
POMONA VALLEY MEDICAL GROUP HEALTH CARE HERALD

Fall 2008

~ News from ProMed Health Care Administrators and Pomona Valley Medical Group, Inc. ~

President's Message

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

I hope you have all had a nice recharging summer and enjoyed some good times with your family and friends. It's hard to believe that we are approaching the end of another year.

The Country is in the midst of change. The election for a new President is on the horizon and we must all be prepared for what the future holds. Concern for the direction of the Country is in the minds of all individuals, families and businesses. It looks like health care is definitely more stable than the financial world at this time. At ProMed, everything seems to be stable without any negative news to report.

We continue to work with Prospect towards coordinating different types of reporting and working with new auditors to comply with the requirements of publicly traded companies. The things that have changed since the merger are pretty much transparent but as a subsidiary of a parent company, we are faced with complying with different protocols that Prospect needs to follow.

We look forward to the Company's continued success with the assistance and cooperation of our staff and providers. I wish you all the best and thank you for your continued support.

~

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Chief Executive Officer's Bulletin

By Kit Thapar, M.D., CEO/CMO

The election process is in full swing. Our Nation is facing severe financial crisis and for the present time our Nation is seized with anxiety and concern about our economic welfare.

Healthcare and Iraq has faded back as main concerns for the Nation temporarily, however healthcare will emerge as a significant issue due to Baby Boomers retiring and getting eligible for Medicare. This will undoubtedly pose significant stress on the Medicare system which is going through its own fiscal viability.

We clearly don't know how the healthcare will evolve in the next decade except for the fact that we face an uphill task.

In our little world Blue Cross and PVHMC have terminated their hospital contract. This has posed operational issues for us in managing the care of our patients going forward. We have indicated to PVHMC and Blue Cross to find common ground and come to some understanding. It is ultimately their issue to resolve.

We as providers do not want to lose our patients and will continue to care for them under the new guidelines. I have been in touch with many of you discussing this transition and answering your questions. I will continue to provide you with updates.

We have successfully completed our negotiations with Blue Shield and are actively in discussion with Blue Cross and Aetna in extending our contracts.

Things for ProMed are steady and appear promising for the coming years. Again, I want to thank all of you for your support and association with ProMed.

HEALTH PLAN UPDATE

By Dawn Tumser, Provider Relations Supervisor

Care 1st Health Plan. All health education materials provided to your Medi-Cal patients need to be between 2nd and 6th grade reading level. Additionally, these materials need to be medically accurate, culturally sensitive and linguistically appropriate. Care 1st has the following Health Education Topics available in various languages:

Topics include:

- Age Specific Anticipatory Guidance
- Asthma
- Breastfeeding
- Dental
- Diabetes
- Exercise/Physical Activity
- Family Planning
- HIV-STD Prevention
- Hypertension
- Immunizations
- Injury Prevention
- Lead Poisoning Prevention
- Nutrition
- Obesity
- Parenting
- Perinatal
- Substance Abuse
- Tobacco Prevention and Cessation
- Tuberculosis

You may download these materials from the Care 1st website at: <http://www.care1st.com>.

PROVIDER UPDATES

New Providers

Joseph Klerer, MD – OB/GYN

Geeta Patel, MD – OB/GYN

Khaled Tawansy, MD – Peds Ophthalmology

Baburaj Thankappan, MD – Neurology

Provider Address Changes

Jairme Gonzalez, MD

350 Vinton Ave., Suite 204, Pomona, CA 91767
(909) 622-3353

Providers No Longer with PVMG

Sujit Chakrabarti, MD-General Surgeon

Vinod Patwardhan, MD-

Hematology/Oncology/PCP

PROVIDER SERVICES

By Dawn Tumser, Provider Relations Supervisor

PROVIDER SATISFACTION SURVEY

I want to thank those who participated in ProMed's 3rd 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.

ProMed Offices Closed

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:

- Thursday & Friday, November 27 & 28, 2008
For the Thanksgiving holiday
- Thursday & Friday, December 25 & 26, 2008
For the Christmas holiday
- Thursday & Friday, December 31 & January 1
For the New Year holiday

The holiday schedule is subject to change so if the schedule changes, you will be notified. 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 Karen Harvey at 909-932-1045 x 4402.

UMG News In Review

3rd Quarter Memos

The following are memos that were sent to providers regarding key issues in the past quarter. Please review to make certain you received the memos and their attachments. This information is usually good to share with your staff and maintain for future reference.

If you have any questions about these memos or require copies of the forms, please contact either the writer of the memo or Karen Harvey, Executive Assistant at 909-932-1045. Thank you.



Memorandum

Date: July 7, 2008
 To: ALL PVMG Providers
 CC: Managers and Supervisors: Auth Department: Case Managers
 From: Kit Thapar, MD, Chief Medical Officer
 Re: Rana Bahl, M.D.

We would like to retract a statement made in our recent Summer Newsletter. Dr. Rana Bahl was listed as a Provider No Longer with PVMG. Dr. Bahl will no longer be acting as a PCP for PVMG, he will be continuing with PVMG as a Cardiologist. Please update your records with this revised information.

*Dr. Rana Bahl - Cardiologist
 9635 Monte Vista Ave., # 208
 Montclair, CA 91763
 Phone: 909.399.0087
 Fax: 909.399.1032*

If there are any questions, please feel free to contact us. Thank you for your continued cooperation.

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Memorandum

Date: July 22, 2008
 To: All ProMed PCPs and Specialists
 CC: Kit Thapar, M.D., Laura Jewell, Dawn Tumser, Michelea Stanford
 From: Novella R. Quesada, RN, Director UM/QM
 Re: Auth Request Turn-Around-Time (TAT)

The UM department has experienced a reduction in staff in the past 2 months. Due to staff reductions the following standards for requesting services has been put into effect:

Status	Goal TAT	Health Plan TAT Requirements
Emergent <i>(Life or possible death)</i>	2 hours	4 hours
Urgent <i>(Services necessary to be provided in a day or so due to urgency)</i>	Same Day	72 hours
Routine	Commercial 2 days Senior 2 days	5 working days 14 calendar days
Retro	2 days	30 days

In order to avoid delays and help us meet our TAT goal your office must provide sufficient documentation to support your request.

Your full cooperation for ProMed to provide the best services would be greatly appreciated.

Please feel free to contact me @ 909.758.4668 if you have any questions or comments.

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Memorandum

Date: July 22, 2008

To: All PVMG & UMG Providers

CC:

From: Novella R. Quesada, RN, Director of UM/QM

Re: Male DEXA Scan Requests - UPDATED

UM has received quite a few requests for DEXA Scans for men. In order to review these requests the attached form must be completed and attached to the authorization requests.

Please feel free to contact me with any questions or concerns @ (909) 758-4668.

ATTACHMENT

ProMed QM Department

Male DEXA SCAN Questionnaire

Physician to complete form

Date: _____
 Name: _____ DOB: _____ Age: _____
 HMO/LOB: _____ ID: _____
 Date of last DEXA Scan: _____
 Bisphosphonate: No Yes Date initiated: _____
 BMI: _____

Prior fx. @ > 50 y/o No Yes Date: _____ Ex. Type: _____
 Parental h/o hip fx No Yes
 Use of systemic corticosteroids \geq 3 months No Yes Date: _____
 Hip fx (Prior) No Yes Date: _____

Cite: The New England Journal of Medicine 2008, 358; 1474 - 82, Osteoporosis in Men

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Memorandum

Date: September 18, 2008

To: All PVMG FP, IM, Peds and OB/GYN physicians

CC: K. Thapar, M.D., B. Bahreman, D. Ta, J. Caya, D. Tumser, L. Jewell, T. Phung

From: Novella R. Quesada, RN, Director of UM/QM

Re: DepoProvera Vendor – Effective October 1, 2008

ProMed is happy to announce a new vendor, Alpha Scientific Medical, will provide DepoProvera for contraception and treatment of Endometriosis.

You will no longer order DepoProvera from Option Care.

In order for your office to benefit from this new program you must follow the process outlined below:

- The requesting physician will request authorization from ProMed's UM department
 - DepoProvera.
 - 11055 150mg (11051 50mg is not available, however you can order the 150mg vial and administer the recommended dosage for the treatment of Endometriosis)

Once ProMed verifies the benefit the UM department will fax a copy of the authorization to the requesting physician and to Alpha Scientific Medical, on behalf of the ordering physician. You do not have to order from Alpha Scientific Medical, we will do this on your behalf for HMO patients only.

- Alpha Scientific Medical will deliver your order directly to your office
 - Orders received by 3:00 p.m., Monday to Friday, will be delivered within 2 business days by UPS overnight delivery, CA Overnight Express delivery or courier.

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- Alpha Scientific Medical will bill the ordering physician \$32.80, which includes tax, shipping and handling. You are responsible to pay this amount to Alpha Medical within 30-days from the date of delivery.
- In turn, the ordering physician will submit a claim to ProMed for the DepoProvera and will be reimbursed \$40 minus the co-pay that you collect at the time of service (which will be indicated on the authorization from ProMed forwarded to you).
- *Alpha Scientific Medical has a Non-Returnable Policy which means returned merchandise will not be accepted for credit.*

Alpha Scientific Medical can be reached at:

Alpha Scientific Medical, Inc
1751 Yeager Avenue
La Verne, CA 91750
Accounts Payable Phone: 909/802-7000, ex. 225

ProMed's goal is to provide the best care and services to our patients. If you have any questions call Novella R. Quesada @ 909/758-4668.



Memorandum

Date: September 30, 2008

To: PVMG PCPs

CC: K. Thapar, M.D., B. Bahreman, D. Ta, J. Caya, D. Tumser, L. Jewell, T. Phung

From: Novella R. Quesada, RN, Director of UM/QM

Re: OB Care for Blue Cross patients

Effective October 1, 2008

In order for PVMG/ Blue Cross patient's to receive OB care they must be referred to OB/GYN 's with privileges at San Antonio Community Hospital (SACH).

The following OB/GYN's do not have privileges at SACH whereby you must not refer Blue Cross patients for OB/GYN services:

- Jeffrey Lee, MD
- Robert Lopez, MD
- Duong Thieu Phung, MD
- Ju Rhee, MD

Please refer to the ProMed Provider directory or ProMed Member Services at 909/932-1045 option 1, for alternative OB/GYN referrals for OB/GYN services. ProMed will notify you when the above physicians obtain privileges at SACH. Until that time do not refer your OB/GYN referrals to the above mentioned OB/GYN's.

If you have any further questions or comments please feel free to contact Dr. Thapar at 909/932-1045 ex. 4404.

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A Message from the UM/QM Department

By Novella R. Quesada, RN, Director of UM/QM

Greetings to all! I hope everyone had a great HOT summer. I think we are all looking forward to cooler days!

I thought for this article I would discuss tips on submitting authorization requests without delays. The main hint is to submit all supporting information for the medical review. This will avoid delay with a decision. Delays may occur because the authorization request form is not complete. By complete I mean the diagnosis code, procedure code, physician signature, requesting service or provider is listed and a brief description is provided. A completed form is the first step to a successful submission and an expedient decision.

Please keep in mind if UM cannot read your physician notes your request will be closed and returned for dictated notes. UM does not want to make any assumptions in interpreting poor penmanship.

MCNET users can avoid delay by indicating in the notes why you are requesting services. Leaving notes blank will delay your request. If you don't want to submit paperwork, state in your notes why requesting services along with supporting information.

Requests to Tertiary facilities must be justified and all in-plan services exhausted. Physicians must communicate amongst each other before referring patients out. If the patient requires tertiary care please do not indicate a specific facility, just the specialty. The UM department will determine which of our contracted tertiary facility can provide the requested services. We have very reliable contacts at the tertiary facilities that assist UM with the best possible specialist that will meet your patient's needs. Another hint to avoid delay is to submit the following forms along with your request for the specified services:

- DEXA Scan
 - Male
 - Female
- Male
- Female
- DME form for wheelchair, hospital bed or TENs unit
- Pain Management
- Sleep Study
- Bariatric Surgery
- Breast Reduction

I am in the process of creating additional forms to assist with determining medical necessity for specific services.

I hope the information I provided will assist you in submitting completed authorization request forms. Please feel free to contact me if you have any questions or comments. (Novella R. Quesada, RN @ 909/758-4668)

Special Dates

YOM KIPPUR

THURSDAY, OCTOBER 9, 2008

COLUMBUS DAY

MONDAY, OCTOBER 13, 2008

NATIONAL BOSS DAY

THURSDAY, OCTOBER 16, 2008

HALLOWEEN

FRIDAY, OCTOBER 31, 2008

DAYLIGHT SAVING TIME ENDS

SUNDAY, NOVEMBER 2, 2008

ELECTION DAY

TUESDAY, NOVEMBER 4, 2008

VETERANS' DAY

TUESDAY, NOVEMBER 11, 2008

THANKSGIVING DAY

THURSDAY, NOVEMBER 27, 2008

WINTER BEGINS

SUNDAY DECEMBER 21, 2008

HANUKKAH

MONDAY, DECEMBER 22, 2008

CHRISTMAS DAY

THURSDAY, DECEMBER 25, 2008

KWANZAA BEGINS

FRIDAY, DECEMBER 26, 2008

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