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News for Providers

## **EFFECTIVE JUNE 1, 2009: ONE CONTACT POINT FOR DME REVIEWS**

Effective June 1, 2009, MVP Health Care is moving to a single point of contact for DMEPOS prior authorization reviews. **All items and/or services requiring prior authorization must be faxed to the DME Unit of the UM Department at Schenectady at fax number 1-888-452-5947.** Supporting medical documentation must accompany your requests to avoid delaying determinations. Phone requests will only be taken for urgent care determinations.

It is imperative that your representatives verify eligibility and benefits for each member *prior* to fabricating or dispensing items and/or providing services. Depending on the member's plan, some items may or may not be covered. General member eligibility and benefits may be verified online or by contacting one of our Service Centers. Please contact Schenectady Member Services at **1-888-687-6277** for member ID numbers beginning with a number. Please contact the Professional Relations Service Center in Rochester at **1-800-999-3920** for member ID numbers beginning with an alpha character.

For questions regarding DMEPOS items and services, contact the DME Unit directly at 1-800-452-6966. DME staff are available 24 hours, 7 days a week.

## **FUNDING AVAILABLE TO HELP PHYSICIANS PURCHASE EHR SOFTWARE**

The Monroe County Medical Society (MCMS) Health Information Technology Service Bureau **has funding available** to help qualifying practices purchase and implement electronic health record (EHR) systems.

In the Greater Rochester area, 225 independent physicians will receive funding to cover a significant portion of EHR costs. The Service Bureau will also help practices with vendor selection and implementation.

Qualifying practices for Service Bureau funding are those that:

- are independent physician practices;
- have not purchased an EHR system before 8/1/2008;
- are not restricted to using a specific EHR vendor;
- agree to purchase a 2008 CCHIT certified, NYS DOH approved system;
- accept Medicaid patients (participation in a managed care program is acceptable); and
- will connect to the Rochester RHIO health information exchange.

Qualifying physicians will benefit from EHR Implementation Education workshops, peer group meetings, practice-specific tools, and continued support throughout the process.

For more information or to apply for funding from the MCMS HIT Service Bureau, call their dedicated physician line at (585) 473-4072 or e-mail [servicebureau@mcms.org](mailto:servicebureau@mcms.org).

Rochester RHIO is a secure electronic health information exchange available to authorized medical providers in the nine-county Greater Rochester area. It allows a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care. Physicians and patients can learn more about Rochester RHIO by visiting [www.grrhio.org](http://www.grrhio.org) or by calling 1 (877) 865-7446.