

Pueblo Health Care, Inc. Newsflash

Editor Ann Bellah

Health Plan Updates

Cigna

The majority of the underpaid claims from the time period of 7/1/06—8/3/06 have been reprocessed. Cigna is still actively looking into this issue and confirming claims have been paid appropriately. If you have claims from this time period that you are expecting payment and would like immediate assistance, feel free to fax the claim(s) direct to Tawana at #303-782-1515.



Kaiser Permanente

It has been brought to our attention that over the past few months, in some instances, Kaiser has not been paying claims according to contract. We have been in contact with them on a weekly basis for an update on the status of these claims. They have assured us that these claims are a priority for them. We have been assigned a specific account representative to assist with these issues. If you have any claims that have been paid inappropriately and have not yet been reported, please fax them direct to Dia Green at #303-283-2951.

Great-West Healthcare One-on-Ones Available

A representative from Great-West will be available for one-on-one discussions on Wednesday, January 10th, 2007. The first available time slot will be at 1:30 pm. If your office would like to reserve a half hour session with Great-West, please call Ann at 584-4371.

Mutual of Omaha

Effective January 1, 2007, Mutual of Omaha will be transitioning its' members to the Sloan's Lake Network. You should have received a memo explaining the details. If you have any questions, feel free to give us a call. If you are a participating provider with Sloan's, you will be able to continue to provide care to these members.

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.

*"Working with Physicians,
for Physicians!"*

National Provider Identifier

May 23, 2007 is the date in which each provider must use his / her unique National Provider Identifier (NPI). It is important to realize that Medical Practices must also obtain at least one organizational NPI as well. Physicians WILL NOT be reimbursed for services after May 23, 2007 without his / her NPI number. If you have recently received an NPI for one of your providers and were unable to provide this information in our 2007 Demographic Update information, please call Ann at 584-4371 or fax this information over to 584-4038.

**DON'T
FORGET!**

Recent In-Services

Pueblo Health Care has offered three in-services over the past couple of months. Hopefully you were able to attend the ones you were interested in. Jim Miles presented on Collections, R. Todd Welters presented on self-auditing of patient charts and most recently Detective Heine informed us of the risks of Identity Theft and how we can protect ourselves.



Annual Report Presentation

Mark you calendars for Pueblo Health Care's Annual Presentation. We have this scheduled for Thursday, January 18th and are offering three separate sessions. Invitations will be sent out the first of the year. This in-service will be packed with detailed information on Pueblo Health Care, Colorado health plans overview and trends, specific information on the Pueblo market, which includes a demographic analysis, as well as data from insurance brokers and major employers in our area, just to mention a few of the topics. Be sure not to miss this one!

Membership Update

Pueblo Health Care membership total is currently at 240. The most recent addition to the network is Dr. Daniel Soteres, Asthma & Allergy Associates, PC.

PHC Website

We are excited about the changes to our website that is scheduled for early next year. We hope this will be a tool for our members to access for important information on industry news and resources, as well as information on upcoming Pueblo Health Care scheduled events and other relevant information in regards to our contracted health plans. More information to come on this!

REMINDER!!

If your office is planning on any demographic changes, please provide PHC with this new information. We will notify all PHC health plan partners of these changes on your behalf. This will help ensure that all EOB and payments will be delivered with the correct information. 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.

PHC 2007 Update Packets

In November, we sent out a packet of information containing three forms that should have been returned to us. Thank you to those offices who have. These forms were a PPO Checklist, a Physician Demographic Update Form and an Educational In-Service Survey. We have received the majority of these forms back but if you still have not returned these, please be sure to get those in the mail to us. It is very important for us to keep our database accurate and we appreciate your time in completing this information.

PHC Quiz — Test Your Memory!!

Congrats to Paulette Ortega, Comprehensive Family Care Center, for being the first to respond with the correct answer to the question that was posted in our October Newsflash.

Pueblo Health Care has offered a total of ten (10) in-services this year. The topics for these in-services have been based on responses we have received in the past from the offices and / or physicians. We hope you have found them informative and beneficial to you and your staff. We look forward to some exciting new topics for the sessions we plan to offer in 2007.

On that note, the first to fax back the answer to Ann at 584-4038 to the question below will be the winner of PHC Newsflash's Quiz:

Write down the name or topic of the 10 PHC sponsored in-services offered this year, with the month it was held in. The person with the most in-services listed with the correct month will be this edition's winner!

Pueblo Health Care Sub-Committee

The following is a listing of the current members of the Pueblo Health Care Sub-Committee:

Judy Spurgeon — Southern Colorado Clinic
Debbie Carleo — Pueblo Neurology
Carol Runco — Heritage Medical Group
Lori Clower — Pueblo Orthopedic Associates
Ann Hulett — Rocky Mountain Eye Center
Ann Grecco — Associates in Women's Healthcare

The staff of Pueblo Health Care would like to wish you a Safe and Happy Holiday season. We look forward to working with you in the New Year!



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