

# Health Connections

CCM Health Connections Vol 1, Issue 1, Winter 2012



Comprehensive Care Management Corporation

A Member of the Beth Abraham Family of Health Services

## Letter from the VP of Provider Relations & Network Development

Welcome to the first issue of the Comprehensive Care Management Corporation (CCM) *Health Connections* newsletter, dedicated to providers of healthcare services to CCM network members.

CCM is a New York-based non-profit organization specializing in Managed Long Term Care (MLTC) programs for individuals who qualify for nursing care and/or long-term care, and the Program for All-Inclusive Care for the Elderly (PACE). Our goal is to keep our members in the community and deliver health and personal care services to individuals who need assistance with daily activities, including social, physical and psychological issues in order to maintain a high quality of life.

*Health Connections* will keep you informed about the latest developments at CCM as well as changes in Medicare and Medicaid regulations.

More importantly, we'll share improvements we have made as a result of your feedback. Last Spring, we conducted a random survey of approximately 80 participating Primary Care Physicians' offices to obtain information on your experiences as CCM network providers.

The inputs we received from your offices were extremely valuable. As a result, important changes will be made in 2012 and are outlined below in the "New Improvements" section.

This past year, we've grown our provider network to more than 8,000. We would like to thank you, our network providers, for partnering with CCM in the delivery of high quality healthcare to our members. Your support and satisfaction are key to our success. Let us know how we can further assist you in providing the best possible care for your patients.



Sincerely,

Cathy Neiman

VP, Provider Relations & Network Development

## New Improvements for 2012

We're excited to announce some important changes and additions to CCM programs and services in response to your feedback to better our service.

- Referrals for specialists have been eliminated
- Documentation from specialists is no longer required on CCM's consultation form
- Streamlined Prior Authorization List
- Dedicated phone line for Medical Management
- Technology needs assessment to smoothly integrate delivery of provider services with CCM's non-medical services

The 1st four changes will be effective February 1st, 2012. Please check our website on February 1st (<http://www.ccmny.org/for-providers>) for the new revised Prior Authorization List and other important forms and information. In addition, our Provider Relations team will be visiting your offices and sending additional materials for your review.

Happy New Year!  
We look forward to  
working with you in  
2012 as  
CenterLight Healthcare

## Questions Regarding Eligibility and Claims Information

Call Provider Services · 1-800-761-5602 · M-F 9 A.M. TO 5 P.M.

# Letter from the Chief Medical Officer

I'm pleased to share with you some of my thoughts on how our model of care benefits both our patients and their physicians.

CCM uses an interdisciplinary team (IDT) of nurses, therapists and social workers to assess a member's non-medical needs progress, in coordination with the member's PCP. This approach helps resolve issues that may interfere with the success of the physician's medical plan, and it provides a venue for members and their caregivers to ask questions and deal with non-medical problems as they arise.

One team member, the Community Health Nurse (CHN), serves as a single point of contact for both the IDT and the physician. CHN informs the physician of the member's non-medical needs, and acts as a resource to avoid time-consuming coordination of these issues as they are raised by patients and their families. This process enhances the physician's treatment plan, and leads to better

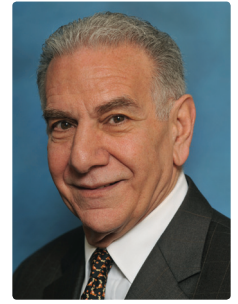
outcomes for the patient through improved coordination of services, compliance with therapies and medication, and resolution of social and behavioral issues.

I'm interested in hearing your thoughts. Please feel free to contact me with your ideas on how we can make our model more efficient and less burdensome for everyone involved. I look forward to working with you!

Sincerely,



Dr. Stephan Deutsch  
*Chief Medical Officer*



If you have questions for our Provider Relations staff, please let us know. We are here to assist you.

· **Cathy Neiman - VP, Provider Relations & Network Development**  
p: 347-640-6120, f: 718-944-1131, cneiman@bethabe.org

· **Alice Schiff - Director of Contract Services**  
p: 347-640-6125, f: 718-944-1355, ashiff@bethabe.org

· **Sandra Almanzar - Provider Relations Manager**  
p: 347-640-6124, f: 718-696-5004, salmanzar@bethabe.org

· **Sharene McCullough - Provider Representative-Bronx, Westchester**  
p: 347-640-6121, f: 347-640-6006, smccullough@bethabe.org

· **Nidia Nieva - Provider Representative-Brooklyn, Staten Island, Suffolk**  
p: 347-920-0785, f: 718-944-1521, nnieva@bethabe.org

· **Jimmy Ha - Provider Representative-Manhattan, Queens, Nassau**  
p: 646-476-0774, f: 718-944-1118, jha@bethabe.org

· **Janiss Corujo - Network Coordinator**  
p: 347-640-6122, f: 718-944-1164, jcorujo@bethabe.org

· **Maryann Smith - Credentialing Coordinator**  
p: 347-640-6123, f: 718-944-1223, masmith@bethabe.org

· **Scott Deas - Vendor Manager**  
p: 347-640-6111, f: 718-944-1375, sdeas@bethabe.org

CCM\_PRMKT\_01182012

Comprehensive Care  
Management Corporation  
1250 Waters Place  
Tower 1, Suite 602  
Bronx, NY 10461

A Member of the Beth Abraham Family of Health Services  
Comprehensive Care Management Corporation



Presorted  
Standard  
U.S. Postage  
PAID  
Farmingdale  
Permit No. 70