

PM Update



Bringing relevant issues to practice managers

Winter 2012

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ISMIE

Mutual Insurance Company

The Physician-First Service Insurer®

2012 Holiday Hours

ISMIE Mutual offices will be closed **December 24, 25, 31 and January 1.**

Wishing you Joy, Peace and Good Health in 2013!

1. Sanity-Saving Strategies for the New Year

When your doors open in the New Year, be sure to have a few protocols in place that can save you some headaches and reduce your claim hassles - *all year long.*

- For patients coming into the office after January 1, inquire whether their insurance carrier has changed. If so, ask the patients for their new insurance ID cards so files can be updated.
- Verify demographics (address, telephone numbers, etc.) to ensure that the office has all current information. If demographics on file in the physician's office differ from the insurance company's information, **claims may be denied.**
- Ensure that all office policies and procedures are up-to-date, and all required paperwork is in order.

The New Year will be here before you know it, so make sure your office is up-to-date with its patient info and procedures!

2. Key Coding Updates will Impact Your Medical Practice

The Centers for Medicare and Medicaid Services (CMS)'s [final rule for the new ICD-10-CM code set](#) delays the compliance deadline to **Oct. 1, 2014**. Although a year-long reprieve was granted, it's not too soon to begin preparing for the new electronic health care transaction standards. Staff involved with billing and coding will need *significant* training. Stay tuned for more information on the Illinois State Medical Society's upcoming ICD-10-CM Workshops.

The updates to the Current Procedural Terminology (CPT) code set **for 2013** are substantial and include:

- 186 additional codes.
- The deletion of 119 outdated codes.
- 263 revised codes.

The [new code set, announced by the AMA last summer](#), addresses the ongoing advancements in health care and should be used for claims filed on or after Jan. 1, 2013.

3. Keep ISMIE Tapped in to Changes in Your Office

Practice managers play a huge role in managing risk in a medical office. Ensure that your physicians' information is always correct and current with ISMIE Mutual.

Please inform us of the following practice changes:

- Changes to an office practice location or contact information (address, phone, fax, email).
- Alterations to practice time or patient volume (if your physician is changing his or her status to part-time, retired, etc.).
- Changes in practice relationships (partners, shareholders, employees or allied health personnel).
- Additions or deletions to the practice's hospital affiliations.
- The practice's desire to change policy limits of liability.
- The practice's decision to add a new activity (such as a medical director position, practice of concierge medicine or practice as a hospitalist).
- The deletion of or any additional procedures to the practice.

To report practice changes, please complete a [Change Request Form](#) and fax it to 312-782-2023. For more information, [email](#) the Underwriting Division or call 800-782-4767.

4. When the Phone Rings, Remember these Message Tips

It may not always seem so, but taking detailed telephone messages is of the utmost importance for patient care - not to mention reducing your physicians' liability risks. Poor communication with phone messages may lead to delayed diagnosis, medication errors, weakening of the physician-patient relationship and increased risk of lawsuits.

Ideal phone messages must contain:

- The patient's name, or the caller's name if different, and the relationship to the patient.
- Name of staff member or physician taking the call.
- Date and time of call.
- The number to return the call.

- Reason for call.
- Instructions given by the office.

Every clinically relevant phone call should be documented in the patient's medical record.

5. Did You Know You're in Good Company?

According to a [recent Gallup poll](#), professionals working in the medical field are seen as more honest and ethical than those who work in other professions. Nurses, pharmacists and medical doctors top the list. Languishing at the bottom: advertising practitioners, members of Congress and car salespeople.

We know that practice managers are instrumental in creating trustworthy environments that contribute to excellence in patient care - *and* help put medical professionals at the top of the list.

We salute YOU this holiday season.