

**When Making an Ancillary Referral**



Please make every effort to refer services to an in-network ancillary provider to maximize use of each patient's benefits. Failure to refer to an in-network facility may result in higher out of pocket costs for your patients. Our in-network ancillaries include hospitals, ambulatory surgery centers, diagnostic services, laboratories, DME suppliers, home health agencies, hospice, mental health locations, rehabilitation, and other specialty services. You may locate a listing of in-network ancillary providers in the Provider Directory and on the web site at: [www.healthpartnersnetwork.com](http://www.healthpartnersnetwork.com). You may also call Health Partners at 770-219-6600 to confirm a provider's participation status, or to request a printed directory to be mailed to your office.

**In the News**

**Northeast Georgia Medical Center Among Top 100 Hospitals in the Nation**

*NGMC also among 23 hospitals recognized for top performance during the past five years*

GAINESVILLE, Ga. – Northeast Georgia Medical Center (NGMC) is one of the top 100 hospitals in the nation according to a study released today by Thomson Reuters, an independent news and business organization. NGMC also received the 100 Top Hospitals®: Everest Award, which was awarded to 23 of the Top 100 hospitals demonstrating top performance and accelerated improvement according to the study.



The *100 Top Hospitals: National Benchmarks* study evaluated nearly 3,000 acute care, non-federal hospitals, including NGMC, in 10 areas: mortality, medical complications, patient safety, average length of stay, expenses, profitability, patient satisfaction, adherence to clinical standards of care, and post-discharge mortality and readmission rates for acute heart attacks, heart failure and pneumonia. The study then compared NGMC's performance against similarly-sized, non-teaching hospitals across the country.

"This study is a testament to the caliber of our medical and clinical staff as well as our initiative as an organization to provide exceptional health care for the people of Northeast Georgia," says Jim Gardner, Northeast Georgia Health System (NGHS) President and CEO. "Each member of our organization – physicians, employees, board members, volunteers and administrators – played a key role in helping us achieve this distinguished recognition as a national leader in health care."

NGMC is one of only 23 of the 100 Top Hospitals to receive the Everest Award. The award recognizes the boards, executives and medical staff leaders who have developed and executed strategies that drove the highest rate of improvement, resulting in the highest performance in the country over the most recent five-year period. Hospitals that win this award are setting national benchmarks for both long-term improvement and top one-year performance.

According to the study, the Everest Award winners are "a select group of exceptional hospitals that have achieved the highest rate of long-term improvement, resulting in the highest performance in the country."

"This is a proud moment for our medical staff and all the caregivers at Northeast Georgia Medical Center," says Philip Marler, M.D., Chief of the NGMC's Medical Staff. "It is particularly gratifying to be recognized not only for 2009 but also for the superb care over the past five years."

To read the entire *100 Top Hospitals: National Benchmarks 2009 Study*, visit [www.100tophospitals.com](http://www.100tophospitals.com). To learn more about services offered at NGMC and through NGHS, visit [www.nghs.com](http://www.nghs.com) or call 770-219-3840.

# PARTNERS PRESS

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**HealthPartners**

**SPRING 2010**

## WELCOME

**Janis N. Anthony-Wade, DO**—Family Medicine; First Look Primary Care

**Marsha J. Cheshire, MD**—Pediatrics; Kid's Health @ Sherwood Park

**Lillee C. Clark, PhD**—Psychology; Solo Practitioner

**Krupa Desai, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Irvine Duplan, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Rashi Gambhir, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Kenya Hanspard, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Mario D. Ingram, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Ernest T. Kamara, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Dean T. Karampelas, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Lionel D. Meadows, MD**—OB/GYN; Meadows Surgical Arts

**Stephen D. Morgan, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Ketan M. Patel, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Edward H. Shannon, OD**—Optometry; Solo Practitioner

**Saima Syed, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Edwin B. Tirado, MD**—Internal Medicine; NGPG-Internal Medicine

**Eze C. Ugwueze, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**Joseph E. West, MD**—Pulmonology; Northeast Georgia Diagnostic Clinic

**Pete D. Williams, MD**—Internal Medicine/Hospitalist; NGPG-Hospitalist

**New Facilities:**

**Georgia Brace and Spine, LLC**—Orthotics

**Care Medical-Atlanta**—DME Supplier



**Provider Handbook  
Feedback Requested**

Please take a moment to review and complete the 'Questionnaire' included in your DVD case with the Provider Handbook and Provider Directory 2010 CD. We have taken the time to move to a more environmentally friendly and less costly alternative than printing both these books, so we would like to know what you think. Simply respond to the questions by completing the form and mailing it back to the address provided, or drop us an email with your responses to [Melissa.Corral@nghs.com](mailto:Melissa.Corral@nghs.com).

**2010 Credentialing**

**Committee Meeting Dates:**

**June 23<sup>rd</sup>**

**September 22<sup>nd</sup>**

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**NORTHEAST GEORGIA  
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## Health Partners Provider News

### Provider Relocations, Changes and Terminations\*

As of January 1<sup>st</sup>, the providers under **Northeast Georgia Physicians Group (NGPG)—Surgical Associates** began providing services at Gainesville Surgery Center at 1945 Beverly Road, Gainesville, GA 30501.

Beginning April 1, 2010, **Charles D. Procter, Jr., MD; C. Dan Procter, MD; and Robert L. Richard, MD** will be associated with **The Longstreet Clinic**. Their primary location and phone number will remain the same; 1250 Jesse Jewell Parkway, Suite 300, Gainesville, GA 30501; phone, 770-534-0110. Other locations are available, please call for scheduling.

**Dr. Alfredo J. Jaume** (The Longstreet Clinic) will also provide care under NGPG-Urgent Care—Gainesville at 597 S. Enota Drive, Gainesville, GA 30501.

Specialty Clinics of Georgia (Neurosurgery) will be affiliated with **The Longstreet Clinic** as of April 1<sup>st</sup>. **Drs. Nabil L. Muhanna, Bruce J. Nixon, and Karl D. Schultz** will remain at their primary office location at 1240 Jesse Jewell Parkway, Suite 300, Gainesville, GA 30501. To schedule an appointment, contact their office at 770-534-7200. Note, other locations are available for services.

The physicians with **Northeast Georgia Heart Center** have added an additional location at 800 East Doyle Street, Toccoa, GA 30577. Call their main office to schedule an appointment, 770-534-2020.

**Peachtree Cardiovascular & Thoracic Surgeons** moved office suites; office now located at 200 S. Enota Drive, Suite 380, Gainesville, GA 30501. Office phone number, 770-538-7099.

**Michael L. Maley, MD and Paresh R. Patel, MD (Toccoa Clinic Medical Associates)** have added two additional office locations: 101 B Adams Drive, Demorest, GA 30535, phone: 706-839-1333; and 12192 Augusta Road, Lavonia, GA 30553, phone: 706-356-1072.

**Lanier OB/GYN Associates**, offices of **Drs. Bauerband, Lynch, Martin and Ward**, have added an additional location at Medical Plaza 1, 5875 Thompson Mill Road, Suite 390, Hoschton, GA 30548. Please call 770-536-0149 to schedule an appointment.

**Shaena H. Blevins, MD (NGPG—Neurology)** will now be seeing patients at 45 Medical Center Drive, Dawsonville, GA 30543. To schedule a visit, call 770-219-6520.

The office of **Mark J. Greenbaum, DPM (Northpointe Foot and Ankle Center)** had an address change due to the E-911 mapping system in their area. The new address is 63 Highway 515 E, Blairsville, GA 30512; phone number remains the same, 706-745-1500.

**Dr. Holmes B. Marchman (The Longstreet Clinic)** has moved his primary location to 655 Jesse Jewell Parkway, SE, Suite B, Gainesville, GA 30501; phone number, 770-536-6300.

**CareSouth Homecare Professionals-Hiawasse** has notified us of an address change; currently located at 584 Bell Creek Road, Hiawasse, GA 30546; phone number, 706-896-5037.

**Care Medical-Gainesville** has moved to 428 S. Enota Drive, Suite 1, Gainesville, GA 30501; phone number, 770-534-9944.

#### **CORRECTIONS:**

**Union General Hospital** had an address change due to the E-911 mapping system in their area. The new address is *35 Hospital Road, Blairsville, GA 30512*.

**Shaena H. Blevins, MD (NGPG—Neurology)** will now be seeing patients at 77 Weaver Road, Suite B in Blairsville, GA. *The phone number to schedule an appointment at the Blairsville location should be made through their main office number, 770-219-6520.*



**\*REMINDER!** We ask that you notify us in writing of changes that occur in your practice. Please submit all additions and changes to Melissa Corral by way of facsimile to 770-219-6609, by email to [Melissa.Corral@nghs.com](mailto:Melissa.Corral@nghs.com), or online at [www.healthpartnersnetwork.com](http://www.healthpartnersnetwork.com).

#### **The following providers will no longer participate with Health Partners upon the date listed below:**

<b><u>Provider</u></b>	<b><u>Date</u></b>
Timothy L. Dersch, MD	July 31, 2008
James E. Renehan, MD	September 30, 2009
Caleb Loring, PsyD	November 30, 2009
Nancy W. Stead, MD	December 31, 2009
Alexander G. Justicz, MD	March 26, 2010
Randall L. Overdorff, LPC	April 30, 2010
Jonathan G. Kerrick, MD	May 28, 2010

## Contract News

### **McKibbon Properties and Toccoa Falls College Terminates Contract with Health Partners Effective March 1, 2010**

Health Partners has been informed that McKibbon Properties, a group of 65 covered lives in the HP service area, has switched to fully insured with Blue Cross Blue Shield. Toccoa Falls College, approximately 325 covered life group, has switched to a plan option under United Healthcare. Please remember to request a new copy of all member ID cards for these two groups. If you have additional questions, please contact the number listed on the ID card.

## **Great-West<sup>®</sup>** **HEALTHCARE**

### **Physician Fee Schedule Update**

Health Partners is glad to announce that Great-West Healthcare has updated their fixed fee schedule, effective as of March 5, 2010, and we now have a copy available.

If you would like to receive the allowable for particular codes, please send the list of codes via email, in excel format (preferably), to [Melissa.Corral@nghs.com](mailto:Melissa.Corral@nghs.com), or via fax to 770-219-6609.

Also available online at [www.healthpartnersnetwork.com](http://www.healthpartnersnetwork.com), under Healthcare Providers, you may complete and submit the Fee Schedule Request form, however, you will be limited to your top 20 codes.

*Currently, Health Partners is working on updating the files on the Valence vElect system so that for any future fee schedule request, your office will have the capability to go directly online and look it up without any delay. Look for more information to come soon!*



### **Client ID Cards**

As you may already know, ACS Benefit Services currently processes and administers several groups that utilize the Health Partners Network: [BJC Medical Center](#), [Habersham Medical Center](#), and [Stephens County Hospital](#). All ID cards issued to these groups by ACS Benefit Services have four sides. Please be sure to review the complete ID card for the most appropriate number to call before dialing.

Here are some important phone numbers/websites:

ACS Benefit Services, to verify eligibility or check claim(s) status: **1-800-849-2941, x. 1993**

ACS Benefit Services, for pre-certification/pre-authorization: **1-800-849-2941**

Website: <http://acsbenefitservicesinc.com/>

### **Benefit Services Gains New Family Ties**



Benefit Services Inc. has recently joined the Medical Mutual of Ohio family of companies. As a new addition to the family, it will operate at its current location as Benefit Services, a division of Medical Mutual Services, LLC. Medical Mutual announced the acquisition in October, and is pleased it will allow for more flexible TPA offerings to Medical Mutual customers. *Medical Mutual is the oldest and largest health insurance company based in Ohio. In business for more than 70 years and employing more than 2,500 Ohioans, the Company offers high-quality, affordable healthcare plans for groups and individuals. Through its subsidiaries, the Company also offers health insurance products in seven other states, including Georgia. To find out more about Medical Mutual, please visit [MedMutual.com](http://MedMutual.com).*