

Quality Improvement Corner

Access and Availability ...

The ability of Health Partners to meet the health care needs of our enrollees depends on the adequacy of our network; therefore, it's essential that we have sufficient numbers and types of practitioners. Likewise, it's equally important that enrollees have reasonable access to practitioners and needed services. Problems with availability and access need attention, however, we need your assistance in helping us identify when those issues occur.

Should you find your office no longer accepting new patients or should you discover that enrollees are having difficulty getting in to see the doctor or accessing a necessary service, please notify our Quality Improvement Coordinator at 770-219-6604.

Health Partners Quality Standards

To ensure availability and accessibility of care, Health Partners has service standards for enrollee wait times, availability of appointments times and practitioner accessibility. Our QI committee monitors these standards through a combination of site visits, member satisfaction surveys, as well as information gathered from practitioner applications and enrollee comments. **The standards are as follows:**

Appointment Access	Standard	Examples
Routine Physical Exam		
Self-evident	Within 60 days or less	o Annual exam
Urgent		
Medical conditions that could result in serious injury or disability if medical attention is not received. These conditions are not considered life threatening.	Within 24 hours	o Severe or acute pain o High fever
Non-Urgent/Symptomatic		
Problems that could develop if left untreated but do not substantially restrict a member's normal activity	Within 3 -14 days	o Backache o Suspicious mole
Specialist Referral		
Referral from a physician to another healthcare provider	Strive for within 14 days	o Consultation for surgery
Access After-Hours		
Medical condition that warrants care after normal business hours have elapsed	24/7 coverage with instructions on how to reach the on-call provider.	o Self-evident

In the News

CMS Publishes Two Proposed Rules and One Final Rule to Implement Executive Order Requiring Federal Agencies to Eliminate Burdensome and Unnecessary Regulations

To implement Executive Order 13563, the Centers for Medicare and Medicaid Services (CMS) published on October 18, 2011, two proposed rules affecting hospital and critical access hospital (CAH) conditions of participation and regulatory requirements for non-hospital providers, respectively, and a final rule impacting ambulatory surgical centers' (ASCs) health and safety standards. Section 6 of Executive Order 13563, entitled "Improving Regulations and Regulatory Review," obligates federal agencies to identify regulations that are "outmoded, ineffective, insufficient, or excessively burdensome, and to modify, streamline, expand, or repeal them in accordance with what has been learned." On May 18, 2011, in response to Executive Order 13563, the Secretary of the U.S. Department of Health and Human Services (HHS) published a Preliminary Plan for Retrospective Review of Existing Rules. Read More Information: http://www.kslaw.com/News-and-Insights/PublicationDetail?us_nsc_id=5189#HH2



WELCOME

- Lisa M. Barbiero, MD**—Neonatology; The Longstreet Clinic
- Phillip R. Brown, MD**—General Surgery; The Longstreet Clinic
- William B. Butt, MD**—Radiology; Toccoa Clinic
- Samir Chande, MD**—Radiology; Toccoa Clinic
- Hans Chang, MD**—Radiology; Toccoa Clinic
- Jack F. Cheng, MD**—Family Medicine; Northeast Georgia Physicians Group
- Christopher J. Cornille, MD**—Radiology; Toccoa Clinic
- Jay L. Curtin, MD**—Radiology; Toccoa Clinic
- Andrea M. Dabney, MD**—OB/GYN; Toccoa Clinic
- James D. Darling, MD**—Radiology; Toccoa Clinic
- Kathryn W. Dudas, MD**—Family Medicine; Northeast Georgia Physicians Group
- Lawrence V. Dudas, MD**—Internal Medicine-Hospitalist; Northeast Georgia Physicians Group
- Edward N. Foxhall, MD**—General Surgery; Northeast Georgia Physicians Group
- William R. Grimsley, MD**—Family Medicine; Northeast Georgia Physicians Group
- Stephen D. Hodes, MD**—Emergency Medicine; Gainesville Emergency Department Services
- Thomas L. Johnson, MD**—Family Medicine; Mount Yonah Family Practice
- Britton D. Knowles, MD**—Anesthesiology; Anesthesia Associates of Gainesville
- Brett A. Krummert, MD**—Internal Medicine-Hospitalist; Northeast Georgia Physicians Group
- Eric J. Lindstrom, MD**—Radiology; Toccoa Clinic
- Mobusher Mahmud, MD**—Cardiovascular Disease; Gainesville Heart and Vascular Group
- Kevin G. Miller, MD**—Radiology; Toccoa Clinic
- Courtney G. Perez, MD**—Radiology; Toccoa Clinic
- Derek B. Pollard, MD**—Radiology; Toccoa Clinic
- Michael B. Sabom, MD**—Cardiovascular Disease; Northeast Georgia Physicians Group
- Neeraj K. Sharma, MD**—Gastroenterology; Gastroenterology Associates of Gainesville
- Jacquelyn A. Stone, MD**—OB/GYN; Lakeside OB/GYN & Pelvic Surgery Center
- Farah B. Williams, MD**—Radiology; Stephens County Hospital

New Facility:
LIPC Surgery Center—Pain Surgery Center; Gainesville, GA

2011 Credentialing Committee Meeting Dates:

November 16th

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In the News: CMS Publishes Two Proposed Rules and One Final Rule...to Eliminate Burdensome and Unnecessary Regulations

NORTHEAST GEORGIA HEALTH PARTNERS®
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Health Partners Provider News

Provider Relocations, Changes and Terminations

As of September 12th, **Gastroenterology Associates of Gainesville** have updated their suite number at their Hoschton location, which is now located in suite 310 at 5875 Thompson Mill Road. Please contact their main office for scheduling, 770-536-8109.

The Longstreet Clinic announced that the General Surgery Department will also provide services at their Dahlonega office (134 Ansley Drive, Dahlonega, GA), as well as at Chestatee Regional Hospital. To refer patients for office appointments in Dahlonega, please call their Gainesville office at 770-536-2323.

Please note, **CareSouth Homecare Professionals-Gainesville** office has relocated to 601 Broad Street, Suite F. Their office can be reached at 770-536-0497, or contact their central intake at 800-822-4892.

Gulford Immediate Care has closed their office at 7363 Spout Springs Road, Flowery Branch, GA. Contact their Gainesville office at 770-532-0800 with any questions.

Lanier Medicare, office of **Dr. Song Na**, recently had their road renamed, so their new address is: 4995 Lanier Island Parkway, Suite A. The office number remains the same; 678-546-5059.

Alisa D. Allaire, MD, with **The Longstreet Clinic**, recently changed her name to **Margaret Alisa Davis, MD**.

The following providers no longer participate with Health Partners effective the date listed below:

<u>Provider</u>	<u>Date</u>
Kenya Hanspard, MD	July 1, 2011
Eze C. Ugwueze, MD	July 26, 2011
Andy M. Jaffal, MD	July 31, 2011
Anbu V. Pandian, MD	July 31, 2011
Antonio M. Hernandez, MD	August 1, 2011
Elia G. Abboud, MD	August 3, 2011
Toinette O. Chin, MD	August 12, 2011
Sherif S. Malek, DO	August 19, 2011
Brenda J. Garland, MD	August 31, 2011
Michael J. Gaffud, MD	September 10, 2011
Philip O. Kimsey, MD	November 1, 2011

As of October 1st, **Dr. Tennent P. Slack (Pain Management)** has joined **Northeast Georgia Physicians Group**, 1315 Jesse Jewell Parkway, Gainesville, GA. For appointments, contact the office at 770-219-6520.

Shrinath K. Nadig, MD (Otolaryngology), with **Toccoa Clinic Medical Associates**, will be seeing patients in Hartwell: 128 Gibson Street. To refer to this office, call 706-886-7412.

Janis N. Anthony-Wade, DO, with **First Look Primary Care**, recently changed her last name to **Janis N. Anthony-Holcomb, DO**.

Dr. Wylie E. Newton, Northeast Georgia Physicians Group (NGPG), will be seeing patients at the NGPG-Cleveland office, as well as the office in Gainesville. The Cleveland office number is 706-865-1234.

PLEASE REMEMBER!

Health Partners' requests that your office notify us (in writing) **prior to the effective date of any changes that occur to your providers, or practice. Please submit all additions, terminations and/or changes to Melissa Corral by way of facsimile to 770-219-6609, by email to Melissas.Corral@nghs.com, or use the forms available online at www.healthpartnersnetwork.com.**



CPR Certification expiring in 2012???

**Get prepared now and schedule
your CPR training with
Janet Lathem.**

770-219-6604

Call today to discuss options*!

***Depending on the number from your
office that need updated CPR
training, and meeting space available
at your office, Janet could possibly
come out to you!!!**

Contract News

Alliant Health Plan Updates



Zostavax Vaccine

Beginning in August 2011, Alliant is allowing the **Zostavax** vaccine for ages 50 and older. Prior age was 60 and older, but this is being expanded based on recent FDA approval. The code for the vaccine is 90736.

Please be aware, Benlysta, used for Systemic Lupus Erythematosus (SLE), is an excluded drug for Alliant members.

Change in Specialty Pharmacy Vendor

Beginning October 1, 2011, Alliant will begin using **Diplomat Specialty Pharmacy** as the preferred vendor for specialty pharmacy medications. (The previous specialty pharmacy vendor, BioScrip, will no longer be used.) Any Alliant members identified as using specialty prescriptions will be informed, and their remaining refills will transfer to Diplomat Specialty Pharmacy with no action required on the members part.

As for physician offices, to obtain office-administered injectables and infusion drugs:

- Order directly from Diplomat Specialty Pharmacy by calling 877-977-9118, or by completing a Patient Enrollment Form and returning by fax to 800-550-6272; or
- Diplomat Specialty Pharmacy will bill the plan for the prescription, and you will bill them for your administration fee.

Network Enhancements; Effective January 1, 2012

For all Alliant Health Plans members that currently have access to SuperMed and/or Beech Street "wrap networks". On January 1, 2012, Alliant members will begin accessing the **PHCS Healthy Directions** network; owned by MultiPlan. In addition to the core AHP network, which includes Health Partners providers, and the PHCS Healthy Directions network, members will also be able to access a complimentary network known as MultiPlan. Alliant members can now search for providers by visiting: www.AlliantPlans.com, www.PHCS.com, or www.MultiPlan.com.



ACS Benefit Services, Inc. ACS Benefit Services now uses PHX Services

It's Time for a Better Health Plan



ACS Benefit Services, who currently administers the benefit plans for the following Health Partners groups: **Habersham Medical Center** and **Stephens County Hospital**, has recently contracted with PHX* to reprice claims. In the transition, ACS has updated their systems and many providers have received error messages when trying to access information for either of these groups. Therefore, to help ease any frustrations, please use the following step-by-step instructions to get access to and use the Luminx website:

1. Log into www.acsbenefitservicesinc.com
2. Click on Providers
3. Click on Provider Login
4. Enter the Group #
5. Prompt to be redirected to Luminx site, click 'ok'
6. Once logged in, it will 'welcome' you and then you'll have the following options to the left:
 - Benefits at a glance—patient's address, ID#, DOB, benefits, etc.
 - Claim History—check to see if a claim is on file and if it's been paid.
 - Eligibility—shows effective and/or term date, dependent information, COB info, etc.
 - Explanation of Benefits—listing of available EOBs to view.
 - Verification of Benefits—general summary of benefits: deductible and coinsurance for both in and out of network met to date, etc.

For any information not listed above, or for any questions, please call Provider Relations at ACS Benefit Services: 800-849-5370 ext. 1993.

**PHX delivers advanced cost management solutions for health plans. PHX provides combined claim processing automation with professional services to deliver centralized, integrated approach to cost management, increasing savings in both the near and long term while dramatically reducing errors and turnaround time. All services are handled in-house for maximum privacy and legal regulatory compliance.*