

Provider Bulletin

♥ IT'S ALL ABOUT YOU! Provider Response Team –

Your Dedicated Customer Service Department

Lovelace Health Plan (Lovelace) is proud to announce the creation of your dedicated provider customer service department called the Provider Response Team (PRT). Effective July 2, 2007, Lovelace established a team of 10 PRT Specialists to assist our contracted providers with any questions, concerns or educational opportunities. The PRT is lead by Cindy Chavez, PRT Supervisor, who is proven her outstanding customer service skills as a Provider Services Representative with Lovelace. Cindy's experience will help support, guide and lead this department to success. The PRT can be reached directly at (505) 262-3856 or 1-866-808-7363 x 3856.

As part of our commitment to quality customer service, feel free to share your experiences with the PRT by calling Cindy Chavez directly at (505) 232-1809 or your Provider Services Representative listed below. Your feedback is valuable to ensuring this department is not only meeting your needs but also exceeding your expectations.

♥ LOVELACE HEALTHCARE CENTER - GIBSON Update

All inpatient hospital operations have moved from the Gibson facility to the new Lovelace Medical Center Downtown. The Emergency Department at Gibson is now an Urgent Care Center, provided to the community by Health Care Partners. The hospital's Dialysis unit and Lovelace's Pharmacy will remain at the Gibson location. Lovelace Medical Group physicians with staff will remain in a variety of outpatient clinics at Lovelace Healthcare Center – Gibson, including the following areas:

Cosmetic Surgery	Radiology
Dermatology	Rheumatology
Diabetes Education	Travel Health
Dialysis	Women's Health
Endocrinology	Dialysis s
Gastroenterology	ENT
Internal Medicine	Audiology
Lab Collection	Allergy
Nephrology	Pain Clinic
Neurology	Hand Clinic
Ophthalmology	Podiatry
Optometry	Physical Therapy
Pediatrics	Wound Care
Primary Care	Pediatric Asthma

♥ Prior Authorizations, Easy as 1 – 2 – 3! Prior Authorization Updates Effective 07/01/07

As part of our commitment to communicate updates and to help alleviate administrative functions of your office, Lovelace Health Plan (Lovelace) completed a review and updated the Prior Authorization Grids effective 07/01/07. As you will recall, in response to your feedback, Lovelace created the Prior Authorization Grids as a resource for verifying those covered services by plan type (Commercial, Medicare, Medicaid) that require prior authorization. The Prior Authorization Grids can be obtained online by visiting www.lovelacehealthplan.com and accessing Forms, Tools and Resources under the Provider Section. Once there, follow these three easy steps to obtain the grids:

1. Select a Plan Type
2. Select a Plan
3. Download the Prior Authorization Grid

If your office does not have internet access, please contact your Provider Services Representative for assistance on these updates or for a hard copy of the Prior Authorization Grids.

♥ NATIONAL PROVIDER IDENTIFIER (NPI) REMINDER

If you have not already submitted your National Provider Identifier (NPI) number to Lovelace Health Plan, please do so as quickly as possible. **This number will be required for all claim submissions beginning 11/1/07.** Upon receipt of your NPI, please fax the e-mail or mailed confirmation of the NPI number for **both** Individual Provider(s) in the practice and the Organization if your office was required to obtain separate NPIs. NPIs can be faxed to the Lovelace Health Plan Network Operations department at (505) 262-3806.

If your office is unclear regarding what type(s) of NPIs are required for your practice or to learn more about NPI numbers, please call 1-800-465-3203 or visit <http://nppes.cms.hhs.gov>.

♥ NEW PROVIDER SERVICES REPRESENTATIVES Welcome

Lovelace Network Operations added two new Provider Services Representatives (PSRs) to our team. Welcome Valerie Jimenez as the Northern NM PSR and Doreen Renna as the Southeast NM PSR. Their experience and dedication is an asset to our department.

Northern NM	Central NM	Southwest NM	Southeast NM	UNM/Lovelace
Valerie Jimenez (505) 262-3736	Gilbert Gallegos (505) 232-1700 Ken Haas (505) 262-3763	Christina Bustamante (505) 262-3818	Doreen Renna (505) 232-1853	Mary Ulibarri (505) 232-1793

