

Quality Improvement Corner



Health Partners Receives NCQA Credentialing Certification, Again!

Health Partners has once again achieved Certification from NCQA* (National Committee for Quality Assurance) for our excellent Credentialing and Re-Credentialing practices. After an extensive review by NCQA of our credentialing standards, as well as review of sample credentialing files, we are proud to receive this acknowledgement again from the nation's leader in certifying and accrediting Managed Care Organizations. This is a two-year certification that will be reviewed again in 2013.

**NCQA has reviewed and certified Northeast Georgia Health Partners' credentialing functions only. For complete details on the scope of this review, visit www.ncqa.org.*

In the News

US Department of Labor's OSHA conducting inspections of outpatient care centers in Georgia to reduce needlestick hazards

ATLANTA – The U.S. Department of Labor's Occupational Safety and Health Administration is announcing a new emphasis program focused on reducing the number of needlestick and sharps injuries in Georgia at ambulatory surgical care centers, freestanding emergency care clinics and primary care medical clinics that provide acute, chronic and emergency care on an as-needed or walk-in basis.

"Needlestick and other sharps-related injuries that expose workers to bloodborne pathogens continue to be an important public health concern," said Cindy Coe, OSHA's regional administrator in Atlanta. "Employers must take seriously their responsibility to protect workers from these health risks."

In addition to Georgia, OSHA will be visiting a sample of health-related facilities in other southeastern states, including Alabama, Florida and Mississippi, to review each establishment's processes and programs designed to protect workers from bloodborne hazards. Those inspections will focus on bloodborne pathogen hazards associated with exposure to contaminated sharps devices. Establishments of all sizes with varying numbers of workers will be inspected.

OSHA area offices also will continue to open inspections in response to complaints that include allegations of sharps/needlestick hazard exposures.



The regional emphasis program begins April 25 and will continue until Sept. 30, 2012, unless it is extended. Additional information is available by contacting Benjamin Ross at 678-237-0424.

To report workplace incidents, fatalities or situations posing imminent danger to workers, call OSHA's toll-free hotline at 800-321-OSHA (6742). Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA's role is to ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, visit <http://www.osha.gov>.

Does your office staff and provider need to update their CPR training?

If so, call [Janet Lathem](mailto:Janet.Lathem@nhps.com) (BLS Instructor) at 770-219-6604 and discuss the option for her to come out to your office and provide onsite CPR training.

For best scheduling/availability call today!

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SPRING 2011

WELCOME

Katia M. Adams, MD—Family Medicine; Northeast Georgia Physicians Group

Robert L. Clark, LPC—Counseling; Cornerstones Counseling Center

Leslie A. David, MD—Family Medicine; Northeast Georgia Physicians Group

Joanne T. DuVall, LPC—Counseling; Cornerstones Counseling Center

Joanne H. Edmondson, PhD—Counseling; Cornerstones Counseling Center

Michael M. Lee, MD—Dermatopathology; Atlanta Dermatopathology & Pathology Associates

Bonnie O. Lockwood, LPC—Counseling; Cornerstones Counseling Center

Fatimah Manzoor, MD—Internal Medicine-Hospitalist; The Longstreet Clinic

Petra G.M. Milde, MD—Dermatopathology; Atlanta Dermatopathology & Pathology Associates

Shrinath K. Nadig, MD—Otolaryngology; Toccoa Clinic Medical Associates

Monica Q. Newton, DO—Family Medicine; Northeast Georgia Physicians Group

Wyllie E. Newton, MD—Family Medicine; Northeast Georgia Physicians Group

S. Peter Taheri, MD—Internal Medicine-Hospitalist; Northeast Georgia Physicians Group

Collin J. VanderPol, LCSW—Social Work; Solutions for Growth, Inc. and Cornerstones Counseling Center



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 2011. This is the second year that we have used this format than the alternative to printing both these books, so we would like to get your feedback.

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.Corrall@nghs.com.

2011 Credentialing

Committee Meeting Dates:

June 22nd
September 28th
November 30th

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Health Partners Provider News

Provider Relocations, Changes and Terminations

Heritage OB/GYN, office of **Drs. Chin, Cox, Harrison, Lake and Little**, have added an additional location in Hoschton, GA at 5875 Thompson Mill Road, Suite 140. Please call their main office to schedule an appointment at this location, 770-531-1515.

The **Pediatric Associates** have added an additional office in Braselton, GA; 2695 Old Winder Hwy, Suite 200. To refer appointments to any of the following providers, please call the Braselton office at 770-965-6894: **Susan F. Carey, MD; Jennifer W. Gottsman, MD; Michael E. Hilton, MD; and Kelly M. Lathem, MD.**

Dr. Michael Lebow and Dr. Michael J. Gaffud, with Northeast Georgia Physicians Group, will now be seeing patients at 5875 Thompson Mill Road, Suite 200, Hoschton, GA. (Both will continue to see patients at the Gainesville location.) Please contact their main number at 770-219-4000 for referrals.

Please note, the office of **Kenneth Goolsby, MD & Associates** has moved to 1990 Limestone Circle, Suite 110 in Gainesville, GA. The office's phone and fax number remain the same; 770-534-8832 and 770-531-7479, respectively.

Clarification: Northeast Georgia Heart Center's office in Dahlonega is located at 70 Mountain Drive, Suite C. For appointments or directions, please contact their office at 706-867-0415.

For pathology/dermatopathology referrals to **Drs. Clark, Cooper, Nash, and Smith with Ocmulgee Medical Pathology Association, Inc.**, please reference their corrected address: 2275 Northwest Pkwy, Suite 140, Marietta, GA 30067; and their correct office number is 770-612-1395.

The following providers with **Toccoa Clinic Medical Associates: Russell Burken, MD (Dermatology); Louis R. Fernandez, MD (OB/GYN); Margaret A. Kopchick, MD (Dermatology); Sherif S. Malek, DO (OB/GYN) and Michael L. Maley, MD (Pediatrics)** will begin seeing patients at their additional location: 30 Cotton Wood Drive, Clayton, GA 30525. To refer to this office, please call 706-782-7040.

Inchol Yun, MD (Northeast Georgia Physicians Group) began seeing patients at 2089 Teron Trace, Suite 200, Dacula, GA on March 28th. This office can be reached at 770-848-5300.

As of March 1st, **Dr. F. Stephen Moore (Gastroenterology Associates of Gainesville)** will begin seeing patients at 101 Lake Oconee Parkway, Eatonton, GA. Please contact the main office for scheduling at 770-536-8109.

Dr. Alok Sachdeva, rheumatologist with **Northeast Georgia Diagnostic Clinic**, will start seeing patients at 3320 Old Jefferson Road in Athens, GA. Please call their Gainesville office for referrals to this location, 770-536-9864.

Drs. Amy E. Bullens-Borrow and Stephen R. Fisher (previously with Georgia Sports Orthopaedics) are now affiliated with **The Longstreet Clinic, PC**. These providers will be seeing patients at the Gainesville, Hoschton, and Buford offices. For scheduling, call 770-532-7092.

NGPG physicians Dr. Loomis, Dr. Murphey, and Dr. Parker will start seeing patients at 2578 Helen Hwy in Cleveland, GA. This office can be reached at 706-865-1234.

Beginning September 1, 2011, **Kevin K. Trapnell, MD (Family Medicine; Northeast Georgia Physicians Group)** will see patients at the Dahlonega office, located at 95 Morrison Morrow Pkwy, Dahlonega, GA. This office can be reached at 706-864-3323.

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

<u>Provider</u>	<u>Date</u>
Mary Jo Eline, DO	March 29, 2010
Barbara H. Arnold, LCSW	September 30, 2010
Adam S. Green, MD	October 15, 2010
Stephen A. Durocher, MD	December 30, 2010
Agnieszka A. Wesolowski, MD	January 26, 2011
Anita R. Bhandiwad, MD	February 28, 2011
Karthik Ramaswamy, MD	February 28, 2011
Vincent K. Knight, MD	March 25, 2011
Bradley R. Noon, MD	April 1, 2011
Ronald N. Whimire, MD	April 1, 2011
George G. Kitchens, MD	April 26, 2011

Contract News

Alliant Health Plans Pre-Certification Process

As a reminder, providers can access the most recent list of procedures requiring pre-certification through Alliant Health Plans' website, www.alliantplans.com. From the main screen click on Providers, Provider Forms, Medical Forms and then the link to Procedures Requiring Pre-Certification. Please refer to this list prior to performing services for Alliant members. If you have any questions regarding the pre-cert list, or how to obtain prior authorization, please contact your Provider Relations Representative, Angie Fussell at 678-767-5944, or by email to afussell@alliantplans.com.

Great-West® HEALTHCARE

Physician Fee Schedule Update

Health Partners is glad to announce that Great-West Healthcare has updated their fixed fee schedule, effective as of January 1, 2011. Health Partners has received a copy so that providers can request it from our office. If your office 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, or you may send a copy of your office's superbill via fax to 770-219-6609. You may also complete and submit the Fee Schedule Request Form available online at www.healthpartnersnetwork.com, under Providers, then Resources/Forms.

Please keep in mind that both the Great-West Healthcare and Health Partners fee schedules are proprietary and should remain confidential among your office representatives, including not sharing this information with outside entities, or use of this data for contracting purposes outside of Health Partners.

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 Melissa.Corral@nghs.com, or use the forms online at www.healthpartnersnetwork.com.**



Please notify us of all satellite and/or additional locations. Some payers require this information to pay claims and may deny claims if all service addresses are not listed in their system.

