

Pueblo Health Care, Inc. NewsFlash

Health Plan Updates

Editor
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Kaiser Permanente Medicare Advantage Product

As of January 1, Medicare beneficiaries in El Paso, Teller, Pueblo and Fremont counties were eligible to enroll in a Kaiser Permanente Medicare Advantage plans to meet their health needs. The expansion comes at an important time for Coloradans - the senior population is growing, financial issues are top of mind, and according to AARP research, many baby boomers are considering delaying retirement.



Colorado Network

As of January 1, Pueblo Health Care, Inc. (PHC) has an updated its existing agreement with Colorado Network.

Transportation Technology Center, Inc. (TTCI)

An updated contract summary sheet and participation form were sent out in December of 2008 for a January 1, 2009 effective date for TTCI.

Humana

It has been brought to our attention that over the past few months, in some instances, Humana has not been paying claims according to contract and they have some providers listed as out of network. They are currently working on resolving these issues and reprocessing the claims. We have been assured this is a priority with them and they are doing a complete audit of all PHC providers to ensure all errors are caught. Please pay special attention to your payments from Humana over the next few months and contact us if you continue to find errors in payment.

Other Updates

Red Flags Rule

As of May 1 the FTC has issued a set of regulations, known as the "Red Flags Rule", requiring that certain entities develop and implement written identity theft prevention and detection programs to protect consumers from identity theft. The FTC considers physicians who accept insurance or allow payment plans to be creditors and therefore subject to the rule. The Red Flags Rule requires that organizations have "reasonable policies and procedures in place" to identify, detect and respond to identity theft "red flags." The definition of "reasonable" will depend on your practice's specific circumstances or specific experience with medical identity theft as well as the degree of risk for identity theft in your practice. These policies and procedures should complement your practice's existing HIPAA privacy and security policies and procedures. The Rule extends to credit card information, tax identification numbers, social security numbers and other identification numbers, as well as insurance claim forms and background checks for employees and service providers. In the near future please look in the mail for a "Red Flags Rule" resource guide to be sent from PHC. Additionally during our May 19 in-service, Attorney at Law Jim Miles will give a brief update on the Red Flags Rule and answer any related questions.


*"Working with Physicians,
for Physicians!"*

Educational In-Services

Pueblo Health Care recently offered the following in-services:

January = Pueblo Health Care Annual Presentations; Presented by Ann Bellah, Executive Director PHC. Ann presented a review of PHC in 2008, including demographic information, as well as trends and challenges for the future. If you were unable to attend or would like an additional copy, please contact PHC.

February 17 = Humana representatives presented an update on current products, claims escalation process and contact information.

March 17 = Kaiser Permanente presented an informative in-service on the changes occurring in Pueblo market with the recent addition of their Medicare Advantage product and the expansion of their hybrid commercial product. Additional information was given regarding Kaiser's Provider Relations department.

March 18 = PHC partnered with Parkview Medical Center to host a CME with representatives from Colorado Department of Healthcare Policy and Finance and HMS/Permedion on Medicaid.

March 31 = Creating and Promoting a Positive Work Environment; presented by Elliott Ring, Organizational Effectiveness Director at Parkview Medical Center. Elliott introduced "The Fish Philosophy" and other communication means to foster good working relationships.

April 14— TrailBlazer presented on Medicare updates and changes that affect a provider's practice.

April 15— Patient Safety; a COPIC ERS credit was available for attendance.

April 23— Parkview Medical Center Facility Forum—an educational program was presented on behalf on the imaging, laboratory, surgery and IS departments.

Upcoming in-services:

May 6 —Cigna and Great-West Healthcare

May 19 — Jim Miles; Human Resources and the Law

June 4— Disaster Preparedness Part III; presented by the Pueblo City-County Health Department

If we have scheduled an in-service and you are unable to attend but are interested in the material, please contact Christie at 584-4642 to provide a set of the material covered to your office.

Potential Coding Boot Camp:

We are looking at the possibility of coordinating another HCPro Boot Camp this year. In order for this to occur we would have to have a minimum of twenty-six persons committed to participate prior to scheduling the training. If you or any of your staff are interested please contact Christie @ 719-584-4642 or email at cnv@parkviewmc.com for additional information.



Reminder:

It is important if you sign up to attend one of our in-services that you show up. If you have responded but can not attend, please let us know.



REMINDER!!

If your office is planning on having any demographic changes, please provide PHC with this new information. For your convenience, we have placed a demographic change form on our website. We will notify all PHC health plan partners of these changes on your behalf. This will help ensure that remittances and correspondence are delivered to the proper address. We will request an updated W9 and CMS 1500 (HCFA) reflecting these changes, as some plans require us to submit these forms with the change request. Also, if you are planning on having a physician join your practice, please notify us as soon as possible so we can send out a packet of information, along with an application, regarding Pueblo Health Care.

Demographic Update Forms

Thank you for those who have turned them in and if you haven't, you still have time. Please return the completed forms to Pueblo Health Care so we can confirm accuracy of provider data. It is important that this data be accurate in our system, as we provide frequent reports to various payors.

Pueblo Health Care Notebook Inserts

We recently finished delivery of our PHC Notebook inserts. This information is updated on an annual basis and should be a valuable resource to your practice throughout the year. These inserts included an updated contract matrix listing the current health plans contracted through PHC, roster of current membership information and updated information on all of our affiliated health plans. If you have any questions or suggestions regarding these Notebooks, please contact Christie at 584-4642.

www.pueblohealthcare.com

Don't forget about our website at www.pueblohealthcare.com. Any comments or suggestions on how we might make this more valuable as a resource to our members would be greatly appreciated. Also, the Pueblo Health Care website calendar displays currently scheduled in-services, with up-to-date locations and times.

Membership Update

Pueblo Health Care membership total is currently at 244. We are excited to announce the following recent additions to our network:

Michael Growney, MD—Women's Health Center, Inc.
Charles Ruzkowski, MD — Parkview Gastroenterology Services
Sheikh Latif, MD—Inpatient Consultants of Colorado, PC
Thomas Eskestrand , MD —Thomas Eskestrand, MD, PC

Please welcome these new physicians to the community and to the Pueblo Health Care Network!



PHC Staff Changes

Hayley McCaw has started a new position, with new opportunities for career growth at Parkview Medical Center. PHC would like to thank Hayley for everything she has done for Pueblo Health Care over the past year and wish her continued success in her new role.

Mission: The mission of Pueblo Health Care, Inc. is to provide our physician partners the highest level of service and support in terms of physician contracting, appropriate educational in-services and administrative support for the Pueblo Market Area. Understanding that maintaining physician contracts is an on-going process, all efforts under the model in which we conduct operations will be focused on communication with our physician partners.

Vision: Our vision is to exceed the expectations of our physician partners in the areas of communication and education, as it relates to Physician Relations, Employer Relations and Payor Relations.

Your Pueblo Health Care Staff:

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