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:

<table>
<thead>
<tr>
<th>Appointment Access</th>
<th>Standard</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine Physical Exam</td>
<td>Self-evident</td>
<td>Within 60 days or less</td>
</tr>
<tr>
<td>Urgent</td>
<td>Medical conditions that could result in serious injury or disability if medical attention is not received. These conditions are not considered life threatening.</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Non-Urgent/Symptomatic</td>
<td>Problems that could develop if left untreated but do not substantially restrict a member’s normal activity.</td>
<td>Within 3-14 days</td>
</tr>
<tr>
<td>Specialist Referral</td>
<td>Referral from a physician to another healthcare provider.</td>
<td>Strive for within 14 days</td>
</tr>
<tr>
<td>Access After-Hours</td>
<td>Medical condition that warrants care after normal business hours have elapsed.</td>
<td>24/7 coverage with instructions on how to reach the on-call provider.</td>
</tr>
</tbody>
</table>

In the News:

As of November 1st, the new Medicaid Management Information System (MMIS) will be rolled out to begin processing Medicaid Fee-for-Service (FFS) claims for the state of Georgia. Through a collaboration between the Georgia Department of Community Health and Hewlett Packard (HP) Enterprise Services (formerly EDS—Electronic Data Systems), the MMIS should be faster to load claim information through the Provider Web Portal, however, providers will still be able to submit claims by paper and through EDI (Electronic Data Interchange). All providers who previously submitted claims to ACS (Affiliated Computer Services) will need to make the change to the new MMIS. Continuous training and workshops have occurred over the month of October, and if you should have further questions, check out the following link: http://providerinfo.mmis.georgia.gov/providerpereadiness/, or call the Provider Services Contact Center at 1-800-766-4456 (or through the ‘Contact Us’ link through the Web Portal).

FIAL 2010

2011 Credentialing

Committee Meeting Dates:

- January 26th
- March 30th
- June 22nd
- September 28th
- November 30th

INeHE DI S TII I ISSUE

1 Welcome New Providers
2 HP Provider News
3 Provider Terminations
4 Reminder to Notify HP
5 Contract News:
   - Alliant Health Plans Update, GWH Sample ID Cards, Healthcare Reform Updates
6 Quality Improvement Corner: Access and Availability, HP Quality Standards
7 NORTHEAST GEORGIA HEALTH PARTNERS®
   - 1405 Jesse Jewell Parkway
   - Gainesville, Georgia 30501
   - 770-219-6600
   - www.healthpartnersnetwork.com

Health Partners Press

WELCOME

FALL 2010

Virlyn L. Bishop, MD—Anesthesiology; Anesthesia Associates of Gainesville
Toinette O. Chin, MD—OB/GYN; Heritage OB/GYN
Charles A. DeCook, MD—Orthopedic Surgery; The Longstreet Clinic
Sean P. Dunn, DPM—Podiatry; Foot & Ankle Clinic of Oakwood
Allison G. Dupont, MD—Cardiovascular Disease; Northeast Georgia Heart Center
Lisa F. Fowlkes, MD—Internal Medicine; Northeast Georgia Physicians Group
Katherine A. Fizzell, MD—OB/GYN; Habersham OB/GYN Associates
Michael J. Gaffud, MD—Vascular Surgery; Northeast Georgia Physicians Group
Antonio M. Hernandez, MD—Pathology; AmeriPath Florida
Nikki T. Hughes, MD—Family Medicine; Northeast Georgia Physicians Group
Jennifer M. John-Kalarickal, MD—Endocrinology; Northeast Georgia Diagnostic Clinic
John L. Kalarickal, MD—Gastroenterology; Gastroenterology Associates of Gainesville
Kenneth C. Lao, MD—Ophthalmology; Advanced Eye Center
Eni K. Mack, MD—Endocrinology; Northeast Georgia Diagnostic Clinic
Dev Mangalat, MD—Vascular Surgery; The Longstreet Clinic
Sheetal N. Mangalat, MD—Pediatrics; The Longstreet Clinic
William H. McGeehin, MD—General Surgery; Northeast Georgia Physicians Group
Absar A. Mirza, MD—Critical Care Medicine; Northeast Georgia Physicians Group
James D. Murphey, MD—Internal Medicine/Pediatrics; Northeast Georgia Physicians Group
Kimtuyen N. Nguyen, MD—Internal Medicine; Northeast Georgia Physicians Group
Kapil N. Pareek, MD—Urology; Northeast Georgia Physicians Group
Namita Pareek, MD—Gastroenterology; Gastroenterology Associates of Gainesville
Antonio T. Planas, MD—Pathology; AmeriPath Florida
Benjamin N. Puckett, MD—Orthopedic Surgery; Specialty Clinics of Georgia—Orthopaedics
Jocelyne M. Saveris, MD—Pediatrics; The Longstreet Clinic
Kathleen J. Smith, MD—Dermatopathology; Ocmulgee Medical Pathology Association
Kristyn S. Snedden, LCSW—Mental/Behavioral Health; North GA Counseling Center
Clifford H. Therksiled, DO—Pathology; AmeriPath Florida
James A. Wolfe, MD—CardioThoracic Surgery; Northeast Georgia Physicians Group
Sharren E. Wolff, MD—Surgery; Habersham Surgical Services
Elaine M. Wood, PhD—Psychology; Solo Practitioner

In the News:

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- Quality Improvement Corner: Access and Availability, HP Quality Standards
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Health Partners Provider News

Provider Relocations, Changes and Terminations*

Update: The phone and fax numbers for Dr. Sinan Haddad’s additional practice, North Georgia Urgent Care, located in Duluth, GA is 678-690-4290; fax number, 678-680-4295.

As of August 1st, Alisa D. Allaire, MD joined with The Longstreet Clinic as an Inpatient Medicine physician at Northeast Georgia Medical Center.

Dr. Amanda Cain is now affiliated with Northeast Georgia Physicians Group, and will continue to provide care at 950 S. Enota Drive, Gainesville, GA 30501. The office phone number also remains the same: 770-531-0530.

Drs. Anand P. Lalaji, Tejal M. Lalji, and Mahendra Patel began earlier this year providing radiological services at the Toccoa Clinic Medical Associates office. To contact the Toccoa Clinic directly, please call 706-356-1072.

Northeast Georgia Plastic Surgery Associates, offices of Drs. Abell, Campbell, Hothen, Richwine, and Walton, have added an additional location at Medical Plaza 1, 5875 Thompson Mill Road, Suite 360, Hoschton, GA 30548. Please call 678-866-8980 to schedule an appointment at this location.

As of October 1st, Daniel A. Winston, MD, previously with Peachtree Cardiovascular & Thoracic Surgeons, began his affiliation with Northeast Georgia Physicians Group. His office location remains the same: 200 S. Enota Drive, Suite 380, Gainesville, GA 30501. The office phone number is 770-219-7099.

Northeast Georgia Heart Center announce the move of their Clayton location to 773 N. Main Street, Clayton, GA 30525. This office phone number is 706-782-0468, or you can call their main office for scheduling, 770-534-2020. Also, a new office has opened in Hartwell, GA; 127 West Gibson Street, Hartwell, GA 30543. The office phone number is 706-376-6560, however, please call the main office (listed above) for scheduling.

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Please note that HomeLife Medical will now be doing business as AeroCare, as subsidiary of Trinity Healthcare of Winston-Salem, Inc. Their new location is at 935 Interstate Ridge Drive, Suite E, Gainesville, GA 30501. The office number remains the same, 770-535-1995.

Marta T. Bognar, MD and Brent Flickinger, MD have announced an additional location at 330 Hawthorne Lane, Athens, GA 30606. Please contact their main office number for appointments, 770-531-3711.

The office of Drs. Allen, Moore, DeBanto, Kalarickal, Clark, Jacob and Reddy (Gastroenterology Associates of Gainesville) has added an additional location in Hartwell, GA; 127 West Gibson Street, Hartwell, GA 30543. Scheduling for this location can be done through the main office, 770-536-8109.

Kidney Care Center of Georgia has added additional location throughout the northeast Georgia area: Gainesville, Demorest, Duluth, Cumming, and Buford. For scheduling, please contact their primary location, 678-450-0202.

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

<table>
<thead>
<tr>
<th>Provider</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taffere N. Mihretu, MD</td>
<td>March 1, 2010</td>
</tr>
<tr>
<td>Laurence O. Harris, MD</td>
<td>June 2, 2010</td>
</tr>
<tr>
<td>Jordan H. Berne, MD</td>
<td>June 30, 2010</td>
</tr>
<tr>
<td>E. Michael McKee, MD</td>
<td>June 30, 2010</td>
</tr>
<tr>
<td>James W. Holcomb, MD</td>
<td>July 1, 2010</td>
</tr>
<tr>
<td>Saraswathi j amalpa, MD</td>
<td>August 17, 2010</td>
</tr>
</tbody>
</table>

REMINDER! We ask that you notify Health Partners (in writing) of changes that occur to your practice. Please submit all additions, terminations and/or changes to Melissa Corral, Office Manager, at 770-219-6609, by email to Melissa.corral@nghs.com, or online at www.healthpartnersnetwork.com. Please notify us of all satellite/additional locations, as some payers require this information to pay claims.

News! News!

Janet Latham. Quality Improvement Coordinator, has received her American Heart Association BLS Instructor license. This license certifies Janet to teach the American Heart Association program for basic life support, I.E. CPR and AED training. Be on the look out for future programs offered by Health Partners for your office to update their certifications.

Way to go, Janet!

Healthcare Reform Updates

On September 23, 2010, the six-month anniversary of the health-reform law, many popular revisions of the law took effect:

- No pre-existing condition exclusions for children, under age 19
- Extension of dependent coverage to age 26
- No out-of-pocket costs for preventative services
- No cancellation of coverage except for fraud
- High risk pool for people with pre-existing conditions
- Small business health insurance tax credits
- Drug rebates for Medicare beneficiaries

However, many more of the major elements of the law that will affect more people will not take effect until 2014, such as:

- Guaranteed access to insurance regardless of health
- Insurance exchanges to make it easier to buy coverage
- Tax credits to make insurance more affordable for low and middle income people
- Expanded Medicaid coverage for low income people
- Requirement that people have insurance
- Penalties for employers that don’t offer coverage to workers

As best explained by Drew Altman, Ph.D., President and CEO of the Henry J. Kaiser Family Foundation: “At the six-month mark, the politics of health reform remain as ugly as ever, but implementation of the law’s benefits and changes has been a success story so far. There is a lot of heavy lifting still to come.”

For more information visit: http://healthreform.kff.org/

The Kaiser Family Foundation is a non-profit private operating foundation, based in Menlo Park, California, dedicated to producing and communicating the best possible information, research and analysis on health issues.