

NAMM-IL HELPS PHYSICIAN ORGANIZATIONS SAVE MONEY THROUGH AMERINET PURCHASING POWER



NAMM-IL proudly announces its new business relationship with Amerinet, one of the leading Healthcare Group Purchasing Organizations (GPO.)

NAMM-IL is a Chicago-based physician management services organization founded in 1995, whose mission is to help physician organizations optimize managed care opportunities and relationships. Amerinet strategically partners with healthcare providers to reduce costs and improve quality through its performance solutions.

“We are pleased to partner with Amerinet knowing that this relationship will bring great value to our physician clients,” says Donna Levigne, Acting President/COO of NAMM-IL. “Amerinet is built on a foundation of data, savings and trust, supported by a team of clinical and supply chain experts. We are proud to work in collaboration to enrich the healthcare delivery process for our client members and the communities they serve.”

NAMM-IL’s impressive client base is represented by 10 large Physician Organizations comprised of more than 100,000 Commercial, Medicare and Medicaid covered lives. NAMM-IL is offering this valuable service to physician clients as a Free service. Says Ms. Levigne, “In today’s recovering economy, NAMM-IL works hard

to help our physicians maximize productivity with astute business and management processes. We are pleased to help physician clients save money through Amerinet’s high level purchasing power with market-leading healthcare suppliers. Opportunities for reducing costs range from a wide variety of often-ordered items to high-dollar, high-tech purchases that occur only every few years.”

Amerinet’s Performance Solutions deliver significant savings to every aspect of a physician business and operations including:

- Supply Chain Management - Delivering an average of 4 to 7 percent savings
- Professional Services and IT - Delivering savings of 5 to 20 percent for IT products and services
- Data Analytics - Delivering average savings of 12 to 26 percent with Amerinet Savings Roadmap
- Quality and Patient Safety - Maximizing efforts to match cost reduction and quality improvements
- Revenue Enhancement - Delivering as much as a 5 percent increase in cash collections
- Education and Networking - Delivering savings of \$65 to \$200 per employee, per CEU program

“Sharing NAMM-IL’s vision of helping clients reduce costs while maintaining and enhancing quality, we look forward to helping physicians improve provider relations, health services, financial operations and advanced care coordination,” said RJ McNaughton, Amerinet’ executive vice president of sales.

Health Services

Quality Management

Emergency Department Utilization

ED utilization is on the rise:

- ▶ ED use is on the rise across the United States
- ▶ Local Health Plans are reporting increased ED Utilization Rates/1000
- ▶ Half of NAMM-IL clients reported increased ED Utilization over a 3 year period

Access to care reduces ED visits:

Are you aware of how often your patients are utilizing the ED because of real, or perceived, limitations related to access to care within your office? Have you asked your appointment staff how often they are referring members to the ED because they cannot squeeze the member into your schedule same day? Do you have clinical staff available in your office to triage and educate members on appropriate use of the ED?

As the medical community continues to evaluate pilot programs for Patient Centered Medical Homes (PCMH) and Accountable Care Organizations (ACO), one key performance indicator that is being measured closely is access to care. Now is the perfect time to start assessing your practice in preparation for future trends in the delivery of healthcare, while also improving your ED utilization rates.

Patients utilize the ED less frequently when offered:

- ▶ Evening and weekend appointment availability
- ▶ Open access scheduling options
- ▶ Same day appointments

Increasing Asthma Screening Rates in Practice: Empowering Patients with a Plan

Asthma is considered one of the most serious chronic diseases in the United States and affects more than 22 million Americans. In addition, asthma accounts for more than 10 million missed work days and almost 13 million missed school days each year.

A national telephonic survey called the "Asthma G.A.P. II in America," authored by Dr. Reynold A. Panettieri, from the University of Pennsylvania, (et. al), was conducted to determine what gaps exist between awareness and perceptions regarding asthma. The survey showed that there is an alarming divide between what patients know about their asthma and the actions they take to

achieve optimal control of their symptoms. There is a clear need for more physician-to-patient education about asthma control and appropriate therapies.

The overall goal is to help asthma patients take action to better manage their asthma symptoms through appropriate treatment, tools and resources. The following five strategies are recommended to help your patients achieve better control of their asthma:

- ▶ Use the previous year's listing of asthma members to flag your patient charts for the current year
- ▶ Utilize the **Asthma Control Test (ACT)** to assess your patient's perception of asthma control
- ▶ Complete a new **Asthma Action Plan (AAP)** for the current year (2010)
- ▶ Schedule follow-up visits for patients who are not in optimal control of the disease
- ▶ Most importantly, educate patients to:
 - understand the risks of "uncontrolled asthma"; they misinterpret asthma control, not realizing the disease requires long-term therapy - even when asthma symptoms are not present
 - emphasize the importance of controller (maintenance medication) vs. rescue (inhaler)

Expert Panel recommendations for asthmatic patients can be found in the "Expert Panel Report 3-Guidelines for the Diagnosis and Management of Asthma EPR-3" at <http://www.nhlbi.nih.gov/guidelines/asthma>.



NAMM *Behind the Scenes*

NAMM-IL HELPS PHYSICIAN ORGANIZATIONS USE TECHNOLOGY TO MORE EFFECTIVELY MANAGE PATIENT CARE.

North American Medical Management of Illinois (NAMM-IL) proudly announces the launch of NAMMNET-IL; a new internet tool to help physician organizations more effectively work with managed care companies.

NAMM-IL is a fifteen-year-old Chicago-based company, whose mission is to help physicians optimize managed care opportunities and relationships. NAMM-IL's impressive client base is represented by 10 large Physician Organizations comprised of more than 100,000 Commercial, Medicare and Medicaid covered lives.

NAMMNET-IL is a portal (secured internet site) offering a single point of access to a variety of information and tools helping doctors access and exchange vital and secure information. With but a Click of A Mouse, NAMMNET-IL is available as the newest tool empowering physician organizations with data allowing better tracking and management of managed care relationships.

“In the age of health reform where doctors must do more with less, NAMMNET-IL offers physician groups immediate access to information through an internet site allowing secured information exchange,” says Donna Levigne, Acting President/ COO of NAMM-IL.

Key NAMMNET-IL functions include:

- Access to member eligibility and benefit information
- Real Time preauthorization submission
- Claims status review
- Prompt events calendar notifications
- Immediate access email notifications and Newsletter Updates
- On-line access to provider forms
- Direct links to health plan information
- Quality Study Policy, Procedures and updates
- Access to Current Provider Network Directories
- Coming Soon
 - > On-line training
 - > Access to Current Member Eligibility Reports

“NAMMNET-IL is a secure web based application environment that aggregates information and functionalities from other applications and subsystems aimed at information exchange between NAMM-IL and their physician clients, says Ms. Levigne. “We believe this important technology will help doctors access timely information to help them better manage the business aspect of healthcare.”



For more information about NAMM-IL and its management services and products for physician organizations call 708-432-4000 or visit www.namm-il.com.

Participating in NAMM's Electronic System Processes saves office time and money

Electronic claim submissions maximize claims processing efficiency over paper submissions. The information required to file electronic claims is the same as paper claims, but there are major advantages to electronic submissions:

- Better control and accuracy. Electronic claims are entered in NAMM's system just the way they leave your office. Paper claims require manual processing, increasing the chance of manual errors.
- Reduction of office costs. Electronically submitted claims can save hours of clerical time and costs associated with printing and mailing paper claims.

Electronic Referrals through EZNet

NAMM offers all participating providers the ability to submit referral requests and access information real-time through EZNet. Benefits of our HIPAA compliant system include:

- Access to Eligibility and Claims information, 24 hours a day / 7 days a week
- The ability to quickly process referrals at your convenience
- System checks to help ensure completeness

Save time and money by submitting claims and referrals electronically. Contact your NAMM Associate Director for submission information.

NAMM *Behind the Scenes*

PROVIDER RELATIONS UPDATE

BCBS PHYSICIAN SATISFACTION SURVEY

Enclosed is a Memo regarding the BCBS Physician Satisfaction Survey. Please take the time to complete and return this survey to BCBSIL. 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. HPH welcomes helpful feedback from its physician network. In addition, this survey is used by BCBSIL to analyze physician satisfaction with activities and to evaluate physician experience with primary hospital services.

HPH UM PLAN

Enclosed is a Memo describing the HPH Utilization Management ("UM") 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.

INTAKE DEPARTMENT

With the implementation of the Health Services Department Out-of-Network / Out-of-Area Intake line, North American Medical Management would like to share a brief summary of the streamlined process. The Intake Department is newly effective as of April 1, 2010. This does not have any impact on the physicians or their staff with the exception of using the new toll free phone number. In the past, the Out-of-Network / Out-of-Area facility would call the Case Manager(s) with notification of all Out-of-Network / Out-of-Area admissions. The centralized line (866) 791-9211, allows the facilities to contact one person whose primary responsibility is to receive this information and work with the appropriate staff, as well as notifying the Primary Care Physician, to insure that transfer can be arranged as soon as possible. The Case Manager(s) is responsible to coordinate all arrangements for transfer once it has been confirmed by the Primary Care Physician and admitting physician that the member is stable for transfer.

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.

How to Contact Us...

NAMM Customer Service:
(708) 432-4053

PROVIDER RELATIONS

CHERYL PERRIN, Executive Director
Phone: (708) 432-4022 Fax: (708) 432-0134
cheryl.perrin@namm-il.com

FRANCES GUERRERO, Associate Director
Phone: (708) 432-0009 Fax: (708) 432-0183
frances.guerrero@namm-il.com

HEALTH SERVICES

MAUREEN OLSON, R.N., Case Manager
Adventist Hinsdale & Bolingbrook Hospitals
Phone: (630) 856-7019 Fax: (630) 856-5652
Cell Phone: (708) 257-9469
maureen.olson@namm-il.com

ROBBI SOB CZYK, R.N., Case Manager, Adventist
LaGrange & GlenOaks Hospitals, Out of Network
Phone: (708) 245-2910 Fax: (708) 245-5630
Cell Phone: (708) 296-6451
robby.sobczyk@namm-il.com

TERI RAJKOWSKI, Utilization Coordinator
Phone: (708) 432-2004 Fax: (708) 432-4078

GARY LUND, Utilization Coordinator
Phone: (708) 432-4041 Fax: (708) 432-4078

TAMMY WALD, R.N.,
Associate VP, Health Services
Phone: (708) 432-0031

LINDA MEYERS, R.N., Director,
Quality Management
Phone: (708) 432-4012

KRISTIN GLAVIN, R.N.,
Quality Management Specialist
Phone: (708) 432-1646 Fax: (708) 432-0205
kristin.glavin@namm-il.com

DELPHIA McWOODSON
Quality Management Specialist
Phone: (708) 432-1646 Fax: (708) 432-0205
delphia.mcwoodson@namm-il.com

