

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 August:

7/27/08 - 8/2/08:

- Dr. Maneka Kaul (HIN)
- Dr. Judith Lin (LMH)
- Dr. Richard Pinney (GO)
- Drs. Manish Desai/ S. Niazi (BBK)

8/03/08 - 8/9/08:

- Dr. Sleuwen/HFMC (HIN)
- Dr. Vincenzo Bartolomeo (LMH)
- Drs. Mir Ali/ M. Jabri (GO)
- Drs. Ishver Desai /S. Niazi (BBK)

8/10/08 - 8/16/08:

- Dr. Naila Khurshid (HIN)
- Dr. William Nelson (LMH)
- Dr. Mary Biskup (GO)
- Dr. Munira Patel (BBK)

8/17/08 - 8/23/08:

- Dr. I. Thomas-Thevatheril (HIN)
- Dr. Sital Bhargava (LMH)
- Drs. N. Blanco / R. Jain (GO)
- Dr. Surbhi Shah (BBK)

8/24/08 – 8/30/08:

- Dr. Kiran Kumar (HIN)
- Dr. Joseph Reda (LMH)
- Dr. Mary Bizios (GO)
- Dr. Joanna Wilk (BBK)

ADMINISTRATIVE FORUMS

SAVE THE DATE!

HPH will be holding Quarterly Administrative Forum on the dates and times listed below. **We encourage all office staff to attend our forum at one of the campuses.**

Summer Meetings:

- **July 22, 2008 Hinsdale Hospital,
12:00 Noon in Regnery Room**
- **July 23, 2008 LaGrange Hospital,
12:00 Noon in the Dixon Auditorium**

Please contact Provider Relations if you have any questions!

GREAT NEWS!!!

We are pleased to announce that the clearinghouse relationship between Emdeon and NAMM will continue. NAMM has been assured that Emdeon will meet HIPAA required formats and implement processes to improve electronic claim submission to our organization. NAMM will continue to work with both Emdeon and Availity as our clearinghouse partners. If you are currently using Emdeon you may continue to submit your claims electronically to NAMM. If you have any questions, please contact the Provider Relations Department.

HPH Payor ID Numbers:

- Emdeon Payor ID: 36398
- Thin Payor ID: FNAHIN
- (All others) Payor ID: NAHIN

If you wish to set up an Availity account please contact them at the following telephone number:

Availity Client Services 1-800-282-4548

PODS MEETINGS

July 2008

HPH would like to remind physicians to attend one of the monthly scheduled PODS meetings. Agenda items such as Quality of Patient Care, Quality Studies updates, review of Utilization statistics, and “new or other” business items, as well as the Bonus Target Days/1000 are discussed only in PODS Meetings. These meetings would also be an opportunity to discuss specific items. As a reminder, there is a \$100 stipend for attendance.

SCHEDULE AUGUST 2008



Hinsdale and Bolingbrook Campuses/PODS:
August 20, 2008 at 7:00am
Regnery Room
Hinsdale Hospital

Glen Oaks Campus/PODS:
August 21, 2008 at 7:30am
Private Dining Room
Glen Oaks Hospital

LaGrange Campus/PODS:
August 27, 2008 at 7:30am
Dixon C Educational Center
LaGrange Hospital

If you have further questions, please contact Provider Relations at 708-432-4000.

JUNE 2008 UTILIZATION STATISTICS

	<i>Admits/1000 YTD</i>	<i>Days/1000 YTD</i>
<i>Bolingbrook Hospital</i>	52.7	300.7
<i>Hinsdale Hospital</i>	63.8	296.2
<i>LaGrange Hospital</i>	62.0	271.1
<i>Glen Oaks Hospital</i>	44.1	183.3

BCBS SURVEY RESULTS

Please see attached Memo regarding the BCBS Survey Results, HPH's Utilization Management ("UM") Plan in particular.

2008 BCBS QUALITY INITIATIVES

PROJECTS:

The BCBS 2008 Quality Projects such as Diabetic Flowsheet, Controlling High Blood Pressure, Wellness and Prevention, and Asthma Action Plan were delivered to your offices. Please be sure to indicate all the required parameters and once complete, please forward all documentations back to HPH/NAMM-IL.

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 10, 2008.

MEMBER OUTREACH: Outreach Letters will be mailed directly to members for the following projects: Breast Cancer Screening, Cervical Cancer Screening, and Colon Cancer Screening. HPH will also be mailing to physician offices the list of members whom letters were sent to that identifies which screenings each member needs.

If you have further questions, please contact our HPH QI Nurses: Vickie Chirico 708) 432-4034

OR

Kristin Glavin (708) 432-1646

QUALITY MANAGEMENT:

July 2008

Thank you for your assistance.
The upcoming months will be very busy.
The Quality Management Nurses are available to assist you. Their telephone numbers are listed on the fax cover sheet of each project.

DEADLINES

<u>Projects in Progress:</u>	<u>Due Date:</u>
Childhood Immunization (Submission 1 & 2)	PAST DUE
Colorectal Cancer Screening	PAST DUE
Cardiovascular Conditions	August 1, 2008
Controlling High Blood Pressure	August 15, 2008
Wellness and Prevention	August 22, 2008
Asthma Action Plan	October 17, 2008
Diabetic Flowsheet Project	November 7, 2008
Patient Safety Education (Physician online course)	November 10, 2008

ASTHMA:

Elements required for this project are:

- Asthma Action plans 12/01/07 through 11/30/08
- ACT (Asthma Control Test) Score *ACT score can be documented on the bottom of the Asthma Action Plan.*

WELLNESS AND PREVENTION PROJECT:

- Proof that member was seen in 2006 or 2007
- Body Mass Index (BMI) in 2006 or 2007
- Assessment of and /or recommendation regarding physical activity in 2006 or 2007
- Smoking status for members age 18 years and older
- Advice to quit smoking for a smoker 18 years and older

*Remaining projects to come from BCBS for 2008 *
Childhood Immunization Submission 3 and Submission 4.
Behavioral Health Submission 2 and Submission 3

Encounter Data

Timely submission of encounter data is vital to the QM projects. BCBS is able to use some of the encounter data submitted to meet project supporting documentation requirements. This may decrease the number of members identified in some project sample sizes.

CPT II Codes

BCBS has included CPT II code usage as another filter that may improve project administrative efficiencies, decrease the number of members in a project and ultimately decrease the work required from your office. CPT II codes provide for the descriptive coding of certain services, lab results, radiology results, procedure results, patient safety and compliance with federal or state law. If you have questions regarding encounter data, please contact your Provider Relations Representative.



Types of Juvenile Arthritis:

- Polyarticular juvenile rheumatoid arthritis (JRA) - or juvenile idiopathic arthritis (JIA) - typically affects five or more joints and:
 - affects girls more frequently than boys
 - most commonly affects knees, wrists and ankles
 - can affect weight-bearing and other joints, including hips, neck, shoulders and jaw
 - often affects the same joint on both sides of the body
- Pauciarticular juvenile rheumatoid arthritis (JRA) - or juvenile idiopathic arthritis (JIA) - affects typically four or fewer joints and:
 - usually affects the large joints: knees, ankles or wrists
 - often affects a joint on one side of the body only, particularly the knee
 - may cause eye inflammation (uveitis) which is seen most frequently in young girls with positive anti-nuclear antibodies (ANA)
- Systemic onset juvenile rheumatoid arthritis (JRA) - or juvenile idiopathic arthritis (JIA) - can:
 - affect boys and girls equally
 - cause high, spiking fevers of 103 degrees or higher, lasting for weeks or even months
 - cause a rash consisting of pale, red spots on the child's chest, thighs and sometimes other parts of the body
 - cause arthritis in the small joints of the hands, wrists, knees and ankles

July 2008

MEDICAL REVIEW COORDINATORS

Medical Review is a sub-department of the Medical Management Department at NAMM. There are three (3) staff members assigned to perform review/investigation of any claim that cannot be processed as received by our Claims Department. Issues requiring review include: no pre-existing authorization in our system, services provided beyond the date of authorization expiration, services provided out of network without known authorization, number of visits performed exceeds authorization, etc. We appreciate your continued assistance to resolve any claims related issues. We have HMO mandated timeframes that must be met and strive to provide our Claims Department with the information necessary to process provider payments timely.

Referral Management

Students of all ages will be heading back to school soon and some of them may need routine vision screening as part of their school physical. Here is some information which will help when referring your patient for a routine eye exam:

Optometry services are a covered benefit through the member's Vision Plan; Ophthalmology services are covered through the member's Medical Plan.

Optometrists are the main providers of vision care and routine vision screenings. They typically diagnose vision problems, such as nearsightedness and farsightedness, and they test patients' depth, color perception, ability to focus, and coordination of the eyes. Optometrists may prescribe eyeglasses or contact lenses.

Effective 7/1/08 the BCBS HMO Vision provider will change from EyeMed to Davis Vision. Patients should contact Davis Vision customer service department directly at 877-393-8844 to locate a contracted provider.

Ophthalmologists are physicians who specialize in the medical and surgical care of the eyes and visual system and in the prevention of eye disease such as esotropia, amblyopia, or glaucoma as well as the treatment of eye injuries.

Please use your Red and Green Provider Directories to find an in-network Ophthalmology provider. If you have questions please call the referral department and we will assist you.

HPH/NAMM TEAM

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Robbi Sobczyk, RN	708.245.2910
<i>CaseManager/Lagrange/GlenOaks</i>	Cell: 708.296.6451
Robbi.Sobczyk@namm-il.com	(For Urgent Issues Only)
Mary Giammarino, RN	630.856.7019
<i>Case Manager, Hinsdale/Bolingbrook</i>	Fax: 630.856.5652
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PsycHealth 800.753.5456

CUSTOMER SERVICE 708.432.4053

www.hinsdalephysicianshealthcare.com

CLAIMS ADDRESS:

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