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“Andrea Ludka
Stephanie M. Woodfin, DO
Brandon R. Peters, DO

Stephanie M. Woodfin, DO, has joined the staff of Munson Medical Center as a specialist in psychiatry, and is accepting new patients.

Munson Behavioral Health Services
420 Brook St., Traverse City
(231) 935-6382 or 1-800-662-6766

Brandon R. Peters, DO, has joined the staff of Munson Medical Center as a specialist in emergency medicine.

Northwestern MI Emergency Physicians
1105 Sixth St., Traverse City

For additional information, call Physician Referral Service at (231) 935-5886 or 1-800-533-5520.

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For more information or to chat with Andrea, feel free to call at (231) 935-3391 or email aludka@mhc.net.
UP-TO-DATE FORMS MATTER

Would you be upset if you showed up for an x-ray or lab only to find that it was closed because the service hours were printed wrong on your order form? Unfortunately it’s easy for printed forms to become out of date, causing our patients undue inconvenience when they reflect wrong hours.

So when patients are rushing to get to their lab or x-ray done, let’s work together to ensure they have up-to-date forms, especially at what can be a high-stress time.

Are your forms up to date? Simply check with Munson Forms at (231) 935-8228 or a limited list of forms can also be found online at mymunson.org/forms.

UPDATING OFFICE INFORMATION

To update your office’s information – including address, phone, fax, insurances, accepting new patients – please contact the Physician Referral Service at (231) 935-5886, 1-800-533-5520 or email contact@mhc.net.

NEW PROCESS FOR RENEWING STANDING LAB ORDERS

Beginning August 1, the Lab will notify physician offices if a patient’s standing Lab order is about to expire within the next 30 days. Offices will also receive a form so that the physician can extend, modify, or discontinue the order. The next time the patient comes in to a Munson Lab, the new order will be ready and an updated Lab Series Card can be prepared. If the physician discontinues the standing Lab order, please notify the patient so that he/she doesn’t show up unnecessarily.

Only Munson Medical Center, Munson Community Health Center, and Munson outpatient Lab/draw sites are affected by this new policy. Kalkaska Memorial Health Center, Mercy Hospital Cadillac, Mercy Hospital Grayling, and Paul Oliver Memorial Hospital will continue to follow their current processes.

“This new process will greatly reduce the number of last minute calls to offices to renew an order, and it will give the ordering physician/provider more time to evaluate the standing Lab order,” said Mary Ann Urban, Director of Laboratory. “This will also reduce wait time for patients when they present for their labs.”

If you have any questions on this new process, please contact Mary Ann Urban, Director of Laboratory Services, at 231) 935-6125 or murban@mhc.net.

MICHIGAN ADOPTS ‘I'M SORRY’ LAW

Michigan Gov. Rick Snyder signed the “I’m Sorry” bill into law on April 19. The bill will allow physicians to apologize to patients and family members, and express sympathy or compassion for adverse events without it being held against them in court. The bill was introduced by state Sen. Jim Marleau, R-Lake Orion. Michigan State Medical Society supported the legislation.

GROWING OUR PWS FAMILY

Since its launch more than two years ago, PWS quickly took hold among local physicians’ offices that wanted to offer convenience to their patients by scheduling tests online.

Now, we are excited to welcome new PWS offices in Cadillac, Fairview, Kingsley, Mio, Prudenville, and St. Helen to our PWS family. Our office tracks usage so that we can continuously improve PWS for you. But numbers only tell half the story: the other part of the PWS evolution comes directly from you.

Many of you have told us you continue to use PWS for patient safety reasons, because patients leave offices with scheduled dates for physician-ordered tests and studies show the rate of follow-up is higher if the office schedules. Others have said that PWS is great for the convenience it offers – there’s no wait time on the phone, orders are electronic so no faxing, and scheduling can happen whenever it’s most convenient for you.

But no matter what kind of experience you are having with PWS, good or bad, don’t hesitate to let us know. Your helpful feedback has given us the tools to polish PWS and make it an ever better tool for patient scheduling.

To provide feedback about your PWS experience or to learn how PWS can help your office, contact Deb Sears at (231) 935-3388 or dsears@mhc.net.

PWS SCHEDULING REMINDERS

Implants and MRIs

When scheduling an MRI, please note if the patient has an implant, such as a stent or cochlear implant, which could present a very serious safety concern if the implant is not MRI safe. For more information on MRI safety, please refer to the MRI Safety presentation on mymunson.org/physicians.htm by clicking on Programs/Applications...Physician Web Scheduler – Education & Resources.

Advanced Registration Testing Center (ARTC) Scheduling

When scheduling ARTC, please schedule two to 30 days prior to appointment, avoid scheduling ARTC the day prior to surgery.
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Welcome to the Newest Members

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Great Lakes Family Care – Cadillac
Mercy Primary Care offices in:
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5010/ICD-10 Seminars: More to Come

Thanks to everyone that attended the 5010 education forum on June 29. We know you have questions about these new federal regulations, so we will continue to provide information and education. Stay tuned for future 5010/ICD-10 news and more!

The numbers you see below tell a great story: Our Physician Web Scheduler (PWS) family is growing month after month, thanks to offices like yours.

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PWS OFFICES as of July 1, 2011

PWS Volumes | Overall: 35,751

2008 | 2009 | 2010 | 2011

5,000

4,000

3,000

2,000

1,000

0

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UPTODATE FORMS MATTER

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Insurance Claims: The Devil is in the Details

As federal guidelines become increasingly complex, insurance companies are scrutinizing claims more than ever. Simple discrepancies such as new ZIP codes or outdated subscriber information can cause claims to get denied and even become a patient pay.

To avoid the potential problems bad information causes, patient demographics and information must be vigilantly updated, said Karen Popa, Director of Patient Financial Services for Munson Medical Center. “It assures proper billing of the account.”

Details such as name, address, and phone numbers are obvious updates, but the information most frequently responsible for denied claims is insurance information, Popa said. “Most of the time insurance information is the issue,” she said. “We see incorrect subscriber numbers and out-of-date insurances most often.”

When the information sent on the bill to the insurance company doesn’t match what is on file, then the claim is rejected. If the biller cannot fix the information readily, the insurance company will make the bill a “patient pay.” Poor patient demographics impact everyone, because the hospital cannot bill correctly, which means the patient ultimately gets a bill from us making them responsible for charges,” said Popa. “Verifying the information with the patient frequently is usually the best way to avoid future difficulties.”

For more information on patient demographics and insurance billing processes, call Karen Fouch, Manager of PFS Registration, at (231) 935-6164 or Karen Popa, Director of Patient Financial Services, at (231) 935-7493.

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NEED TO UPDATE RECORDS? TRY PWS

When scheduling a test, Physician Web Scheduler (PWS) users can use the Modifier field to update a patient’s demographics. Munson Medical Center will then update the patient’s record.