

Pueblo Health Care, Inc. Newsflash

Editor Ann Bellah

Health Plan Updates

ParkCare Plus

ParkCare Plus information for the new plan year, effective 4/1/07:

- *Members' identification cards will be changing. ID cards will not be individualized for each eligible dependent. A single member will receive one card with his/her name on it. A family will receive two cards, both in the employee's name.
- *The patient identification number will also change from the PMC number to a unique 10-digit code.
- *Out of network referral forms have been updated. New forms are being supplied to you in your PHC notebook or can be obtained by contacting Regional Care Inc. (RCI) at 1-800-795-7772.
- *Office co-payments have not changed for this benefit plan year.
- *Lab Corp is STILL the only allowed laboratory for ParkCare Plus members.



Kaiser Permanente

The Pueblo Health Care contract with Kaiser covers the Kaiser's HMO product. Kaiser's PPO product utilizes the Private Healthcare Systems network. Be sure to be aware of this and make note of the subscriber's identification card to confirm payment is being paid according to the appropriate contract.

Cigna

Patient identification cards with StarBridge on them should pay per our Cigna contract. This is health coverage currently being offered from Cigna to the "uninsured-employed" population, ie part-time or hourly not eligible for health insurance.

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. The first person to read this and fax his/her name and phone number to PHC wins a small prize. 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 (NPI)

Physicians practicing and billing solo only need one NPI (Type 1). If a physician is billing under a Group Tax ID then a Group NPI (Type 2) is ALSO required. Pueblo Health Care will be sending out a form requesting verification of NPI numbers, as well as signature of physicians authorizing us to share NPI information with all of our members. This is a time sensitive matter so please return this form to us as soon as possible. We would like to be able to offer this report to all of our members prior to the May 23, 2007 NPI deadline.

Educational In-Services

Pueblo Health Care offered a variety of in-services over the past few of months. PHC's Annual Presentation was held in January and February. If you were unable to attend and would like a copy of the presentation, please let us know. We also offered a very well-received Stress Relief In-Service in February. In March, we are holding basic Excel training sessions in Parkview's Computer Lab. April will bring Great-West and Employment Law In-Services and May will be an in-service focused on Customer Service.



First Health and Coventry

With the acquisition of First Health by Coventry, we may start seeing more of a presence of Coventry in our area. If a physician holds a First Health Contract, the First Health contracted rates will be the same for Coventry. All new physicians will be signing only a Coventry contract and not one for First Health. Pueblo Health Care does not currently hold the First Health contract on your behalf but we wanted to share this information with you, as we have received a few calls inquiring about this.

Membership Update

Pueblo Health Care membership total is currently at 231. Applications have been sent out to some new physicians in the area so we hope to have a few new members within the next couple of months.

Colorado Medical Society Health Plan Forum

On Tuesday, May 1st, the Colorado Medical Society will be holding a forum in Parkview's Rosemount Room with some of the larger health plans in the area. Confirmed attendees include: Anthem, Great-West, Rocky Mountain, Sloans, United and Medicare. Detailed information regarding this will be sent direct to your office next month. Questions can be directed to **Colleen LeBourgeois** at **CMS 1-800-654-5653** or **720-859-1001, extension 6313** or **Becky Pearson** at the **Pueblo County Medical** at **564-9109**.

PHC Website

We continue to look for ways to improve our website and welcome your comments or suggestions. We are in the process of updating all the health plan summary pages. As soon as an in-service is scheduled, we will add it to the web calendar. Be sure to periodically check to see what has been added so you can plan accordingly and anticipate the invites you should be receiving.

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.

Education Reimbursement Checks

If a representative from your office attended at least three (3) Pueblo Health Care Educational In-Services in 2006, each physician receives a \$50 refund for membership dues. Reimbursement checks for these in-services were sent to physician offices earlier this month. If you have any questions regarding this, please call Ann at 584-4371.



Parkview's Fitness Center

Membership to Parkview's Fitness Center is available to Parkview physicians and their family members, as well as office staff. If you are interested in learning more about Parkview's Fitness Center, available equipment or fees, please contact Denise at 584-4573. If you would like to join, please contact Shelly at 584-4538.

Medical Records Retention

It is recommended for physician offices to retain all documentation associated with patient charts, billing and claims for 10 years, based on the statute of limitations for the Federal Civil False Claims Act. Retention of payroll documentation, as required by federal law, is 3 years.

2007 Pueblo Health Care Notebooks

We are in the process of assembling the updated notebook inserts for this year. We plan to start delivering this information to each office by the end of March. These pages are intended to replace the contents of the current 3-ring PHC binder in your office. This information should be a valuable resource for the health plans contracted through Pueblo Health Care. We will only be delivering the inserts so if you are unable to locate the current binder or are unfamiliar with what I am referring to, please let us know by calling Rose at 584-4806.

National Doctors' Day-March 30th

National Doctors' Day provides a time for people to show appreciation to the doctors who care for them or their loved ones. We would like to extend our wishes to all of the Pueblo Health Care Physicians for a Happy Doctor's Day!



You are Appreciated!

On-Line Renewal of DEA Numbers

There is an on-line renewal available for DEA numbers. If you are still renewing with the paper application, you might want to consider this as an option for the next time your DEA number is up for renewal. This process takes about 10 minutes and there would be no need to worry about the paperwork getting lost in the mail. Give it a try at <https://www.deadiversion.usdoj.gov>.

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