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EDITOR

Carolee Hildenbrandt, RN, MA
Consultant
Gold Health Strategies, Inc.
Phone: 212-953-1504
childrenbrandt@goldhealthstrategies.com

ADMINISTRATOR

Susan Rooney, RN
Clinical Administrator
Phone: 631-446-4848
srooney@samaritanpo.org

Practice Manager Meeting

Next Meeting:

Thursday, May 10, 2018 at 8:00 AM

Topics:

- **First in a series to spot light our SPO Specialist: Zilka Radiologist**
- **Update on New Medicare Cards**
- **Welcome Strategies for New Patients**

Location:

**Patio Café—Back of Employee Cafeteria
(1st Floor)**

Please visit www.spo-ny.org.
Registration is simple, quick, and
limited to current members!

NEED HELP?

- Practice Management Problems
- Claims Issues
- Medical Policy Concerns

Call Susan Rooney
at (631) 446-4848 or email
srooney@samaritanpo.org

What is New on Controlling Costs and Improving Quality Care?

Polypharmacy

Polypharmacy is defined as 5-9 medications or more currently in use by one patient. Some define it as taking medications that lack an indication, is ineffective, or is duplicative of another medication. According to a study conducted in 2016, 36% of community dwelling older adults (62-85) were taking 5 or more prescriptions. Following clinical practice guidelines for multiple conditions predictably leads to polypharmacy with complicated, costly, and burdensome regimens. The goal is to evaluate and reduce polypharmacy where appropriate and improve health outcomes through a deprescribing process.

Deprescribing is a process defined as reviewing all current medications; identifying medications to be ceased, substituted or reduced; planning a deprescribing regimen in partnership with the patient.

A medication review should also include OTC (over the counter) and complementary alternative agents. Start with the “brown bag” review of the patients medications. Talk to the patient about the deprescribing process and begin with one medication at a time.

Through our Quality Bonus Programs, we can identify any of your patients that fit this category and make that list available to you for your review.

Empire Claim Denials? Read below:

If you are having a claim denial issue, Empire requires you to go through Provider Services and obtain a reference number. If the issue is not resolved, ask for a supervisor and obtain their name. If, after a reasonable time the issue is not resolved, reach out to SPO with the details, reference numbers and supervisor you spoke with and when. Only then will they escalate the issue. Please do not reach out to the local provider initially or anyone else. If the issue is something other than claims, the same procedure should be followed.

A Welcome to New Patients:

“First Impressions Are Often Lasting Impressions”

The telephone greeting by staff when answering the phone is critical

- The greeting should include the name of the person answering the phone and practice name.
- Allow the patient to speak before putting them on hold
- Try to establish a rule that someone picks up the phone by 3 rings.

New Physicians Joining Your Practice

Please reach out to Susan Rooney to assist your new physician in joining SPO. Even though your practice is in SPO, the new physician must join SPO to participate in our contracts. SPO’s by-laws require that a physician either have staff privileges, or have “community physician” status. If the physician has neither, Susan Rooney can provide information on becoming a “community physician” at Good Samaritan.