

Pueblo Health Care, Inc. NewsFlash

Health Plan Updates

Cigna

As part of Connecticut General Life Insurance Company, a CIGNA company, acquiring Great-West Healthcare, CIGNA also acquired Great-West Healthcare's participating provider agreements, including the Great-West Healthcare agreement with Pueblo Health Care, Inc. CIGNA is now administering the Great-West Healthcare business and the individuals covered under plans formerly administered by Great-West Healthcare. These "Participants" are now covered under your CIGNA participating agreement through Pueblo Health Care. The contractual provisions in your CIGNA agreement will apply to these new CIGNA participants as of December 1, 2009.

CIGNA values your participation and wants to assure you that they are focused on preserving service quality and minimizing the administrative impact of this change to you and your patients. CIGNA is not issuing new participant ID cards at this time. Moreover, this transaction does not affect existing coverage for these patients and you should continue to contact the former Great-West Healthcare:

- Using their claims addresses and electronic data interchange (EDI) payer identification numbers
- To verify eligibility and benefits, check claims status, or submit precertification requests
- Through provider telephone numbers, contacts and websites www.greatwesthealthcare.com/provider

Cigna will be implementing a new clearinghouse connectivity for professional and institution HIPAA Electronic Data Interchange (EDI) transactions with Ingenix effective January 1, 2010. Cigna will also maintain its current relationship with Post-N-Track.

If you currently do not use either Ingenix or Post-N-Track to exchange HIPAA EDI transactions with CIGNA, please contact your current EDI vendor or if you wish to submit such transactions directly to CIGNA contact either Ingenix or Post-N-Track prior to January 1, 2010 to ensure you receive uninterrupted EDI connectivity.

GEHA

As of January 1, 2010 GEHA will partner with InforMed Medical Management Services (IMMS) to provide utilization management services. IMMA will be responsible for pre-certification and concurrent reviews. They can be reached at 800-242-1025 or requests can be faxed to 866-315-6314.

Kaiser Permanente

Kaiser Permanente Colorado opened their new medical office in the ParkWest Medical Complex at 3670 Parker Boulevard. The new Kaiser Permanente Pueblo North Medical Offices is the health plan's first medical office in the area and occupies just under 15,000 square feet.

It is home to 1.5 Kaiser Permanente primary care physicians and offers primary care, a complete pharmacy, as well as basic lab and x-ray services for Kaiser Permanente members. Members will be able to access all the services at the new medical office, regardless of whether they see a network community physician or a Permanente Medical Group physician.

Health Plan Updates (continued)

Rocky Mountain Health Plan

As of January 1, 2010, Rocky Mountain Health Plan (RMHP) will be CoverColorado's statewide partner providing health plan administration for CoverColorado members. CoverColorado members will be utilizing the RMHP ASO Provider Network.

Total Longterm Care

Pueblo Health Care, Inc. (PHC) has entered into an agreement with Total Longterm Care (TLC). TLC is a non-profit managed care health and supportive services program designed to assist seniors who want an alternative to nursing home placement. The new Total Longterm Care Facility in Pueblo is located in the old Vectra Bank building on Northern Avenue and plans to open its doors in January, 2010.

Participation forms were sent out. Your prompt response to this information would be greatly appreciated and will also help ensure proper reimbursement.

Educational In-Services

Pueblo Health Care recently offered the following in-services:

Difficult Patients- Jennie Rohy, BSN from COPIC presented information on how providers can more effectively interact with difficult/challenging patients, how to avoid certain situations with difficult patients and other helpful tips.

Recovery Audit Contractor (RAC)- Attorney at Law, Jim Miles, presented useful information regarding the permanent program. Areas covered were: rules and regulations, areas of potential focus and the many timelines that are involved in complying with an audit.

Upcoming in-services:

December 10 - Total Longterm Care

January 19, 20, 26 or 28 - PHC Annual Presentation

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.

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

FTC DELAYS RED FLAG RULE IMPLEMENTATION. At the request of the Members of Congress, the Federal Trade Commission is delaying enforcement of the "Red Flag Rules" until June 1, 2010. Follow this link to the October 30th press release for more information: www.ftc.gov/opa/2009/10/redflags.shtm

ICD-10

The Center for Medicare and Medicaid Services (CMS) has published free information on their website to help providers prepare for the transition to ICD-10, which goes into effect October 1, 2013.

Membership Update

Pueblo Health Care membership total is currently at 254. We are excited to announce the following recent additions to our network:

- Dr. Opeyemi Banjoko and Dr. Madeline Brown- Acute Medical Specialists
- Dr. Raju Bishwakarma, Dr. Shaligram Dahal, Dr. Mani Lama and Dr. Steve Nafziger- IPC of Colorado
- Dr. Joseph Castelli- Pueblo Associates in OBGYN
- Dr. Tim Cawfield- Total Life Care
- Dr. Fred Cox and Dr. Kristina Sanchez- Southern Colorado Clinic
- Dr. Michael Daines- Parkview Orthopedic
- Dr. Rhonda Grigg- Small World Pediatrics
- Dr. Hisman Percival- Sangre De Cristo Surgical Assoc.
- Dr. Eric Richter- Urology Consultants
- Dr. David Smith III- Parkview Neurology

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

PHC Board and Subcommittee Election Results

Dr. Steinle (Sangre de Cristo Surgical) and Dr. Milligan (Comprehensive Family Care Ctr.) were re-elected for a two (2) year term to the PHC Board of Directors. They will continue to serve on the PHC Board of Directors along with: Dr. Johnson (Centennial Surgical), Dr. Simony (Children's Clinic of Pueblo and Dr. Tonsing (Pueblo Assoc. in OBGYN).

Judi Spurgeon (So. Co. Clinic) and Tina Cordova (Pueblo Cardiology) were re-elected to the subcommittee along with new members: Therese Zupancic (Comprehensive Family Care Ctr.) and Lynette Reyes (Ear, Nose & Throat Ctr. of Pueblo). They will join Anne Greco (Pueblo Assoc. in OBGYN) and Debbie Carleo (Pueblo Neurology) to complete our six member committee.

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