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Summer | 2007

PULASKI COUNTY MEDICAL SOCIETY

NEWS

When you think professional, ethical, quality healthcare, think physicians of Pulaski County Medical Society.

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Annual President's Award Committee

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Pulaski County Medical Exchange

- Deane Baldwin, MD**
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Vice President
- Carolyn Clayton**
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Members & Guests are Cordially Invited to Attend the Pulaski County Medical Society's

Annual Summer Social

\$15 for members • \$10 for medical students

Thursday, June 21, 2007

6:30 - 9:00 p.m. Cocktails & Hors d-oeuvres

Milford Track Restaurant • 10809 Executive Center Drive
 (Searcy Bldg., bottom floor facing the lake, across Shackelford from Arkansas Heart Hospital)

Music by Carl Mouton

RSVP (attending only) by June 18 to 687-0039

\$15 for members, \$10 medical students (Checks only, please. Payable and mail to Pulaski County Medical Society, 500 S University, Ste 311, Little Rock, AR 72205), casual dress. If you are not able to RSVP, you are still welcome to attend. Tickets will be available at the door.

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Carrier Relations Committee Connects with United Health Care

The PCMS Carrier Relations Committee (CRC) met with representatives of United Health Care (UHC) Eric Moxley and Violet Scheel on Monday, May 14 in continuing efforts to foster good relationships with insurance carriers. The meeting was both positive and productive.

The CRC was established to improve communication between physicians and insurance providers and has historically published accounts of meetings with the top insurance carriers. Purpose of the May 14 meeting was to gather information to help clinics help their patients.

Clinics are encouraged to use UHC's newly enhanced physician portal/website: www.unitedhealthcareonline.com.

- Most transaction features are now available right from the home page!
- Claim Submission with Real Time Adjudication. Submit and process professional claims for patients quickly and receive an immediate return of a fully adjudicated claim value and the patient's responsibility, within seconds.
- Administrative guides, medical and reimbursement policies, new fee schedule lookup tool, claim estimator tool, important updates, and more ...now easier to access.
- Electronic Payments and Statements (EPS). Start receiving your claim payments and Explanation of Benefits electronically and significantly cut turn around time for claims payment.
- EPS offers: improved cash flow, elimination of bank fees for depositing paper checks or lockbox processing; no more paper checks to physically track and deposit; online access to your EOBs at www.unitedhealthcareonline.com; automated payment posting capabilities via the 835/Electronic Remittance Advice (ERA).

UHC suggests a variety of ways to improve communication and expedite claims including:

- Reading the monthly Network Bulletins published on the website where critical information is distributed, i.e., policy changes or updates, plus new programs,
- Follow the correct claims payment follow up process: Online is better and saves critical time from being on the phone..... use the UHC website www.unitedhealthcareonline.com. If you have already tried to get the claim reprocessed via the website or through customer service, then please immediately try the PCSU (Provider Central Service Unit) at 800-521-2603 option 2. Record the name of the representative you speak with and the tracking number for your issue. If that does not resolve the issue, contact the local Network Account Managers in Little Rock, Violet Scheel at 501-660-1116 or Paula Pelton at 501-660-1138.

Violet Scheel and Eric Moxley will be invited to make a presentation at a PCMS sponsored Clinic Managers' Meeting later this year.

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Membership Applications Available on PCMS Website

To download membership application and obtain information on the programs and services of the Pulaski County Medical Society and Pulaski County Medical Exchange, please visit the PCMS website at www.Pulaskicms.org.

Medical Exchange IT Installation Completed

The Medical Exchange began operation in the mid-1960's. By the late 1970's telephones were rotary dial units. Large red bulbs mounted on the wall flashed to indicate incoming calls from approximately 100 subscribers. Physicians were assigned identification numbers. At ballgames announcers broadcast ID numbers over a loudspeaker and physicians scrambled to find pay phones to return calls to hospitals and patients.

In 2000 the Medical Exchange was automated. Recently, the Board of Directors approved funding to upgrade the computer system and install a Windows-based system. The installation is now complete and is operating with improved efficiency. Operators are now handling more than 28,500 call transactions a week for 640 member physicians and clinics.

The Medical Exchange employs 19 full-time and part-time operators. Eleven operators have more than five years of experience. There are six operators with one to four years and three with three months or less. Debbie Hudspeth, Exchange Manager, will have 30 years with the Medical Exchange in 2008. Night shift operator Kay Polk is second with 17 years. Altogether, the Medical Exchange brings almost 150 years of experience to this highly-specialized service.

Technology has changed, but the purpose of the Medical Exchange has not – to provide efficient, high-quality locating and emergency medical answering services for physicians, patients and hospitals in central Arkansas. For more information call 663-8400.

Med Students Thanks for Public Health Project Support

We wanted to say thank you to everyone who made this year's COM-AMA chapter's community outreach program a success. We reported earlier this week of the huge success we had at Brady Elementary School. We are as excited to report that the Health Fair at Pulaski Heights Elementary was as successful and the elementary students seemed to have a wonderful time. It was definitely a privilege for the College of Medicine student to be able to go into the school system and educate students about preventative health and Arkansas S-Chip program. Equally important, literature was sent home to the parents who provided important information on children's health and available health assistance. To all of the College of Medicine volunteers thanks you so much! You made this event a success and we believe we will never know how much of an impact we have made in the children's lives. We would also like to thank the American Medical Association, Arkansas Medical Society, and Pulaski County Medical Society for their support and funding of this event.

Kendall D. Wagner & Diane T. Bennett, M1 COM, UAMS, AMA Representatives



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2007 Calendar

of Meetings and Events

June	No scheduled PCMS Board Meeting	August 20	PCMS Board of Directors Meeting 6:00 p.m., Doctors Bldg. Conference Room
June 4	4:00 p.m. Investiture Ceremony, Lee Archer, MD "Ruth & Major Nodini Chair" in Neurology for MS & Related Disorders Stephens Spine Center, UAMS	September 17	PCMS Board of Directors Meeting 6:00 p.m., Doctors Bldg. Conference Room
June 20	Clinic Managers' Meeting, 2-4 p.m. Legal Seminar, Cross Gunter Witherspoon & Galchus	October 15	PCMS Board of Directors Meeting 6:00 p.m., Doctors Bldg. Conference Room
June 21	PCMS Summer Social, Milford Track Restaurant 6:30 – 9:30 p.m. \$15 members, \$10 students	November 8	ANNUAL MEMBERSHIP MEETING Pavilion in the Park, Catered by Trio's
July	No scheduled PCMS Board Meeting	December 17	PCMS Board of Directors Meeting 6:00 p.m., Doctors Bldg. Conference Room