

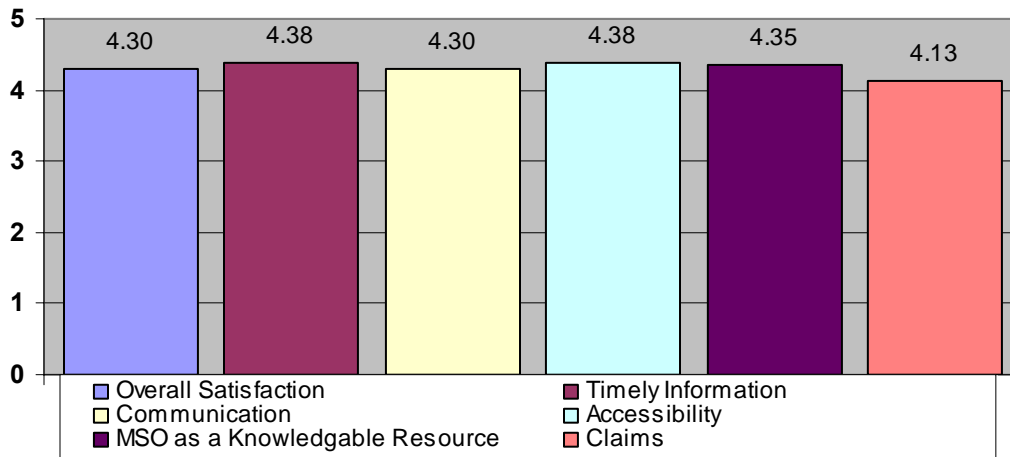


LETTERS FROM LEE

Health Care Reform is certainly a hot topic these days. Everyone (whether they know anything about healthcare or not) has an opinion. We have been attending conferences and webinars to become as knowledgeable as possible about the package and even have a copy of the plan. The package includes many new programs, government committees, and changes. Once the dust settles, it will be interesting to see which parts will actually see the light of day. Change has already occurred (i.e. payors adjusting coverage to include up to age 26 yrs. for dependents). I believe more changes will be coming.

Recently, it has been gratifying to see several articles and proposed programs aimed at reducing readmissions and looking to home health to make it happen. Finally home health is being recognized as an important part of the health care continuum. The involvement of a nurse and other members of the health care team make a huge difference in keeping the patient in the community and promoting self-care. We've known that for years. It is good that the rest of the health care industry is finally recognizing it. Thank you to all of you for what you do every day to make that happen.

Provider Satisfaction Survey 2009



Thank you to all of those who completed the survey and returned it to us. We are pleased that our provider satisfaction scores remain high. If you have any problems or concerns, please don't wait until the survey to let us know! We want to address any problems or areas where we can improve immediately. We learn and improve from your suggestions and recommendations. We consider feedback a gift!

Rubber Gloves: A Gift of Love



In 1889 William Halsted of John Hopkins Hospital was in love. His OR nurse, whom he later married, was allergic to the hand rinse (a corrosive sublimate) used before procedures. Halsted, wanting to protect the hands of his beloved, had Goodyear Rubber Company make a pair of rubber gloves for her. The use of rubber gloves became popular and was soon being used on all clean cases. Today's gloves are no longer made of rubber but from various synthetic materials.

References: (Hankins, J et al, editors: *Infusion Therapy in Clinical Practice*, ed 2. Philadelphia, 2001, W.B. Saunders, Section 1, Chapter 1, pg. 2)

NORTHCOAST STAFF SPOTLIGHT



John Allen, Systems Analyst

Education: BS Psychology, University of Dayton

Years with NorthCoast: 16

Three people you would like to have dinner with: Abe Lincoln, Robin Williams, Albert Einstein

What words describe you best: Open-minded, friendly

Who would you cast to play you in a movie about your life: Robert Redford

Words to live by: I have two:

"Be physically fit, mentally straight and morally awake."
My dad used that one a lot.
Also: "We are all red inside."

I love to travel with my wife and daughter. We have a cat, a guinea pig, fish and frogs.

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Advantage Plan Members

Just for FUN

Unscramble the letters
Clue: Prevent Infection
(Answer in next issue)

S	A	H	W		R	O	U	Y		S	A	D	H	N

from last newsletter: Secure Email



NorthCoast On the Go 2010:

National Home Infusion Association (NHIA): Annual Conference. Dallas, TX (April 13-15, 2010)

NorthEastern Ohio Case Management Network (NEOCMN): Annual Conference. Westlake, OH (April 22-23, 2010)

Progressive Business: "Lessons from the Mouse, Applying Disney World's Secrets of Success to Healthcare." Webinar (May 11, 2010)

Weatherhead Executive Education, Case Western Reserve University: "Healthcare Reform in the Obama Years (Part II): Expected Implications for Management and Strategy." Cleveland, OH (May 21, 2010)

Ohio Council for Home Care, "Supervision Plus." Columbus, OH (June 22, 2010)

NETWORK NEWS

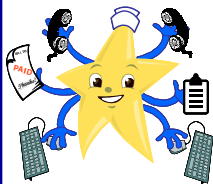
Future Meetings:

Remington Report: "Remington's National Summit on Transformational Leadership." Chicago, IL (August 11-13, 2010)

Ohio Council for Home Care: Annual Conference. Columbus, OH (September 15-16, 2010)



Team NorthCoast at Making Strides for Breast Cancer, May 15, 2010



QUICK NOTES

Direct Phone Access: For a new referral call 216-591-2060, or 800-757-7111 and press 1. See the attached list for direct dial phone and fax numbers for our Referral and Case Management Nurses.

Referrals: We need demographics, history/physical (or a comparable form) and the physician's order. Information must be legible, especially the patient's name and insurance number. We can't verify benefits without clear and accurate information. If the patient is an MMO member, we need as much detailed clinical information as possible to justify homebound status (i.e., how many steps into the home, how much assistance needed in/out of home, patient ambulation distance, wound measurements, etc). If we have this information upfront, we can often obtain additional authorizations for service at the start of care instead of just an assessment.

Communication to Us: It is more efficient to fax directly to our computers as opposed to the central fax. We are continuing to move toward being paperless and have begun to store faxes in the patient's electronic file. Please fax one patient at a time. If patients are grouped together in one fax, electronic filing is very difficult, if not impossible.



Home Infusion Services: We appreciate receiving as much information as possible (i.e., height, weight, allergies and line information). This is needed as clinical information but also for billing of the drug. Please help us to be more efficient.

Case Management: Once care has started, the patient is transitioned to a NorthCoast RN case manager. The names of both the intake nurse and the case manager are listed on the first page of your intake. After initial authorizations, please direct further communications directly to the case manager.

Clinical Updates: Updates provide critical information to validate the continuation of care. It's important for you to precisely state what you're requesting (sometimes we get requests such as "more SNV"). Please request specifically what you need (e.g., 4 SNV, 2 wk 2 from 6/1-6/14). This is clear and saves time for everyone. If a patient's policy indicates that there is a limit on the number of visits allowed, we count visits so that no one (including the patient) is at risk. Also indicate how many visits are actually made. Please refer to the update form provided by NorthCoast in the operations manual for guidelines on the clinical update information to submit to us (it is not required to use that form). NOTE: When sending evaluation/assessment information to the RN case manager, you don't need to send the entire OASIS, only the clinical summary.

Advantage Plan Members: We have found that the form required by CMS, Notification of Medicare Non-Coverage (NOMNC), OMB approval # 0938-0910 is not always being completed for Advantage Plan Members. This form is separate and distinct from the one required for traditional CMS enrollees. Completion of this form is audited by both Anthem and MMO. The health plan may deny payment or deny provider participation in the Advantage product if non-compliance is trended. Please complete this form on all Advantage Plan members and fax to NorthCoast along with the discharge summary at the end of service.



Secondary Insurance: Please be aware of a patient's secondary insurance. Sometimes pre-certs are required for the secondary and need to be done before services are rendered. Some drugs need prior authorization. If Medicaid is a payor, your organization must seek prior authorization and bill Medicaid directly. NorthCoast cannot bill Medicare or Medicaid as we are not a direct provider. Secondary billing for these two payors is done by your organization.

Discharges: When a patient is discharged, please indicate the reason for discharge. "No further authorization from insurance company" should only be used if we have an actual denial from the insurance company.

Hospital Readmissions: We continue to track hospital readmissions. Please give as much information as possible when one of your patients returns to the hospital. We need the date of readmission, hospital, and reason for readmission. The unplanned readmission report is submitted to our payors quarterly.



NorthCoast Health Care Management Services

23230 Chagrin Blvd, Suite 550 Beachwood, OH 44122 T: 216-591-2000/800-757-7111 F: 216-591-2500

NON-INFUSION REFERRALS				Direct Dial	Direct Fax	Group Ext
2026	Gretchen Phillips	A-F		216-591-2026	216-591-2526	2060
2046	Tracey Nyce	G-M		216-591-2046	216-591-2546	2060
2033	Martha "Pat" Hurd	N-Q		216-591-2033	216-591-2533	2060
2044	Stacy Schutte	R-Z		216-591-2044	216-591-2544	2060
IV REFERRALS		IV REFERRAL P.		Direct Dial	Direct Fax	Group Ext
2037	Paula Kups	A-K (IV)		216-591-2037	216-591-2537	2060
2015	Bonnie Rompala	L-Z (IV)		216-591-2015	216-591-2515	2060
CASE MANAGEMENT		-2062 for Case M		Direct Dial	Direct Fax	Group Ext
2020	Connie Malcolm	A-F		216-591-2020	216-591-2520	2062
2028	Katie Svoboda (Supervisor)	G-L		216-591-2028	216-591-2528	2062
2024	Eileen Tomecki	M-O	+M-Z (IV)	216-591-2024	216-591-2524	2062
2031	LuAnn Caruso			216-591-2031	216-591-2531	2062
2042	Barb Kasner	P-T		216-591-2042	216-591-2542	2062
2039	Rosemary Greny	U-Z		216-591-2039	216-591-2539	2062
2023	Judy Detman	(part -time - VM only when here)		216-591-2023	216-591-2523	2062
BENEFITS				Direct Dial	Direct Fax	Group Ext
2021	Cristina Dienes (Supervisor)			216-591-2021	216-591-2521	2063
2035	Denise Christian			216-591-2035	216-591-2535	2063
2023	Rae Ann Newberry	(ON LEAVE)		216-591-2023	216-591-2523	
2043	Sonya Collins			216-591-2043	216-591-2543	2063
2049	Tamara Fair			216-591-2049	216-591-2549	2063
BILLING/ACCOUNTS RECEIVABLE (Patients, Anthem, MMO)				Direct Dial	Direct Fax	Group Ext
2022	Debby Barto	A-DA	A/R	216-591-2022	216-591-2522	2064
2051	Amy Arthur	DB-HA	A/R	216-591-2051	216-591-2551	2064
2018	Christy Freeman	HB-MAR	A/R	216-591-2018	216-591-2518	2064
2032	Marge Locktish	MAS-RH	A/R	216-591-2032	216-591-2532	2064
2040	Schareece Griggs	RI-U	A/R	216-591-2040	216-591-2540	2064
2034	Becky Ching Faust	V-Z	A/R	216-591-2034	216-591-2523	2064
2014	BJ Symanski	CASI	A/R	216-591-2014	216-591-2514	2064
2054	Maria Rozum	(part-time)	A/R	216-591-2054	216-591-2554	2064
BILLING/ACCOUNTS PAYABLE (Providers)				Direct Dial	Direct Fax	Group Ext
2036	Michelle Holbury	Home Health & Hospice	A/P	216-591-2036	216-591-2536	2065
2019	Shamika Holloway	Home Health & Hospice	A/P	216-591-2019	216-591-2519	2065
2012	Anna Porcher	Infusion	A/P	216-591-2012	216-591-2512	2065
2041	Karen Wendorf	Infusion	A/P	216-591-2041	216-591-2541	2065
2047	Tracy Kog	Infusion	A/P	216-591-2047	216-591-2547	2065
MANAGEMENT				Direct Dial	Direct Fax	
2030	Lee Passell	President		216-591-2030	216-591-2530	
2011	Aloise Weiker Gref	Vice President		216-591-2011	216-591-2511	
2016	Brenda Lance	Program Development Director		216-591-2016	216-591-2516	
2017	Cathy Jones	Reimbursement Manager		216-591-2017	216-591-2517	
2045	Sue Michaud	Manager Quality Improvement		216-591-2045	216-591-2545	
2027	John Allen	IT Manager		216-591-2027	216-591-2527	
2025	Elizabeth Conley	Executive Assistant		216-591-2025	216-591-2525	

PAPER FAXES		FAX	
Fax	Katie, Connie, Gretchen, Stacy, Pat, Tracey	216-591-2502	
Fax	Rosemary, Eileen, LuAnn, Bonnie, Paula, Barb	216-591-2504	
Fax (all Benefits)		216-591-2503	
Fax (A/P & A/R)		216-591-2501	
Fax (Main)		216-591-2500	