

# 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:**

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

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

#### **05/04/08-05/10/08:**

- Drs. R.Marwaha/R. Levin (HIN)
- Dr. Michael Dupont (LMH)
- Drs. N. Blanco/ R. Jain (GO)
- Drs. Ishver Desai/ M. Bayang (BBK)

#### **05/11/08-05/17/08:**

- Dr. William Gros (HIN)
- Drs. C. Rae/C. March (LMH)
- Dr. Mary Bizios (GO)
- Dr. Munira Patel (BBK)

#### **05/18/08-05/24/08:**

- Drs. Kee Shin/Erin Taback (HIN)
- Dr. Thomas Flach (LMH)
- Drs. N. Dabhade/ M. Jabri (GO)
- Drs. Surbhi Shah (BBK)

#### **05/25/08-05/31/08:**

- Dr. Kate Gunnell (HIN)
- Drs. T. Rohail/ M. Matray (LMH)
- Dr. Frank Chao (GO)
- Dr. Joanna Wilk (BBK)

## **NPI TRANSITION**

Blue Cross Blue Shield of Illinois will be enforcing the use of the National Provider Identification (NPI) number effective May 23, 2008 in accordance with the implementation date of Centers for Medicare and Medicaid Services (CMS). As of this important date, all claims must be submitted using your NPI number as the single provider identifier. After May 23, 2008, claims submitted without an NPI number will be rejected. Whether you are submitting claims electronically or via paper, we strongly and highly encourage you to start submitting claims with NPI-only and take advantage of the testing window before the crucial date. Now is the time to ensure it's working for you.

*Please call Provider Relations with any questions*

## **Profiling**

HPH is preparing the annual Profiling Reports for all Network Capitated Physicians. As you're already aware, Profiling is a set of reports that helps you assess your performance under capitation, as well as your utilization patterns. The reports also give you the feedback necessary to effectively manage members and achieve financial success under capitation.

Profiling reports will cover services rendered from January 1<sup>st</sup> through December 31<sup>st</sup> 2007.

To ensure accurate Profiling, please confirm that you have submitted all claims and encounter data for this period.

Profiling reports are expected to be delivered beginning in May 2008. Meetings will be held with practices as needed to review the reports.

**April 2008**

## ONCOLOGY REFERRALS

This is a reminder to all Glen Oaks PODS Primary Care Physicians to direct Outpatient Chemotherapy Treatment referrals to either one of our Capitated Oncology network providers, LaGrange Oncology or Hinsdale Hematology Oncology Associates, listed on the Specialty Panel Green Directory. Dr. Rajalaxmi McKenna (Southwest Medical Consultants SC), listed on the Specialty Panel Green Directory is **NOT** participating with HPH.

Please call Provider Relations with any questions

## PROVIDER UPDATES

### PRIMARY CARE PHYSICIANS:

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

Dr. Varsha Sambare, Family Practice  
Bolingbrook Campus, effective 4/1/2008

Dr. Maimoona S. Aijaz, Internal Medicine  
Bolingbrook Campus, effective 4/1/2008

Dr. Mohammed Adil, Pediatrics  
Bolingbrook Campus, effective 4/1/2008

### SPECIALISTS:

Dr. Jeffrey J. Fitzer, OB/GYN  
Effective 4/1/08: Adventist Health Partners  
dba GlenOaks Women's Healthcare

Dr. Stephen Holland, Gastroenterology  
Effective 5/1/08: Gastroenterology Services

## 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.

## MEDICAL MANAGEMENT

### Accessibility Standards

In order to provide optimal care to HPH members and meet HMO standards, the following standards are required to provide reasonable access for members:

- **Comprehensive Exams:** schedule within 4 weeks of request
- **Routine appointments:** schedule within 10 business days or 2 weeks of request (whichever is sooner)
- **Non-Urgent Symptomatic appointments:** schedule within 4 calendar days of request
- **Urgent appointments:** schedule within 24 hours of request
- **Emergency calls:** response by MD within 30 minutes of call

### Additional requirements:

- Evening or early morning office hours 3 or more times per week
- Weekend office hours 2 or more times per month
- Notification to the member when the anticipated office wait time for a scheduled appointment may exceed 30 minutes
- **Emergency phone calls:** response within 30 minutes
- Maintain a daily appointment log
- Maintain 24 hour answering service, including a 24-hour on-call PCP arrangement
- Maintain answering service log of calls for one (1) year

### Behavioral Health (BH) Access Standards

- **Life Threatening Emergency Care:** Immediately
- **Non-Life Threatening Emergency:** access to care within 6 hours
- **Urgent Care:** access to care within 48 hours
- **Routine appointments:** schedule within 10 business days or two weeks (whichever is sooner)
- **Post BH Hospitalization Follow Up Care:** member is scheduled **and** seen within 7 days of BH discharge

## April 2008

### **BH Phone Standards:**

- Telephone answered by non-recorded voice within 30 seconds
- Abandonment rate less than 5% (percentage of phone calls where member disconnected before the call was answered)
- Phone reports submitted quarterly to NAMM Director of Quality/Compliance for HMO reporting

If you have any questions regarding these standards, please contact Provider Relations at 708-432-0009.

## **QUALITY MANAGEMENT**

### **Current BCBS Projects**

- HEDIS

### **Quality Project Due from BCBS**

- Childhood Immunization, 1<sup>st</sup> & 2<sup>nd</sup> submissions

### **Quality Management Reminders**

- **Diabetic Eye Referral Letters**- to be mailed to identified diabetic members in April. This allows the member to go directly to the ophthalmologist for their yearly Diabetic eye exams.
- **2008 Project Labs/flowsheets**- Get a jump start on getting your members in for their Diabetic &/or Cardiovascular check ups and labs; Asthmatics for their Asthma Action Plans (AAP'S) along with their asthma control assessment, and everyone needs their age appropriate Preventive care services!!!!
- **BCBS Site Visits**-Please contact your QMS if you get a call from Blue Cross for a site visit or if you need any assistance on the projects, or other concerns. Your QMS is happy to assist you!

### **April's Q-Tip**

World Health Day was celebrated on April 7, 2008. That day marks the founding of the World Health Organization and is an opportunity to draw worldwide attention to a subject of major importance to global health each year. In 2008, World Health Day focuses on the need to protect health from the adverse effects of climate change. The theme "protecting health from climate change" puts health at the center of the global dialogue about climate change. W.H.O selected this theme in recognition that climate change is posing ever growing threats to global public health security.

### **Other goals for World Health Day include:**

- **Raise awareness** and public understanding of the global and locally relevant health consequences of climate change.
- **Advocate for interdisciplinary and intersectoral partnerships** from the local to international level that seek to improve health through rapid deployment of mitigation strategies to stabilize climate change and development of proactive adaptation programs to minimize health impacts.
- **Generate effective actions** by local communities, organizations, health systems and governments to reduce the impact of climate change on health through urgent application of mitigation and adaptation techniques.
- **Demonstrate the health community's role** in facing the challenges globally and in regions, countries and communities.
- **Spark commitment and action** among governments, international organizations, donors, civil society, businesses and communities (especially among young people) to anchor health at the heart of the climate change agenda.

To find out more about World Health Day, and the World Health Organization, visit

[www.who.int](http://www.who.int)

**April 2008**

**MARCH 2008**  
**UTILIZATION STATISTICS**

	<i>Admits/1000 YTD</i>	<i>Days/1000 YTD</i>
<i>Hinsdale Hospital</i>	65.7	338.3
<i>LaGrange Hospital</i>	60.4	282.7
<i>Glen Oaks Hospital</i>	39.1	191.9

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

**PODS MEETINGS SCHEDULE**

**May 2008**



**Hinsdale Campus/PODS:**

May 21, 2008 at 7:00am  
Tupper Parlor  
Hinsdale Hospital

**Glen Oaks Campus/PODS:**

May 15, 2008 at 7:30am  
Private Dining Room  
Glen Oaks Hospital

**LaGrange Campus/PODS:**

May 28, 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**