

### ENCOUNTER DATA – CLAIM SUBMISSION

This is a reminder that all participating Physicians of Hinsdale Physicians Healthcare (“HPH”) are required by contract to submit all claims encounter data to HPH for adjudication. Even though services provided are capitated, this encounter data is contractually required by the health plans. Failure to submit claims encounter data is a sanctionable offense and it impacts the outcome of profiling performance reporting for all physicians. Your compliance with this requirement is very important. HPH Provider Relations Staff will be contacting your office if you are not submitting claims and will work with you to establish connectivity to an electronic claims submission process. NAMM/HPH is partnered with Emdeon and Availity for your claims processing needs. Below are the Payer IDs:

Emdeon:	36385
Availity:	NAHIN

### HOLIDAY HOURS: MEMORIAL DAY

In observance of the **Memorial Day Holiday**, the NAMM/HPH Administrative offices will be closed **Monday, May 31, 2010**. The office will reopen on Tuesday, June 1, 2010. Emergency protocol should be followed during this time. Please utilize your HPH Directory for participating providers. Please phone in your referral that requires Pre-authorization to NAMM as soon as possible on the following business day and the Referral Coordinators will attend to these requests.

### WELCOME NEW HPH PROVIDERS

HPH would like to welcome our new providers:

#### MIDLAND ORTHOPAEDICS ASSOCIATES

**Douglas D. Nelson, MD**  
**Michael G. Maday, MD**  
**William A. Heller, MD**

#### HINSDALE ORTHOPAEDICS ASSOCIATES

**Justin M. LaReau, MD**

#### CENTER FOR SPORTS ORTHOPAEDICS, SC

**Sheryl L. Lipnick, DO**

#### MATERNAL FETAL MEDICINE

**Megan L. Koh, MD**

#### MIDWEST ENDOCRINE & DIABETES CARE, LLC

**Uzma N. Syed, MD**

### QUALITY INITIATIVE CAMPAIGN

#### Increasing Colorectal Screening Rates in Practice: A Primary Care Clinician’s Evidence-Based Guide

Colorectal cancer is the second leading cancer killer in the United States that affects both men and women. Screening not only can prevent colorectal cancer, but it also reduces mortality. Patients are more aware of and motivated toward colorectal cancer screening than ever before, and it is imperative we increase our colorectal cancer screening rate. According to an article by Mona Sarfaty, MD, the Four Essentials for Improved Screening Rates are:

- ✓ **Your Recommendation:** Regular recommendations by the patient’s physician are the **single most important factor** in a patient’s decision whether to be screened for colorectal cancer. Determine the appropriate testing for each patient to prevent barriers such as cost.
- ✓ **An Office Policy:** Develop an office policy that identifies members meeting the age or risk factors requirements and tag the member’s medical record indicating the member’s need for testing.
- ✓ **An Office Reminder System:** Develop an office policy to send out reminders to members that have failed follow-up with their ordered testing.
- ✓ **An Effective Communication System:** How do you communicate test results back to the member? If additional testing is required, how is follow-up handled? A physician’s communication skills are related to patient satisfaction and affects outcomes. A guide is available through the Web sites of the National Colorectal Cancer Roundtable ([www.nccrt.org](http://www.nccrt.org)) and the American Cancer Society ([www.cancer.org/colomd](http://www.cancer.org/colomd)).

Again, please call Kristin Glavin, RN, Quality Nurses if you have questions at 708-432-1642. Fax number: 708-432-0205

**HPH**

**HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.**

April 27, 2010

TO: All HPH Participating Primary Care Physicians  
FROM: Danielle M. Dillon, Executive Director  
SUBJECT: **BCBS PHYSICIAN SATISFACTION SURVEY**

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Over the last few weeks, Blue Cross Blue Shield Illinois (“BCBSI”) issued to all HPH Contracted Primary Care Physicians, a copy of their Physician Satisfaction Survey. This survey is used by BCBSI to measure HPH’s administrative performance under BCBSI Quality Initiatives and provides helpful feedback to HPH on how to better serve our physician members.

Please take the time to complete and return this survey to BCBSI. This is another method for HPH to understand how to better serve our physician network to meet the changing needs of the delivery of health care services to HMO Members. Your feedback in past years has given HPH direction on how to modify processes like Referrals and HPH believes changes like this are very positive as they take away some of the administrative constraints associated with HPH Policy and Procedure. HPH welcomes helpful feedback from its physician network.

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.**

April 27, 2010

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 2010 UM Plan in their February meeting. 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.

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