

# 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:

#### **8/31/08 - 9/6/08:**

- Dr. Vallury/HFMC (HIN)
- Dr. Christine Bonhomme (LMH)
- Drs. N. Dabhade/M. Jabri (GO)
- Dr. Vijaykumar Patel (BBK)

#### **9/7/08 – 9/13/08:**

- Dr. John Liu (HIN)
- Dr. Steven Robertson (LMH)
- Dr. Frank Chao (GO)
- Dr. Gerald Lofthouse (BBK)

#### **9/14/08 - 9/20/08:**

- Dr. Ann Vogel (HIN)
- Dr. Christopher Brenner (LMH)
- Drs. Paresh Patel/Renu Jain (GO)
- Drs. D. Sambare/M. Philobos (BBK)

#### **9/21/08 - 9/27/08:**

- Dr. Margaret Wade (HIN)
- Dr. Steven Sauerberg (LMH)
- Dr. Hafiz-Ahmed (GO)
- Dr. Christine Shih (BBK)

#### **9/28/08 – 10/4/08:**

- Dr. Maralee Bowers (HIN)
- Dr. Antonio Carlino (LMH)
- Drs. Sanjay Patel/M. Jabri (GO)
- Drs. Sheeja Jain/S. Niazi (BBK)

## **Good News!!**

### **Kinrix Vaccination Is Approved For Reimbursement**

Effective 9/1/2008, Primary Care Physicians will be reimbursed for CPT Code 90696 (Kinrix) at the rate of \$60.00. Kinrix, the vaccine available from GlaxoSmithKline, is the first combination vaccine to offer protection against diphtheria, tetanus, pertussis and polio diseases in one shot. Kinrix is approved for children 4 to 6 years of age. Enclosed in your cap packet is the Revised Immunization Fee Schedule.

## **Referral Requests**

HPH contracted Primary Care Physicians are required to manage and direct the care for assigned HMO members. Therefore, the completion of referrals to certain specialists is their responsibility and they require appropriate medical information to document the medical necessity for the referral request. This is to serve as a reminder to all Specialists that adequate documentation for medical necessity must be provided to the member's Primary Care Physician so a referral request can be submitted and reviewed for authorization. Without proper medical documentation, referral requests cannot be completed by HPH. REMINDER: If you are not submitting the referral request, please provide all information to the provider who is.

## **WELCOME New Hinsdale Physicians Healthcare Team Members!!**

The Hinsdale Physicians Healthcare team would like to welcome Vickie Chirico, RN and Kristin Glavin, RN as our new Quality Specialists. You should already have all the Quality Projects in your office. Please note of the deadlines and the requirements per study. Please submit all the necessary documents needed for the projects to HPH. If you have any questions, issues and/or concerns, please contact Vickie Chirico, RN at (708) 432-4034 or Kristin Glavin, RN at (708) 432-1646. FAX: (708) 432-0205

## **QUALITY MANAGEMENT:**

## August 2008

The Quality Management Nurses are available to assist you. Their telephone numbers are listed on the fax cover sheet of each project.

### \*\*\*DEADLINES\*\*\*

#### Projects in Progress:      Due Date:

Cardiovascular Conditions	Past Due
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 Action Plan**

**Due Date: October 22, 2008**

Elements required for this project are:

- Complete all 3 Zones of the AAP and ask the questions on the ACT
- Discuss the AAP & ACT score with the patient
- Document that the AAP was done between 12-1-07 and 11-30-08:
  - discussed with the patient and
  - either given or mailed to the patient and
  - document the ACT score in the chart

OR

Submit supporting documentation of COPD/ Emphysema or Cystic Fibrosis

#### **Diabetic Flowsheet Project**

**Due Date: November 7, 2008**

Elements required for this project are:

- 2008 HbA1c (if the lab value is 9 or above, please have the test repeated)
- 2008 LDL (if the lab value is 100 or above, please have the test repeated)
- 2008 Dilated Retinal Eye Exam
- 2008 Blood Pressure reading of < 139/89mm/Hg or less
- 2007 or 2008 Depression Screening
- 2008 Kidney Function Screening:

**2008 Microalbumin OR**

**2008 Urinalysis with a lab value of 1+, 2+, 3+, 4+ Protein OR**

**2008 Current Medication List with an ACE or ARB OR**

**Progress note or report of ESRD diagnosis or dialysis**

#### **Controlling High Blood Pressure**

**Due Date: August 15, 2008**

Elements required for this project are:

One (1) Progress Note with B/P readings between 07/01/2007 and 06/30/2008.

- Do not include any date on which a major diagnostic procedure, surgical procedure or an emergency room visit took place.
- Do not include home blood pressure monitoring results or blood pressure readings that are self-reported by the member.

#### **Wellness and Prevention**

**Due Date: August 22, 2008**

Elements required for this project are:

- Proof that the 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 smoker 18 years and older
- **If the above information is in one office note, just send that in. IF YOU DO NOT HAVE THE BMI OR PHYSICAL ACTIVITY ASSESSMENT DURING THIS TIME PERIOD, DON'T WORRY; HOWEVER THIS NEEDS TO BE DONE BEGINNING TODAY!!!**

**Patient Safety Physician Education Project  
(Physicians only)**

**Due Date: November 30, 2008**

## August 2008

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. Attached is the Registration Instructions. HPH agreed to reimburse participating physicians for the fee associated with the project. In addition, potential QI incentive fund/bonus can be earned based upon the participation of the physicians who have completed the program by November 30, 2008. Below is the QI Fund Structure:

Compensation	Completion - PCP Only	Completion - All Specialties
1.00% of Capitation	N/A	≥70%
0.75% of Capitation	≥70%	≥50% and <70%
0.50% of Capitation	≥50% and <70%	≥35% and <50%
0.25% of Capitation	≥35% and <50%	≥20% and <35%

Once complete, please fax a copy of the certificate of completion to your Quality Specialists, Vickie Chirico, RN or Kristin Glavin, RN at (708) 432-0205.

### 2008-09 INFLUENZA SEASON:

The 2008 influenza season is fast approaching. HPH will be striving to improve our influenza vaccination rate for members who are:

- Age 65 or older on or before June 30, 2008
- Asthmatics age 5 – 56
- Diabetics age 18 – 75
- Members with cardiovascular conditions age 18 - 75

Flu shots given between September 1, 2008 and February 28, 2009 will be included in this rate.

During the next few weeks you need to think about:

- Ordering your vaccine supply
- Contacting high risk patients
- How you are going to make patients aware of the need for a flu shot.

### SMOKING CESSATION:

HPH is striving to obtain documented advice to quit smoking in 75% of our patients with cardiovascular

conditions. To qualify as documented advice, your patient chart must contain:

- Smoking status (including non-smokers)
- Upon evaluation, smokers need to have advice to quit documented also.

### BCBS SITE VISITS:

⇒ Last, but not least:

- Site Visits- BCBS has been out auditing offices. If you receive a call from BCBS, contact your QMS at once so that we may come out and assist you in preparations for the HMO visit.

### PCP SATISFACTION SURVEY

August provides another chance to participate in the PCP Satisfaction Survey. Blue Cross Blue Shield of Illinois is looking to our PCP's to provide input on the services provided by the affiliated hospital, your IPA/PHO and Blue Cross Blue Shield. Please take the time to respond to the survey. The survey responses are tabulated and we are able to make improvements to our processes based on your feedback.

We appreciate your assistance in making this a meaningful process.

### Telephonic Referrals-Clinical Member History

Please be aware that NAMM does not have member clinical history available at the time of your call. Also, note that we are not always aware of whether or not a member has used previous authorizations to either green or red providers. We request that you assist us at the time of your call by having necessary member history and clinical information available. Clinical information should include, at minimum, the most recent notes from PCP, consultation letter from green/red specialist, impression of relative imaging and lab results pertaining to member's current diagnosis. The member's medical history, most often, will support the medical necessity for your request and allow the NAMM Referral Coordinator the ability to provide you with a real time authorization.

Thank you for your timely preparation and assistance when phoning in your NAMM referral requests.

### LABOR DAY HOLIDAY CLOSING

In observance of the Labor Day Holiday, the NAMM office **will be closed on Monday, September 1,**

## August 2008

2008. The office will reopen on Tuesday, September 2, 2008. Emergency protocol should be followed during this time. This includes referring members for **URGENT SERVICES ONLY**. Please use your Green and Red Directories for participating providers. Calls should be made to HPH Referral Team at 708-432-2004 or 708-432-4041 on the next business day to authorize the services. Thank you for your cooperation and have a very fun and safe holiday!

### SCHEDULE SEPTEMBER 2008



**Hinsdale and Bolingbrook Campuses/PODS:**  
 September 17, 2008 at 7:00am  
 Regnery Room  
 Hinsdale Hospital

**Glen Oaks Campus/PODS:**  
 September 18, 2008 at 7:30am  
 Private Dining Room  
 Glen Oaks Hospital

**LaGrange Campus/PODS:**  
 September 24, 2008 at 7:30am  
 Dixon C Educational Center  
 LaGrange Hospital

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

### JULY 2008 UTILIZATION STATISTICS

	<i>Admits/1000 YTD</i>	<i>Days/1000 YTD</i>
<i>Bolingbrook Hospital</i>	54.9	264.5
<i>Hinsdale Hospital</i>	62.1	279.0
<i>LaGrange Hospital</i>	60.5	261.9
<i>Glen Oaks Hospital</i>	42.5	180.5

### 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)

**Teri Rajkowski** 708.432.4041  
*Referral Coordinator* [TJ.Halstead@namm-il.com](mailto:TJ.Halstead@namm-il.com)

**Juanita Harlan** 708.432.2004  
*Referral Coordinator* [Juanita.Harlan@namm-il.com](mailto:Juanita.Harlan@namm-il.com)

**Kristin Glavin, RN** 708.432.1646  
*QM Specialist* [Kristin.Glavin@namm-il.com](mailto:Kristin.Glavin@namm-il.com)

**Vickie Chirico, RN** 708.432.4034  
*QM Specialist* [Vickie.Chirico@namm-il.com](mailto:Vickie.Chirico@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  
*Director., 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  
[Marv.Giammarino@namm-il.com](mailto:Marv.Giammarino@namm-il.com)

**PsychHealth** 800.753.5456

**CUSTOMER SERVICE** 708.432.4053

#### HPH EDI Payor ID Numbers:

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

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

#### CLAIMS ADDRESS:

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

# Patient Safety Physician Education Registration Instructions

## ABMS PATIENT SAFETY PROGRAM

**BEFORE YOU BEGIN:** You will need your BCBS Provider number.

1. Go to [www.bcbsil.com](http://www.bcbsil.com)
2. Click on **Providers**
3. Scroll down to UM/QI/Medical Management, then click Patient Safety Physicians Education Project (the very last selection)
4. Scroll down to the **middle** of the page and click on the link to: [www.healthstream.com/hlc/bcbs](http://www.healthstream.com/hlc/bcbs).
5. Click “ First time students click here to register”
6. Hit the Institution drop box and click BCBS-IL
7. Complete General Information
8. Change department to 001-Other then hit submit.
9. Check box to have BCBS notified of course completion-very important to do this.
10. Upon completion of the course, please fax a **copy of your certificate** to Vickie Chirico RN or Kristen Glavin @ 708-432-0205.

Your information will be emailed to you. Please remember your password; It is recommended that you complete the password reminder box in the General information section.

20 AMA PRA Category 1 Credits available upon completion

**DEADLINE: OCTOBER 30, 2008**

# HPH

## HINSDALE PHYSICIANS HEALTHCARE ASSOCIATION, INC.

July 31, 2008

TO: All HPH Participating Primary Care & Specialty Care Physicians

FROM: Danielle M. Dillon, Executive Director

SUBJECT: **QUALITY IMPROVEMENT DUE DATES**

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As you are already aware, Hinsdale Physicians Healthcare ("HPH") is contractually obligated to complete a number of Quality Improvement ("QI") Studies for the HMO Health Plans. Further, HPH works diligently to collect and comply with these required QI Studies. HPH will continue to put great emphasis on the importance of quality preventive care and physician compliance of the HPH QI Study initiatives. Over the next few months, you may be contacted by the HPH QI Nurses, Vicki Chirico and Kristin Glavin, regarding your progress.

The following are some important dates for QI Studies for the remainder of 2008.

❖ Cardiovascular Conditions	<b>August 1, 2008</b>
❖ Controlling High Blood Pressure	<b>August 15, 2008</b>
❖ Wellness and Prevention	<b>August 22, 2008</b>
❖ Asthma Action Plan	<b>October 17, 2008</b>
❖ Diabetic Flowsheet	<b>November 11, 2008</b>
❖ Patient Safety - Physician Only for CME	<b>November 30, 2008</b>

The information for the aforementioned QI Studies has been distributed to physicians. Should you have any questions about the QI information you have received, please contact myself or the NAMM Staff at your convenience to discuss.

In January of 2009, you will receive a full calendar of all QI Studies and their due dates for your reference and this calendar will be circulated to Physicians' offices periodically throughout 2009 as a reminder.

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

# **Hinsdale Physicians Healthcare 2008 Quality Initiatives Smoking Cessation**

Hinsdale Physicians Healthcare will be striving to improve the outcomes for members with cardiovascular conditions by increasing the percentage for which cardiovascular risk factors are assessed and controlled.

HPH is striving to obtain documented advice to quit smoking in 75% of our patients with cardiovascular conditions.

To qualify as documented advice your patient chart must contain:

- Smoking status **(including non-smokers!!)**
- Upon evaluation, smokers need to have advice to quit documented also.
  - Medication
  - Smoking educational pamphlets. Contact NAMM to obtain pamphlets!!
  - Referral to smoking cessation classes at Adventist facilities
  - Documented discussion in progress notes
  - Updating medical history every three years

In 2007, HPH failed to document smoking status and or advice to quit in 66% of patients with cardiovascular conditions.

If smoking status is not documented, these patients are considered smokers. For 2008, you **MUST DOCUMENT** the care you provide!

## **ADVENTIST HINSDALE HOSPITAL SMOKING CESSATION CLASS**

**Seven Sessions start October 20, 2008  
6:00 – 7:30 PM**

**B1 Classroom  
Hinsdale Hospital  
120 N. Oak Street  
Hinsdale, IL 60521**

**Cost: FREE!**

## 2008 Influenza Season

### Hinsdale Physicians Healthcare Quality Initiatives

Hinsdale Physicians Healthcare will be striving to improve our influenza vaccination rate for members who are at high risk of complications from influenza. Flu shots given between September 1, 2008 and February 28, 2009 will be included in this rate. HPH will strive to obtain influenza vaccinations for at least 70% of our members who are:

- Age 65 or older on or before June 30, 2008
- Asthmatics age 5 – 56
- Diabetics age 18 – 75
- Members with cardiovascular conditions age 18 – 75

These are not the hard-to-reach or disadvantaged populations that often do not routinely access health care or have a regular doctor. These are high risk members in **your community**.

<sup>i</sup>“Unvaccinated populations may serve as undetected reservoirs of infection and are the key bridge populations, thereby limiting the effectiveness of population-wide vaccination efforts”. These are the patients that come to your office for a well visit or follow up appointments.

In 2007, HPH failed to obtain influenza vaccinations for 49% of the members in this high risk category.

During the next few weeks you need to think about:

- Ordering your vaccine supply
- Contacting high risk patients from last year who did not receive their flu shot.
- How you are going to make patients aware of the need for a flu shot. In your office post flyers in patient exam rooms and waiting areas that educate the patients of the importance of a flu vaccine.

Many patients obtain flu shots from outside sources. Dominick’s was the leading provider of flu shots for the state of Illinois in 2007. These outside vendors do have patients sign forms releasing information to their physician. You should be documenting in a patient’s chart the date and location of any vaccinations not provided in your office.

People who have been vaccinated in the past and those in high-risk groups are much more likely to be interested in receiving a flu shot. It is your community. It’s your flu season.

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<sup>i</sup> Dr. Sandro Galeo, University Of Michigan

