

HEALTH CARE HERALD

News From ProMed Health Care Administrators & Pomona Valley Medical Group, Inc.
Summer 2008

President's Message

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

It is graduation time for all the graduates in the ProMed provider family. Congratulations and good luck!

It has been one year since we merged with Prospect. PVMG continues to do well. The IPA would like to pursue mutually beneficial exclusive PCP contracts. We continue to work on payor contracts to enhance the revenue stream for all of us.

We are all waiting for 2009 post-election era challenges.

I am sure with all the committed providers we will be able to face the challenges.

Thank you.

Chief Executive Officer's Bulletin

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

It seems like a blink of an eye and summer is upon us. Democrats have finally decided their candidate for the Presidency. We all will be subjected to election politics for months to come.

As usual health care will be among one of the most important issues discussed and disputed by either parties' candidates and their solutions offered to the ailing health system.

It will be interesting to learn each parties' solutions to providing health care to Americans. We will hear different options, strategies and legislations in the near future. Despite all the rhetoric not much will change after the dust settles.

Our State budget is at an all time high deficit and has yet to be finalized. State programs like Medi-Cal are in limbo and their payments to providers might be withheld.

ProMed continues to stay vigilant and prepare for changes that may affect us. We continue to do well and strive to keep improving.

Thank you for your support.

Laughter is to life what shock absorbers are to automobiles. It won't take the potholes out of the road, but it sure makes the ride smoother.

BARBARA JOHNSON
Writer

While there is a chance of the world getting through its troubles, I hold that a reasonable man has to behave as though he were sure of it. If at the end your cheerfulness is not justified, at any rate you would have been cheerful.

H.G. Wells(1866 – 1946)
Writer

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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 2nd qtr. (2008) Provider Satisfaction Survey. Results will be shown in the Fall Newsletter.

In addition to this survey being an NCQA requirement, it also used to determine the providers perspective of the IPA management services. This survey will be used to identify opportunities for improvement and to identify areas that may require further study. Thank you again for your participation and support.

PCP CLOSED PANEL

Just a reminder that if you decide to close Your panel, the PCP contract states, "Provider Shall accept and provide Primary Care Services to a minimum of five-hundred (500) Enrollees. Once Provider has accepted the minimum number of Enrollees, Provider may apply to IPA to designate Provider's practice as open to existing Enrollees or closed to any new enrollees including Enrollees who transfer from one contracting Health Plan to another."

If you are currently closed to new members and would like to open your panel, please contact Dawn Tumser at (909) 932-1045, Ext. 4673 or fax your request to (909) 932-1065.

PROVIDER UPDATES

New Providers

May Dagher, MD – Pediatrics
Priti Desai, MD – Pediatrics
Pratima Patel, MD - Pediatrics
Pawena Thoophom, MD – Pediatrics
Moses Nasser, DO – Family Practice
Cecilia Soriano-Casaclang, MD -Pediatrics
Diane Bellwood, DC – Chiropractic
James Alvis, DC – Chiropractic
Anil Shivaram, MD – Ophthalmologist
Kathleen Bradley, MD – Perinatal
Janet Horenstein, MD – Perinatal
Sachin Patel, MD – Orthopaedics
Swapnil Rajurkar, MD – Hematology/Oncology

New Providers

Provider Address Changes

Abid Khan, MD
1001 West 6th Street
Ontario, CA 91762
(909) 984-0313

Gregory Lercel, MD
1902 Royalty Drive, #130
Pomona, CA 91767
(909) 629-4604

Neeraj Gupta, MD
1902 Royalty Drive, #130
Pomona, CA 91767
(909) 629-4604

Albert Chong, MD
1902 Royalty Drive, #130
Pomona, CA 91767
(909) 629-4604

Providers No Longer with PVMG

Luis Perez, MD
Rana Bahl, MD
Samir Anabi, MD
Joe Park, MD
Gregory Suelzle, MD
Milan Patel, MD
Marcus Connelly, MD
Samuel Liu, MD
Sierra San Antonio Urgent Care

THE FOLLOWING ANECDOTE by Isaac Asimov, one of the most prolific writers of all time, appears in the book *Asimov Laughs Again* (Harper Perennial):

While in the hospital, my dear wife, Janet, brought me the manuscript of my autobiography. It was a long one and was eventually published in two volumes running to 1,500 pages.

Ben Bova came to visit and found me poring over the stack of manuscript. "What's That?" he asked. "My autobiography," I said. "Aha," he said. "now you'll have a chance to make yourself out to be a hero." "on the contrary," I said austerely, "I'm putting every dumb thing I ever did." And he said, "No wonder, then, there are so many pages."

ProMed News in Review – Qtr. 2, 2008 Memos

By Karen Harvey, Executive Assistant

Linda Hillebrand, D.O. OB/GYN Termination – March 24, 2008

PVMG has accepted Dr. Hillebrand's notice of termination effective June 1, 2008.

Dr. Hillebrand will continue to follow all patients currently under her care for pre-natal care, delivery and post-partum care.

Patients currently under Dr. Hillibrands care for GYN are being transferred to Dr. Simmi Dhaliwal and Dr. Patricia Lee. Please assist your patients with accessing care as soon as possible so that there is no interruption with care.

Please do not refer any new patients to Dr. Hillebrand. Please refer patients to any of our other in-network/contracted OB/GYN's.

Pomona Valley Medical Group – Hematology/Oncology Services – April 9, 2008

Effective immediately, all Hematology/Oncology Physicians previously with PVMG have returned.

Current List of PMVG Network Panel of Hematology/Oncology Physicians

- Vandana Agarwal, M.D.
- Swarna Chanduri, M.D.
- Labib Hashimi, M.D.
- Alaa Latif, M.D.
- Imtiaz Malik, M.D.
- Vinod Patwardhan, M.D.
- Swapnil Rajurkar, M.D.
- Krishna Reddy, M.D.

PVMG HMO patients can be referred to any one of the PVMG Network Panel of Hematology/Oncology Physicians listed above.

All Hematology/Oncology Referral and Authorization requirements prior to March 15, 2008 have been restored.

If you have any questions, please call our Customer Service Department at (909) 932-1045, press Option #1.

Pain Management Referrals – April 14, 2008

In order to better serve our patient's pain management needs the following information must be submitted with your Consult request:

- Detailed history
- Treatment rendered
- Imaging study results

If the above information is not provided your request will be returned for the required information, which in turn will delay services for your patient.

Request for Services/Tertiary Services/OON Consult – May 23, 2008

We have noticed an increase in denials due to requests for non-contracted physicians, facilities and ancillary services.

When submitting your Authorization Request please leave the name of the physician, facility or ancillary vendor BLANK. The UM Staff will assign the appropriate contracted facility or ancillary vendor. Indicate the physician's specialty and the UM nurse reviewer will assign the appropriate specialist according to the patients diagnosis and needs.

OON Second Opinion requests will be forwarded to the health plan once a patient has been evaluated by our contracted specialist.

Your full cooperation with providing our patients the best service that ProMed can provide is greatly appreciated.

New Vaccine Guidelines and Reimbursement UPDATE – June 2, 2008

Attached please find a recently **UPDATED** New Vaccine Guideline and Reimbursement Grid. (see pages 6 - 8).

ProMed News in review

continued on page 4

The only change to the matrix is for Health Net members and Gardasil (90649).

Health Net is financially responsible for vaccines effected by SB168 and Gardasil falls into that category and is provided by Curascript (HN's Vendor). Health Net has instructed Curascript to dispense only with Health Net authorization. Therefore, all Health Net members, age 0-17, must be submitted to Health Net's pharmacy for prior authorization.

**HN Pharmacy – 800-548-5524
FAX – 818-676-8086**

PLEASE DESTROY ALL PREVIOUS NEW VACCINE GUIDELINES AND REIMBURSEMENT MATRIX'S AND REPLACE WITH THIS ONE.

As usual, thank you for your patience. If you have any questions or comments, please feel free to contact us.

Auth Request Turn-Around-Time (TAT) – June 13, 2008

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:

<u>Status</u>	<u>Goal TAT</u>	<u>Health Plan TAT Requirements</u>
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	2 days	5 working 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.

A Message from the UM/QM Department

By Novella R. Quezada, RN, Dir. UM/QM

Well my first 90 days have passed ever so quickly! I appreciate all your words of encouragement and look forward to working with all to provide the best care for our ProMed patients.

We have included the memos that have gone out to all providers in regards to UM issues. Please contact Karen Harvey @ (909) 932-1045, ext. 4402 if you did not receive your faxed memo. We have also included updated UM forms. Providing these tools allows you to submit enough information to allow the UM Department to process your requests without delay.

Don't forget you can also submit your authorization request on-line. Please contact Hatim Mouissa @ (909) 932-1045, ext. 4681 for additional information.

Please feel free to contact me with any questions regarding UM issues @ (909) 758-4668.

Did you know....

Immunization Records on-line

Web based registry tracks childhood and adult immunization records. This link allows physicians to know what immunizations a child or an adult has received. This is a FREE confidential immunization registry that you can access to enter immunization or look up immunizations provided and print "yellow card" for school enrollment.

Go to www.c.c.gov/vaccines/programs/iis/default.htm to locate California's immunization registry and for information on how you can participate.

Drug Safety Alerts

Physicians can now receive important, time urgent drug safety alerts on line instead of through the mail.

The Health Care Notification Network (HCNN) is free to physicians and includes no advertisements or marketing materials. Once you sign up, HCNN will e-mail you alerts about significant drug label changes, warnings and recalls. For more information or to enroll, go to www.hcnn.net.

Obesity Tool Kits

Three new toolkits to help physicians prevent, assess and

Did you know...

continued on page 5

treat obesity in adults, adolescent/pediatric and pre-and – post bariatric surgery patients have been developed by the CMA Foundation and California Assoc. of Health Plans in collaboration with physician groups and commercial and Medi-Cal managed care health plans. The toolkits include clinical guidelines, resources for patient education and communications, billing codes and pt. weight management strategies. To download copies of toolkits go to CMA Foundation website @ www.calmedfoundation.org, click on “Projects” and “Obesity Prevention Project”.

Hospice Suite @ PVHMC

Hospice care is one of the least utilized services for our terminally ill patients. Our PCPs need to discuss options for our terminally ill patients including Hospice Care. Hospice provides services that 1) promote physical, emotional and spiritual comfort, 2) Palliative care rather than curative treatment, 3) recognize dying as a natural part of life and focuses on maintaining the quality of remaining life and 4) affirms life and neither hastens nor prolongs the dying process.

In order for a patient to be eligible for Hospice 2 physicians must certify that the patient is terminally ill with a life expectancy of 6 months or less, if the disease follows its normal course, the patient and/or family are aware of the prognosis and elect palliative care rather than curative measures.

Hospice levels of Care:

Routine – provided in a patient’s home, SNF or Board & Care facility

Respite – provided in a SNF for up to 5 days to relieve caregivers

Continuous Care – short term private duty nursing in the home for an acute crisis

General Inpatient – short term care provided in a hospital or SNF for an acute crisis

- Provided when more intensive interventions are necessary to manage pain and symptoms during a period of crisis and instability which cannot be effectively managed in the home

The General Inpatient Hospice care is available @ PVHMC. The Hospice Suite is available for patients who are currently inpatients @ PVHMC or for SNF and home Hospice patients. There is a home lite interior decorated room on the TCU @ PVHMC. There is a sofa bed in the room for family members to spend the night.

Admission Criteria

- Uncontrolled pain – requiring aggressive or complicated technical devices, medication that requires an RN
- Severe respiratory distress
- Intractable nausea and vomiting
- Hemorrhaging

- Transfusions for symptom relief
- Seizures
- Pathological fractures
- Complex Wound Care
- Actively dying with acute distress
- Unmanageable behaviors – delirium, agitation, acute anxiety, fear of dying, and/or depression, requiring intensive intervention

How to refer or questions:

Please contact VNA and Hospice of So. Cal. Referral Center @ (800) 969-4862

NCQA UM Standards

By: Novella Quesada, RN , Director of UM/QM

All providers are reminded that medical necessity decision-making is based on appropriateness of care and service and not based on benefit design or coverage. IPA does not compensate physicians or nurse reviewers for denials. IPA does not offer incentives to encourage denial of coverage or service and notes that special concern and attention should be given to the risk of underutilization.

The criteria cited in a denial or modification is available upon request.

Everything I understand, I understand only because I love.

LEO TOLSTOY (1828 – 1910)
Writer

THE CONSULTANT’S TWO TOOLS

The “answer” is the second most important tool a consultant can use; understanding the question ranks first.

RAY PAYN
Consultant’s Little Instruction Book
Mega Media Press

It’s easy to come up with new ideas; the hard part is letting go of what worked for you two years ago, but will soon be out of date.

ROGER VON OECH
Creativity expert and writer

POMONA VALLEY MEDICAL GROUP, INC.
NEW VACCINE GUIDELINES
CHILDHOOD/ ADOLESCENT AGE 0 THRU 17 YRS
Updated 6/08

VACCINE/CPT	# DOSES	CHILDHOOD/ADOLESCENT SCHEDULE (age 0 thru 17 yrs)	PRO MED REIMBURSE	PRIOR AUTH REQUIRED
<u>BOOSTRIX:</u> <u>CPT: 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:</u> <u>CPT: 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 10/1/07 \$90.00	NO
		NOTE; IF YOU ADMINISTER 90733, MENOMUNNE INSTEAD, <u>MENOMUNE</u> WILL REQUIRE PRIOR AUTH		<u>YES</u>
<u>ROTATEQ:</u> <u>CPT: 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:</u> <u>CPT: 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:</u> <u>CPT: 90649</u> (HPV) ***MUST RECEIVE PRIOR AUTH FROM HN Pharmacy – 800-548-5524 FAX – 818-676-8086	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

POMONA VALLEY MEDICAL GROUP, INC.
NEW VACCINE GUIDELINES
ADULTS- AGE 18 AND UP
Updated 6/08

VACCINE/CPT	# DOSES	Adults (Age 18 yrs and up)	PRO MED REIMBURSE	PRIOR AUTH REQUIRED
<u>ADACEL CPT:</u> <u>90715</u> (Dtap) Tetanus, Diphtheria & Pertussis	1	Age 19-64 (provisional rec from ACIP) 1 dose if they received last Tetanus booster \geq 10 yrs earlier. , or last tenaus > 5 years with open trauma (Given in lieu of Td)	\$50.00	YES
<u>MENACTRA:</u> <u>CPT: 90734</u> (MCV4) Meningococcal		Age 18 and over (Medical justification for this required)	\$87.00 Eff 10/1/07 \$90.00	YES
<u>ZOSTAVAX: CPT:</u> <u>90736</u> (Zoster Vaccine live)	1	Adults age 60 + w/ history of having chicken pox. * Not a treatment for shingles or postherpatic neuralgia <i>Note: For HMO senior members, this will be denied to Part D benefit</i>	\$155.00	YES
<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. 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 6/08

HMO	Boostrix/ Adacel (90715)	Menectra (90734)	Rotateq (90680)	Gardasil (90649)	ProQuad (90710)	Zostavax (90736)	Varicella – 2 nd Dose Only (90716)
COMMERCIAL & POS -- HMO							
<i>AETNA</i>	Bill PVMG	Bill PVMG	Peds Bill HMO* Adults Bill PVMG	Peds Bill HMO* Adults Bill PVMG	Bill PVMG	Bill PVMG	Peds Bill HMO* Adults Bill PVMG
BLUE CROSS	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG
BLUE SHIELD	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG
CIGNA	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG
HEALTH NET	Bill PVMG **	Bill PVMG **	Bill PVMG **	Peds Auth MUST get from HN Pharmacy – 800-548-5524 FAX – 818- 676-8086 Adults Bill UMG	Bill PVMG**	Bill PVMG**	Bill PVMG **
GREAT WEST	Bill HMO	Bill HMO	Bill HMO	Bill HMO	Bill HMO	Bill HMO	Bill HMO
PACIFICARE	Peds Bill HMO* Adults Bill PVMG	Peds Bill HMO* Adults Bill PVMG	Peds Bill HMO* Adults Bill PVMG	Peds Bill HMO* Adults Bill PVMG	Bill PVMG	Bill PVMG	Peds Bill HMO* Adults Bill PVMG
MEDI-CAL -- HMO							
<u>ALL MEDI-CAL PLANS</u> i.e. BLUE CROSS, CHP, HEALTH NET & CARE 1ST	BILL VFC (Peds) Adults Bill PVMG	BILL VFC (Peds) Adults Bill PVMG	Bill VFC	BILL VFC (Peds) Adults Bill PVMG	Bill VFC	Bill PVMG	BILL VFC (Peds) Adults Bill PVMG
HEALTHY FAMILIES -- HMO							
<i>BLUE SHIELD HF</i>	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	N/A	Bill PVMG
HEALTH NET HF	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	Bill PVMG	N/A	Bill PVMG
SENIOR -- HMO							
<u>ALL SENIOR PLANS</u> i.e. IVHP, SECURE HORIZONS, & HEALTH NET	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.

Member Satisfaction Survey 2007

By Michelea Stanford, UM Manager

2007 Individual Year Results

	#	ACCESS	REC/EX RM	WAIT TIME	CUST REL	BUS OFF	STAFF CARE	MD CARE	TTL SAT
FP	31	95.0%	97.7%	94.9%	99.6%	99.6%	98.4%	99.4%	97.8%
IM	15	95.7%	99.4%	99.6%	99.8%	98.1%	99.5%	100.0%	98.9%
PDS	13	96.1%	95.7%	95.5%	99.4%	100.0%	99.0%	100.0%	97.9%
TTL PCP	59	95.6%	97.6%	96.7%	99.6%	99.2%	99.0%	99.8%	98.2%

2007 Cumulative Results- Years 2005 thru 2007 (3yrs)

	#	ACCESS	REC/EX RM	WAIT TIME	CUST REL	BUS OFF	STAFF CARE	MD CARE	TTL SAT
FP	102	93.7%	95.0%	93.5%	98.0%	99.3%	97.8%	98.3%	96.5%
IM	67	93.3%	96.9%	95.9%	99.5%	99.8%	98.8%	99.2%	97.5%
PDS	45	96.3%	94.4%	93.5%	98.9%	98.8%	98.3%	98.9%	97.0%
TTL PCP	214	94.4%	95.4%	94.3%	98.8%	99.0%	98.3%	98.8%	97.0%

Provider Satisfaction Survey

Pomona Valley Medical Group 2007

Approval rate = agree + strongly agree

	2005 YTD	2006 YTD	2007 QRT 1	2007 QRT 2	2007 QTR 3	2007 QTR 4	2007 YTD
SURVEYS SENT	433	451	115	50	116	116	397
RESPONSES	169	168	46	23	49	51	169
RESPONSE RATE	39.03%	37.25%	40.00%	46.00%	42.24%	43.97%	42.57%
Questions:	APPROVAL RATE	APPROVAL RATE	APPROVAL RATE	APPROVAL RATE	APPROVAL RATE	APPROVAL RATE	APPROVAL RATE
IPA staff returns your phone calls promptly	93.5%	95.2%	91.3%	81.8%	83.7%	90.2%	86.7%
IPA staff answers your questions to your satisfaction	92.8%	95.8%	93.5%	87.0%	91.8%	88.2%	90.1%
IPA staff is courteous when you call	95.8%	98.8%	87.0%	87.0%	81.6%	88.2%	85.9%
IPA staff is helpful when you call	95.8%	96.4%	95.6%	87.0%	85.7%	88.2%	89.1%
	94.5%	96.6%	91.8%	85.7%	85.7%	88.7%	88.0%
Your claims are processed in a timely fashion	82.9%	88.7%	91.3%	91.3%	81.6%	84.3%	87.1%
Questions regarding claims are handled quickly	84.6%	86.9%	84.8%	91.3%	69.4%	86.3%	82.9%
Questions regarding claims are handled appropriately	87.5%	84.4%	82.6%	87.0%	69.4%	84.3%	80.8%
	85.0%	86.7%	86.2%	89.9%	73.5%	85.0%	83.6%
Referrals are returned to you in a timely fashion	87.7%	95.2%	84.8%	82.6%	91.8%	84.3%	85.9%
IPA referral forms are user friendly	95.3%	95.9%	91.3%	91.3%	93.9%	98.0%	93.6%
Questions regarding referrals are handled quickly	92.3%	95.3%	89.1%	87.0%	93.9%	86.3%	89.1%
Questions regarding referrals are handled appropriately	85.8%	89.4%	76.1%	87.0%	79.6%	86.3%	82.2%
	90.3%	94.0%	85.3%	87.0%	89.8%	88.7%	87.7%
Contracted ancillary providers render adequate services as listed below:							
Lab	59.1%	55.1%	63.0%	56.5%	49.0%	64.7%	58.3%
Radiology	63.5%	76.5%	78.3%	69.6%	73.5%	84.3%	76.4%
Home Health	53.4%	64.6%	63.0%	39.1%	64.6%	54.9%	55.4%
DME	51.4%	64.5%	60.9%	30.4%	61.2%	51.0%	50.9%

Comments:

No Complaints

Stat requests are slow with the lab.

Difficult to get stat radiology appointments.

Continued problem with OB claims for premies.

Patients not satisfied with dermatology specialists.

Problems with lab refusing to allow us to have copies of patient labs ordered by another doctor even though we are PCP and need results.

Stat labs take too long, longer than regular labs.

Crutches need to be delivered in less than 24 hours.

Stat labs take more than 24 hours.

Stat x-rays not read stat, especially from Chino Hills.

Clinical Checklist for Pain Management

The following form must be completed as well as supporting documentation attached in order to make a decision for a Pain Management consult.

Patient Name:	DOB:	Age:	Date:
Diagnosis:			

Patient Request **Yes** **No**

Chiropractic Therapy
Duration: _____
(include dates)

Physical Therapy
Duration: _____
(include dates)

Acupuncture
Duration: _____
(include dates)

2. Recent Medications tried and failed (Narcotics, Nonsteroids, Muscle Relaxants)

3. X-rays, MRIs (Recent) Attach reports.

4. Pain.

Duration: _____

Level of pain (1-10): _____

5. Specialist's documentation (Attach, including PCP notes).

Orthopedic Surgeon: _____

Neurology: _____

NeuroSurgeon: _____

Physician Signature: _____ Date: _____

**Return to Utilization Management Department Via Fax (909) 949-8698 – PVMG
(909) 291-4434 – UMG**

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: _____ Fx. Type: _____

Parental h/o hip fx No Yes

Use of systemic corticosteroids \geq 3 months No Yes Date: _____

Excessive ETOH use No Yes How long: _____

Rheumatic Arthritis No Yes

Hip fx (Prior) No Yes Date: _____

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

Female – DEXA SCAN – Osteoporosis Score Sheet

Physician to complete form

Name _____ Date _____

HMO: _____ ID: _____

Date of last Bone Scan: _____ Bisphosphonate No Yes Date Initiated _____

1. What is your current age: Years
 Take the number in the Outlined area, Multiply by 3, and enter here..... _____ **Start**

2. What is your race or ethnic group: (Check one.)
 African-American/Black American _____ Enter 0
 Caucasian Hispanic Asian _____ Enter 5
 Native American/American Indian Other _____ Enter 5

3. Have you ever been treated for or told You have rheumatoid arthritis?
 Yes No If yes, enter 4 _____

4. Since the age of 45, have you experienced a fracture (broken bone) at any of the following sites:
Hip Yes No If yes, enter 4 _____
Rib Yes No If yes, enter 4 _____
Wrist Yes No If yes, enter 4 _____

5. Do you currently take or have you ever taken Estrogen? (Examples include Premarin, Estrace, Estraderm, and Estratab.)
 Yes No If no, enter 1 _____

6. What is your current weight? Pounds
 Add score from questions 1 – 5. _____ **Subtotal**
 Take the numbers in the outlined areas and **subtract** from subtotal - _____

FINAL SCORE

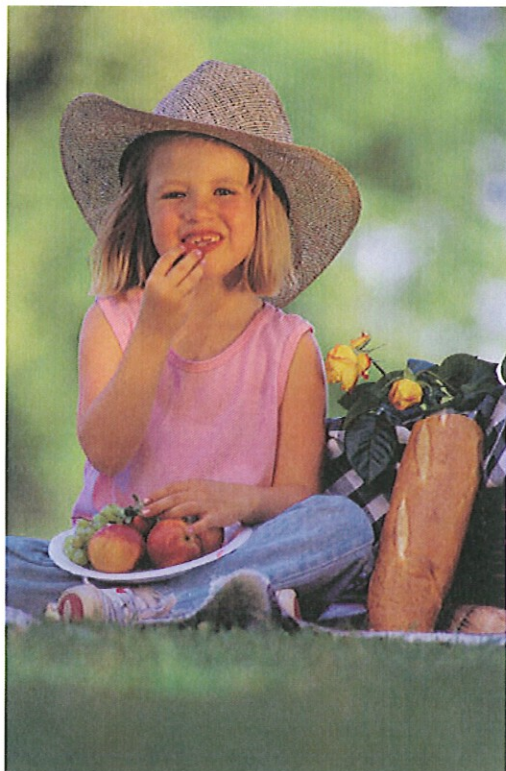
ProMed Offices Closed

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:

Friday, July 4, 2008 – Independence Day
Monday, September 1, 2008 – Labor 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.



<i>Special Dates</i>
INDEPENDENCE DAY
FRIDAY, JULY 4, 2008
LABOR DAY
MONDAY, SEPTEMBER 1, 2008
FIRST OF RAMADAN
TUESDAY, SEPTEMBER 2, 2008
FALL BEGINS
MONDAY, SEPTEMBER 22, 2008
ROSH HASHANAH BEGINS AT SUNDOWN
MONDAY, SEPTEMBER 29, 2008

The supreme accomplishment is to blur the line between work and play.

ARNOLD TOYNBEE (1889-1975)
Historian

You're not as young as you used to be. But you're not as old as you're going to be. So watch it!

IRISH TOAST

A person called a phone number and a voice at the other end of the line said, "Our answering machine is out of order. This is the secretary speaking."

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Published
June 2008