

Pueblo Health Care, Inc. NewsFlash

Health Plan Updates

Beech Street

As of August 1, Pueblo Health Care, Inc. (PHC) has updated its existing agreement with Beech Street for a three (3) year period. Providers have the ability to opt in or opt out of each product independently (Auto, Commercial, Work Comp), therefore, three separate participation forms are required. If you have not already done so, please return the signed participation forms back to us as soon as possible.

Cigna

Beginning August 1, CIGNA will apply its reimbursement policies to the former Great-West Healthcare participating provider agreements to simplify and consistently administer all CIGNA participating provider agreements. The majority of the modifier and reimbursement policies will remain the same but for a list of changes go to www.cignaforhcp.com or greatwesthealthcare.com/providers.

Humana

As of July 10, Humana updated its Preauthorization and Notification lists for all commercial fully insured plans and Medicare Advantage plans. You may view the Preauthorization and Notification lists and information about the changes to these lists by visiting Humana's website at www.humana.com or by calling 1-800-4HUMANA.

Kaiser Permanente

Out-of-Area Members

Members from the Denver/Boulder service area or out-of-state members may fall into the visiting member category. Calling 1-888-681-7878 for Member Services is the best way to determine each individual's benefit.

- **Visiting member** privileges may apply for out-of-state or out-of-area members. Members should call 1-888-681-7878 for instructions prior to setting an appointment.
- **Urgent care** is covered when the member doesn't have time to return to his or her home service area.
- **Emergency services** are covered anywhere, 24/7.

MDI

As of May, Pueblo Health Care, Inc. (PHC) entered into an agreement with Correctional Corporation of America (CCA) through Medical Development International, Ltd., Inc. (MDI). This agreement allows participating members to provide services to Huerfano County Correctional Center inmates.

MultiPlan PHCS

As of August 1, PHC entered our second year of our agreement with MultiPlan PHCS. The rates of year 2 will be effective until July 31, 2010. If you have not already done so, please return the signed participation forms back to us as soon as possible.

Park Care Plus

As of July 1, PHC updated its existing agreement with Park Care Plus. If you have not already done so, please return the signed participation form back to us as soon as possible.

Educational In-Services

Pueblo Health Care recently offered the following in-services:

Cigna and Great-West Healthcare- Representatives presented information on claims submission, precertification and provider resources. It was announced that their intention is to integrate Cigna and Great-West contracts in December of 2009 and will be messaged out by PHC. Assurances were given that communication will be occurring and information will be channeled through their website, newsletters and emails.

Employment Law- Jim Miles presented information on recent changes to State and Federal Laws, conducting investigations, and discipline and termination of employees. Additionally he gave a brief update on the FTC's Identity Theft Red Flag Rules.

Disaster Preparedness- Bart Evans, Pueblo City-County Health Department, presented Part III of Emergency Preparedness, pointing out important items to think about in an emergent / disaster situation.

MDI- Representatives gave an informative meeting on their role in coordinating care for the Huerfano County Correctional inmates and procedures for participating providers.



Upcoming in-services:

September 16 - Difficult Patients, a COPIC ERS point presentation

September 30 - Obesity Communication, Prevention and Treatment, co-sponsored with 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. In order for this to occur we will 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.*



PHC is an Independent Practice Association that operates by the messenger model. PHC does not negotiate rates but does provide contract language support. PHC's role is to act as a messenger between plans and physician practices.

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.



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.

FTC Red Flags Rule

The compliance date has been extended until November 1, 2009. The Red Flags Rule requires that certain organizations develop and implement written identity theft prevention and detection programs to protect consumers from identity theft. PHC has provided information assist you in your decision as to whether or not this Rule pertains to you and if so, to assist you in complying with this new FTC Regulation. If you need an additional copy of this information please contact us.

Medicare RAC

Physicians in all states will be vulnerable to Recovery Audit Contractor (RAC) program attacks under the permanent RAC program by 2010. RACs utilize proprietary data-mining software to search claim data for improper Medicare payments. Although hospitals will continue to be a focus, as hospitals produce high-dollar Medicare claims, physicians can expect to be increasingly targeted for RAC attacks. Physicians in large groups, specialists and physicians who perform high-dollar amount surgeries and/or procedures will likely be targeted.

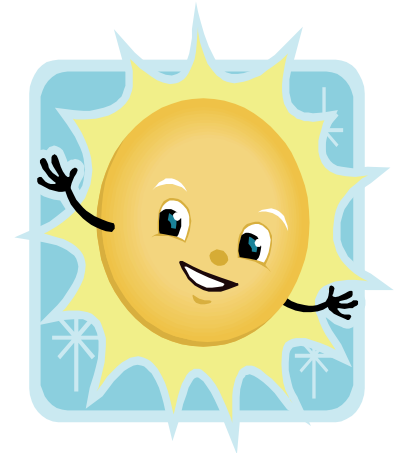
The permanent RAC program will limit the look-back period to three (3) years with an earliest look-back date of October 1, 2007. The number of medical records a RAC can request from physicians is also limited, based on a sliding scale. Medical record request limits (number of records requested per 45 days) for 2009 are as follows: solo physicians (10), groups of two to five physicians (20), groups of six to 15 physicians (30) and groups of more than 16 physicians (50). Physicians must respond to a RAC's request for medical records within 45 calendar days of the request.

Membership Update

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

Robert Lutes, MD — Southern Colorado Clinic (UC)
Les Asherov, MD — Acute Medical Specialists (IM)
Krystal Holderness-Nakamura, MD— So. Co. Dermatology Clinic
Richard Gamuac , MD — Parkview Neurology Services
Timothy Cawfield, MD—Total Life Care, LLC (FM)
Madeline Brown, MD— Acute Medical Specialists (IM)

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



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:

Ann Bellah, Director (ann_bellah@parkviewmc.com) 584-4371

Christie Velasco, Provider Relations/Member Services (cnv@parkviewmc.com) 584-4642

FAX NUMBER: 584-4038

www.pueblohealthcare.com