAP and CPAP referral request to determine the member's benefit and medical appropriateness based on the results of the titration sleep study.

### **QUALITY MANAGEMENT**

#### **On Site Facility and Medical Record Audits:**

It is time for the 2008 BCBS on-site audits to begin. If you were not audited in 2007, or if your last audit was in 2006, your office needs to be ready for BCBS in 2008!!! We will be notifying offices that have had low scores on previous audits by BCBS. Those offices can expect a call from your NAMM Quality Management Specialist (QMS) to schedule an onsite facility-medical record review prior to the BCBS visit. A copy of the BCBS site visit standards will be forwarded to MDs eligible for BCBS site visits in 2008.

- **Please notify your QMS as soon as you are contacted by BCBS so we can assist you in the preparation for their audit.**
- **Please be aware that the 2008 scoring standard for Medical Record Review, Preventive Care is 90%; and Accessibility, Facility, Emergency Care is 90%.**

#### **HEDIS:**

We anticipate the arrival of the BCBS 2008 HEDIS project very soon. HEDIS has a short turnaround time. We will notify you ASAP if any of your members are in the project.

#### **2008 Quality Management Manual and Office Education:**

Your office will be receiving the revised 2008 Quality Management Manual. The manual includes the following: the 2008 site visit / medical record standards; the flow sheets for the 2008 projects; educational material that can be ordered **free** of charge from BCBS.

There are many changes in the criteria standards for the 2008 BCBS projects! Please contact your QMS to schedule an educational in-service update for you and your staff. Your Quality Management Specialist is available to assist you and your staff at any time.

### **Look for these NAMM communications coming to you:**

Your Quality Nurse will be delivering the Diabetic outreach list to your office. NAMM will be mailing out the Diabetic Eye Exam referral letters and educational diabetic information to your diabetic members.

### **Q- TIP**

#### **Adherence to Anti-Hypertensive Medications:**



**Tracking blood pressure readings are required in three of the BCBS projects; Controlling High Blood Pressure, Diabetes and Cardiovascular. Please repeat and document a second BP reading if the initial BP is  $\geq 140/90$ .**

60% of adults in the United States have either hypertension (Systolic BP  $> 140$  mm Hg or Diastolic BP  $> 90$  mm Hg) or pre-hypertension (SBP of 120 to 139 mm Hg or DBP of 80 to 89 mmHg).

Fewer than half of the patients in the US with hypertension are being treated, and less than 35% of those treated have well-controlled blood pressures (SBP  $< 140$  and DBP  $< 90$ ).

A large proportion of the patients do not adhere to their hypertension medication regimens, both for intentional and unintentional reasons. **Lack of adherence may stem from perceived negative effects of the medication and / or financial constraints.**

Asking non-threatening, open-ended questions during patient interviews can be a useful method of assessing medication adherence. The interview should include probes for factors that contribute to non-adherence including adverse reactions, misunderstandings of chronic disease treatment, depression, cognitive impairment, dosing regimens and financial constraints.

Evidence suggests that physician counseling regarding disease risk factors and medication persistence play an important role in maximizing patient adherence. Discuss generic medication alternatives, where therapeutically appropriate, with your patient. Generics have lower co-pays than brand name medications and may help with patient compliance.

**March 2008**

**FEBRUARY 2008**  
**UTILIZATION STATISTICS**

	<i>Admits/1000 YTD</i>	<i>Days/1000 YTD</i>
<i>Hinsdale Hospital</i>	66.5	282.8
<i>LaGrange Hospital</i>	60.5	290.5
<i>Glen Oaks Hospital</i>	38.9	189.1

If you would like to discuss specific topics, please feel free to attend the next PODS meetings.

**PODS MEETINGS SCHEDULE**  
**April 2008**



**Hinsdale Campus/PODS:**

April 16, 2008 at 7:00am  
Doctor's Dining Room  
Hinsdale Hospital

**Glen Oaks Campus/PODS:**

April 17, 2008 at 7:30am  
Private Dining Room  
Glen Oaks Hospital

**LaGrange Campus/PODS:**

April 23, 2008 at 7:30am  
Dixon C Educational Center  
LaGrange Hospital

**HPH/NAMM TEAM**

**Andrea Gruca** 708.432.4022  
*NAMM Executive Director* [Andrea.Gruca@namm-il.com](mailto:Andrea.Gruca@namm-il.com)

**Frances Guerrero** 708.432.0009  
*Sr. Provider Relations Rep.* [Frances.Guerrero@namm-il.com](mailto:Frances.Guerrero@namm-il.com)

**Marina Villagomez** 708.432.4041  
*Referral Coordinator* [Marina.Villagomez@namm-il.com](mailto:Marina.Villagomez@namm-il.com)

**Juanita Harlan** 7 08.432.2004  
*Referral Coordinator* [Juanita.Harlan@namm-il.com](mailto:Juanita.Harlan@namm-il.com)

**Catherine Regan, RN** 708.432.1642  
*QM Specialist* [Catherine.Regan@namm-il.com](mailto:Catherine.Regan@namm-il.com)

**Jean Schaffer-Farhi, RN** 708.432.4059  
*QM Specialist* [JeanMarie.Schaffer-Farhi@namm-il.com](mailto:JeanMarie.Schaffer-Farhi@namm-il.com)

**Maria Peglow** 708.432.2002  
*Medical Review Coordinator* [Maria.Peglow@namm-il.com](mailto:Maria.Peglow@namm-il.com)

**Linda Meyers, RN** 708.432.4012  
*Director, Medical Management* [Linda.Meyers@namm-il.com](mailto:Linda.Meyers@namm-il.com)

**Tammy Wald, RN** 708.432.0031  
*Manager, Referral Department* [Tammy.Wald@namm-il.com](mailto:Tammy.Wald@namm-il.com)

**Sue Bonano, RN** 708.432.4014  
*Director, Quality & Compliance* [Sue.Bonano@namm-il.com](mailto:Sue.Bonano@namm-il.com)

**Robbi Sobczyk, RN** 708.245.2910  
*CaseManager/Lagrange/GlenOaks* Cell: 708.296.6451  
[Robbi.Sobczyk@namm-il.com](mailto:Robbi.Sobczyk@namm-il.com) (For Urgent Issues Only)

**Mary Giammarino, RN** 630.856.7019  
*Case Manager, Hinsdale/Bolingbrook* Fax: 630.856.5652

**PsychHealth** 800.753.5456

**CUSTOMER SERVICE** 708.432.4053

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

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