

UMG - HEALTH CARE HERALD

News from ProMed Health Care Administrators & Upland Medical Group
Spring 2008

President's Message

By Jeerreddi A. Prasad, M.D., President

It is springtime. We continue to work on our payor contracts and exit from losing contracts. We continue to add new providers East of us.

Our industry continues to struggle to achieve growth. As you may know west of us a major consolidation happened between Health Care Partners and Physician Associates. This may be a positive sign for physician groups consolidating to attain efficiencies in delivering cost effective quality health care. I have nothing new to report.

As always I thank all of you for supporting the organization. Thank you.

And the wind said: "May you be as strong as the oak, yet flexible as the birch; may you stand tall as the redwood, live gracefully as the willow; and may you always bear fruit all your days on this earth."

NATIVE AMERICAN PRAYER

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Provider Services

By: Dawn Tumser, Provider Relations Supervisor

PROVIDER SATISFACTION SURVEY

I want to thank those who participated in ProMed's 1st qtr. (2008) Provider Satisfaction Survey. In addition to this survey being an NCQA requirement, it also helps ProMed identify areas that require further attention. In order to service our providers more efficiently and effectively, ProMed encourages you to participate in these quarterly surveys. ProMed will continue to listen to the concerns and recommendations of our providers and identify those areas that require further attention. Thank you again for your continued support.

MISDIRECTED CLAIMS

Misdirected claims may add more than a two-week delay in your claims being processed by the correct payor. Recognizing the correct payor will alleviate delays in payment to you, as well as time consuming follow-up calls. Please remember that verifying eligibility prior to submitting claims will prove to be beneficial in timely reimbursement.

PROVIDER UPDATES

New Providers

Tal Barak, OD - Pediatric Optometry
Allison Park, OD - Pediatric Optometry
Bryan Lee, MD - Pain Management
Sivaprasad Mullangi, MD - General Surgeon
Lamioko Pappoe, MD - Nephrology
Parveen Virani, MD - Internal Medicine
Robert Rocco, MD - Family Practice

Provider Address Changes

Pacific Eye Institute
555 N. Thirteenth Ave.
Upland, CA 91786
(909) 982-8846
and
8112 Milliken Ave., # 203
Rancho Cucamonga, CA 91730

Eldine Banquerigo, MD
8112 Milliken Ave., #100

Provider Updates

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Rancho Cucamonga, CA 91730
(909) 466-6410

Nadir Eltahir, MD
1866 N. Orange Grove Ave., #202
Pomona, CA 91767
(909) 623-8796

Evangeline Gimbel, MD
14548 Baseline Ave, #220
Fontana, CA 92336
(909) 434-1657

Edward Laurance, MD
460 W. Sierra Madre Blvd.
Sierra Madre, CA 91024
(626) 836-6900

Rishu Marwaha, MD
10837 Laurel Ave., #104
Rancho Cucamonga, CA 91730
(909) 581-6732
and
1866 N. Orange Grove Ave., #202
Pomona, CA 91767
(909) 623-8796

Rita Pradhan, MD
1904 N. Orange Grove Ave.
Pomona, CA 91767
(909) 469-1823
and
10837 Laurel Ave., #104
Rancho Cucamonga, CA 91730
(909) 581-6732

Mallu Reddy, MD
1866 N. Orange Grove Ave., #201
Pomona, CA 91767
(909) 622-3065

Daryoosh Valamanesh, MD
1866 N. Orange Grove Ave., #201
Pomona, CA 91767
(909) 622-3065

Providers No Longer with PVMG
Quest Diagnostics
Shelley Gath, DPM
V. Karnavy, MD

It's not by doing the things we like, but by
liking the things we do that we can discover
life's blessings.

GOETHE (1749-1832)
Writer

UMG News in Review – Qtr. 1, 2008 Memos

By Karen Harvey, Executive Assistant

NEW Laboratory Service Provider: LabCorp – January 16, 2008

Effective February 1, 2008, Quest Diagnostics will no longer be providing outpatient laboratory services to Pomona Valley Medical Group and Upland Medical Group members.

Laboratory Corporation of America (“LabCorp”) has been selected to serve as the new outpatient laboratory provider for Pomona Valley Medical Group and Upland Medical Group members.

LabCorp will begin providing services on February 1, 2008. Any previous Quest Diagnostic Requisitions given to Pomona Valley Medical Group and Upland Medical Group members will be honored by LabCorp, beginning February 1, 2008.

Any Standing Orders for PVMG and UMG members will be honored by LabCorp, beginning February 1, 2008. LabCorp will need to verify tests required with the referring physician if the member arrives at the LabCorp Patient Service Center without a requisition. Attached please find a LabCorp PSC Standing Order Request form for your use. Please make additional copies as needed.

There are two (2) dates to remember:

January 31, 2008 – The last day that Quest Diagnostics will provide outpatient laboratory services to Pomona Valley Medical Group and Upland Medical Group members.

February 1, 2008 – The first day LabCorp will begin to provide outpatient laboratory services to Pomona Valley Medical Group and Upland Medical Group members.

The attached list of local LabCorp Patient Service Centers provides address locations, telephone numbers and hours of operation. LabCorp has a network of more than 1,700 Patient Service Centers nationally. Your patients may contact the LabCorp Customer Service Department at 1-888-522-2677 to locate additional Patient Service Centers or if they prefer, they can visit LabCorp’s website at

www.labcorp.com.

If a LabCorp representative has not visited your office, please contact either of the following LabCorp representatives:

LabCorp Representatives:

Chris Oakes, Physician Marketing Representative
Pomona
Email: oakesc@labcorp.com
Telephone (949) 278-9090

Christina Moreno, Sr. Marketing Executive
Rancho Cucamonga & Upland
Email: morenoc@labcorp.com
Telephone (951) 897-4182

If you have any additional questions, please call our Customer Service Department listed below:

Pomona Valley Medical Group:
Telephone (909) 932-1045, Press Option 1.

Upland Medical Group:
Telephone (909) 291-4400, Press Option 1.

For Pathology Services, please refer to Dr. Thapar's forthcoming Facsimile Transmittal addressing this subject.

Please share this important information with your staff.

Thank you for continued cooperation and support during this transition.

SACH Pre-Op Lab Services – January 18, 2008

Pre-op lab services can still be rendered at San Antonio Community Hospital (SACH) if the procedure is to be performed at SACH. Pre-op lab services that are performed within 72 hours of the planned admission are part of the inpatient and outpatient procedure per diem rate. If your patients are scheduled for a procedure, please make sure their pre-op lab is performed within 72 hours of the planned admission.

LabCorp will become UMG's contracted hour of the scheduled procedure.

Outpatient Laboratory Provider effective February 1, 2008; however, you may direct your patients with appropriate paperwork to SACH as long as they are scheduled for a procedure at SACH and the tests are performed within 72 hours.

If you have any questions, please don't hesitate to call our Customer Service Department at either number below:

PVMG: (909) 932-1045, press option 1
UMG: (909) 932-1045, press option 1

New Vaccine Guidelines and Reimbursement UPDATE – February 21, 2008

Attached please find an UPDATED New Vaccine Guideline and Reimbursement Grid previously distributed. As the Health Plans have provided direction on how we are to handle these new vaccines, it required changes be made to our previous grid. The medical criteria did not change. The only changes are in the Reimbursement Guidelines and the reimbursement rates on a couple of the vaccines. The vaccines covered with this guideline are:

Bostrix / Adacel	ProQuad
Menectra	Rotateq
Gardasil	Zostavax

One grid applies to childhood/adolescents members, ages 0 thru 17 years. The second grid covers members age 18 and over. This change is also retro-active to date of service October 1, 2006.

PLEASE DESTROY ALL PREVIOUS NEW VACCINE REIMBURSEMENT GRID'S AND REPLACE WITH THIS ONE. (see page 5)

New Director of UM/QM

By Novella R. Quesada, RN

Spring time is here and with spring time come new beginnings. New beginnings at ProMed includes a new director for UM and QM. As the new director I would like to introduce myself, my name is Novella R. Quesada. I am an RN with 32 years of healthcare experience which includes 10 years in managed care. My new journey with ProMed began on March 10, 2008. I have been on the run ever since. Since

New Director of UM/QM

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this is just my 3rd week with ProMed you will not see any changes right away. If you have any suggestions for ProMed to better service our patients through the UM or QM departments please do not hesitate to call me or e-mail me.

My goal for UM is to eventually be paperless. We are in the infancy stages of making this happen, it will take time since we have to test our systems side by side in order to be assured we can safely be paperless. During this time period we would like to encourage our offices to access the physician portal via MCNET. MCNET will allow both PCP's and specialists to request services on-line. There will be some services that will automatically be approved once you have entered the request and others that will need to be reviewed by the nurse or our physician reviewer. By utilizing MCNET the offices are able to check on status of their requests without having to make a phone call to ProMed. Please contact ProMed for information regarding accessing MCNET, our staff will be happy to assist you.

In the meantime please contact me with any issues regarding UM or QM. I can be reached at the following numbers or e-mail address:

Office 909/932-1045 ex. 4668
Cell 909/289-5249

E-mail niquesada@promedhealth.com

I look forward to working with everyone and hope the upcoming changes will improve our relationship with our physicians and patients.

ProMed Offices Closed

By Mary Dodds, Executive Assistant

ProMed Health Care Administrator offices including the corporate offices of Pomona Valley Medical Group and Upland Medical Group will be closed on the following dates:

Monday, May 26, 2008 – Memorial Day

As always, an on-call case manager (nurse) is available. The on-call nurse can be reached by calling the regular office number (909-932-1045) and following the prompts to speak with the on-call nurse. If you have any questions about ProMed's Holiday schedule, please call Mary Dodds at 909-932-1045 x 4401.

Blue Sparrow Medical Devices

By Jaqueline Caya, Contracts Manager

ProMed Health Care Administrators is pleased to

announce our new vendor for diabetic supplies "Blue Sparrow Medical Devices". Blue Sparrow is a local diabetic supply company contracted with Pomona Valley Medical Group (PVMG) and Upland Medical Group (UMG).

Blue Sparrow provides the following services:

- Next day home delivery of diabetic supplies
- Wide selection choice - all brands are available
- Online ordering and co-payment processing
- Online product training, diabetic courses/education based on ADA standards on Provider's website: www.bluesparrowmedical.com
- Knowledgeable staff to assist with meter questions
- One-on-one, in home instruction and training available upon request
- Customer Service available 24 hrs. per day, 7 days per week, 365 days per year

We appreciate your assistance and support to make a successful transition to this new Provider.



1-877-324-0895

TWO LINES OR LESS...

It may be those who do most, dream most.

STEPHEN LEACOCK (1869-1944)
Economist and humorist

The time you enjoy wasting is not wasted time.

BERTRAND RUSSELL (1872 – 1970)
Philosopher and writer

The softer you sing, the louder you're heard.

DONOVAN
Singer

One word frees us all of the weight and pain of life; that word is love.

SOPHOCLES (C. 496 – 405 B.C.)
Playwright

The reason most major goals are not achieved is that we spend our time doing second things first.

ROBERT J. MCKAIN
Writer

LABCORP PSC STANDING ORDER REQUEST

(ALL FIELDS MUST BE COMPLETED)

<input type="radio"/> New Order		<input type="radio"/> Renewal	
Patient Name:		Date of Birth:	Sex:
Ordering Physician:		UPIN#:	LCA Account #:
Responsible Party:			
Responsible Party Address:			
City:		State:	Zip:
Bill Type: <input type="radio"/> Account <input type="radio"/> Patient			
<input type="radio"/> Medicare # _____		<input type="radio"/> State _____	
<input type="radio"/> Medicaid # _____			
<input type="radio"/> Insurance Company Name: _____			
Subscriber #: _____		Group #: _____	Relationship to Subscriber: _____
Standing Order:		Start Date: _____	
LabCorp Test Name/Number	Diagnosis / ICD-9	Frequency (Specific Interval Required)	Stop Date (not to exceed 6 months from start date)
NOTE: Physicians should order only those tests that are medically necessary. If the diagnosis provided does not support the medical necessity of the test as determined by your Medicare carrier, an Advance Beneficiary Notice (ABN) will be obtained with each collection.			
Signature of Ordering Physician / Authorized Designee:			Date:
Document Prepared by:		Date:	Title:

* "PRN" or "as needed" will not be accepted.

Please send this completed form to the requesting PSC via fax.

**UPLAND MEDICAL GROUP
NEW VACCINE GUIDELINES
CHILDHOOD/ ADOLESCENT AGE 0 THRU 17 YRS**

Updated 2/08

VACCINE/CPT	# DOSES	CHILDHOOD/ADOLESCENT SCHEDULE (age 0 thru 17 yrs)	PRO MED REIMBURSE	PRIOR AUTH REQUIRED
<u>BOOSTRIX: CPT:</u> <u>90715</u> (Tdap) Tetanus, Diphtheria & Pertussis	1	<ul style="list-style-type: none"> Adolescents: Age 11-12 Age 13-18: if they missed the booster at age 11-12 	\$50.00	NO
<u>MENACTRA: CPT:</u> <u>90734</u> (MCV4) Meningococcal	1	<ul style="list-style-type: none"> 11-12 YR OLDS Unvaccinated adolescent at high school entry- age 15 (If missed dose at age 11-12 yrs) All college freshman living in dorms age 17 	\$87.00 Eff: 10/1/08 \$90.00	NO
		NOTE; IF YOU ADMINISTER 90733, MENOMUNNE INSTEAD, MENOMUNE WILL REQUIRE PRIOR AUTH		<u>YES</u>
<u>ROTATEQ: CPT:</u> <u>90680</u> (RotaVirus)	3 doses w/in 6 mos	<u>ALL INFANTS</u> (Provisional ACIP recommendations)	\$68.00/DOSE Eff. 4/1/07 \$71.00/DOSE	<u>NO</u>
<u>PROQUAD: CPT:</u> <u>90710</u> MMRV (Measles, Mumps, Rubella & Varicela)	1	Only children age 12 months- 12 years. Use when 1 st dose of MMR & Varicela indicated and when 2 nd dose of MMR and either 1 st or 2 nd dose of Varicella indicated ***** <i>Not a vaccine replacement. This a convenience vaccine</i>	\$120.00 Eff. 4/1/07 \$125.00/DOSE	<u>NO</u>
<u>GARDASIL: CPT:</u> <u>90649</u> (HPV)	3 doses, w/in 6 mos; IM	Prevention of cervical cancer: cervical pre cancers; vulvar and vaginal precancers caused by HPV 16 &18. <ul style="list-style-type: none"> Females 11-12 yrs old (1st recommended group): Can be started as young as 9 yrs (Provisional ACIP recommendations 8/14/06) Females age 13 thru 17 who had no prior vaccination or have not completed the full vaccine series. 	\$122.50/DOSE	YES

**UPLAND MEDICAL GROUP
NEW VACCINE GUIDELINES
ADULTS- AGE 18 AND UP**

Updated 2/08

VACCINE/CPT	# DOSES	Adults (Age 18 yrs and up)	PROMED REIMBURSE	PRIOR AUTH REQUIRED
<u>ADACEL CPT: 90715</u> (Dtap) Tetanus, Diphtheria & Pertussis	1	Age 19-64 (provisional rec from ACIP) 1 dose if they received last Tetanus booster ≥ 10 yrs earlier, or last tetanus >5 years with open trauma (Given in lieu of Td)	\$50.00	YES
<u>MENACTRA: CPT: 90734</u> (MCV4) Meningococcal		Age 18 and over (Medical justification for this required)	\$87.00	YES
<u>ZOSTAVAX: CPT: 90736</u> (Zoster Vaccine live)	1	Adults age 60 + w/ history of having chicken pox. * Not a treatment for shingles or postherpetic neuralgia <i>Note: For HMO senior members, this will be denied to Part D benefit</i>	\$155.00	YES
<u>GARDASIL: CPT: 90649</u> (HPV)	3 doses, w/in 6 mos; IM	Prevention of cervical cancer: cervical pre cancers; vulvar and vaginal precancers caused by HPV 16 & 18. Prevention of genital warts and low grade cervical lesions caused by HPV types 6, 11, 16 & 18. • 3 doses w/in 6 mos :Females 18- 26 yrs	\$122.50	YES

REIMBURSEMENT GUIDELINES

Updated 2/08

HMO	Boostrix/ Ad acel (90715)	Menectra (90734)	Rotateq (90680)	Gardasil (90649)	ProQuad (90710)	Zostavax (90736)	Varicella - 2 nd Dose Only (90716)
COMMERCIAL & POS -- HMO							
<i>AETNA</i>	Bill UMG	Bill UMG	Peds Bill HMO* Adults Bill UMG	Peds Bill HMO* Adults Bill UMG	Bill UMG	Bill UMG	Peds Bill HMO* Adults Bill UMG
BLUE CROSS	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG
BLUE SHIELD	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG
CIGNA	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG
HEALTH NET	Bill UMG **	Bill UMG **	Bill UMG **	PEDS AUTH MUST BE TO CURASC RIPT (HN's Vendor)* * Adults Bill UMG	Bill UMG	Bill UMG	Bill UMG **
PACIFICARE	Peds Bill HMO* Adults Bill UMG	Peds Bill HMO* Adults Bill UMG	Peds Bill HMO* Adults Bill UMG	Peds Bill HMO* Adults Bill UMG	Bill UMG	Bill UMG	Peds Bill HMO* Adults Bill UMG
HEALTHY FAMILIES - HMO							
<i>BLUE SHIELD HF</i>	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	N/A	Bill UMG
HEALTH NET HF	Bill UMG	Bill UMG	Bill UMG	Bill UMG	Bill UMG	N/A	Bill UMG
SENIOR -- HMO							
SENIOR: IVHP	Part D Benefit (If no Part D, Retiree plans revert to Commercial above)	Part D Benefit (If no Part D, Retiree plans revert to Commercial above)	N/A	N/A	N/A	Part D Benefit (If no Part D, Retiree plans revert to Commercial above)	N/A

*SB168 legislation requires the Health Plan to assume financial risk of any new pediatric immunizations that are approved by CDC, until a new contract agreement is reached by the group and HMO. All adult immunizations do not fall under the pediatric immunization legislation SB168.

** Health Net requires IPA to use their vendor for all immunizations that fall within SB168; however, Curascript (HN's vendor) does not supply all immunizations identified with "*" above. Therefore, IPA will pay and HN will reimburse.

In order to keep a true perspective of one's importance, everyone should have a dog that will worship him and a cat that will ignore him

DEREKE BRUCE

Genius is the ability to reduce the complicated to the simple.

C.W. CERAR

*Kindness in words creates confidence.
Kindness in thinking creates profundness.
Kindness in giving creates love.*

LAO-TZU (Sixth century B.C.)
Philosopher

Beauty is not in the face; beauty is a light in the heart.

KHALIL GIBRAN (1883 - 1931)
Poet



Special Dates

ADMINISTRATIVE PROFESSIONALS DAY

WEDNESDAY, APRIL 23, 2008

MOTHER'S DAY

SUNDAY, MAY 11, 2008

MEMORIAL DAY

MONDAY, MAY 26, 2008

FLAG DAY

SATURDAY, JUNE 14, 2008

FATHER'S DAY

SUNDAY, JUNE 15, 2008

SUMMER BEGINS

SATURDAY, JUNE 21, 2008

WHEREVER I HAVE KNOCKED, a door opened. Where ever I have wandered, a path has appeared. I have been helped, supported, encouraged, and nurtured by people of all races, creeds, colors, and dreams.

ALICE WALKER
Writer

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