

provider highlights

December 2010 (PCP Edition)

♥ PCP Panel Reports

Effective immediately, providers will no longer receive a monthly PCP panel report. In 2009, Lovelace Health Plan (LHP) removed the PCP name from members' cards for Lovelace Salud, SCI, and all Commercial products (*LSP members still have the PCP name displayed on their card*). The decision was made to reduce the number of cards that are reissued to members when a PCP is changed. Claims payment will not be affected if a member has an appointment with a PCP that they are not assigned. This is applicable for all LHP products.

LHP continues to encourage members to call LHP when a PCP change has occurred. PCP offices should encourage LHP members to contact us regarding any changes to their PCP status.

♥ Continuity & Coordination of Medical & Behavioral Health Care

LHP has posted a survey for PCPs and prescribing behavioral health providers on the LHP website at lovelacehealthplan.com.

The goal of the survey is to assess how well care coordination is achieved between primary care and behavioral health (bi-directional flow of information).

Information gleaned from the survey will be used to assess ways the health plan can help providers ensure that coordination of medical and behavioral care occurs and is helpful.

The previous survey identified the need for a tool to help with coordinating care and a form was developed by LHP and placed on the website for provider's use.

The survey will be available for the next two months and encourages all providers to take the survey. Thank you in advance for your participation!

♥ Reminder for Project Chrysalis Update!

Reminder that effective for **dates of service** on and after November 1, 2010 should be sent to the new claims address:

Lovelace Health Plan
PO Box 549
Buckeystown, MD 21717

Lovelace Health Plan's (LHP) electronic payer IDs are not changing. All LHP claims will be routed by your clearinghouse to LHP through Emdeon. Please contact your clearinghouse to ensure they have been notified by Emdeon of the new process.

- LHP Commercial/Medicare – 90328
- LHP Medicaid/SCI – SX159

If you have any questions, please contact your Provider Service Representative.

Bernalillo County Specialists, LHS, ABQHP and SE New Mexico	NE New Mexico and Sandoval County	Bernalillo Behavioral Health and NE New Mexico	UNM and Chaves County	SW New Mexico and Bernalillo County PCP's
Adolfo Martinez 505-727-5489	Patty Lewis 505-727-5136	Sonia Gonzales 505-727-5293	Christi LaPlante 505-727-5799	Julie Freeman 505-727-5138