



MEMBERSHIP HAS ITS BENEFITS

Hospital Services Corporation is always seeking new opportunities to strengthen loyalty in our programs by giving back to our members. This is why we are thrilled to announce that nearly \$1.7 million in workers' compensation dividends and unemployment compensation surplus balances will be distributed to the members of these two programs during November and December. The \$1.7 million is comprised of \$700,000 in workers' compensation dividends, and \$965,700 in unemployment compensation surplus balances.

For members of the New Mexico Hospital Workers' Compensation Group Program, up to 70% of member premiums are potentially available for a dividend distribution, if not used to pay claims. Our Joint Unemployment Compensation Program policy allows us to refund surplus balances that exceed a specific reserve of estimated claims and program expenses. The good news for our members is that these dollars go back to them!

AUTOMATED PRIOR AUTHORIZATIONS ARE A HIT

The wait for automated prior authorizations is over. We are pleased to report that our new functionality allows for oversight of a facility's prior authorization activities across multiple health plans and for all staff. The workflow management system incorporates data collection, an integrated fax server, and reporting capabilities. One exciting new feature recently implemented will enable users to send all prior authorization requests through HealthXnet. A "generic" payer option to our request interface will allow users to scan completed documents and clinicals, and send them electronically to any health plan. Several hospitals, clinics and practices are now using our prior authorization management system, and many more have requested demos.

We will be initiating discussions with one major health plan to build a proprietary solution for two-way communications through our system. This next phase of the program will allow our users to receive electronic authorizations back from the health plan. Stay tuned for new developments in this area!

PROVIDER ENROLLMENTS MOVING FORWARD

Provider enrollment is a significant issue for hospitals and physician practices due to the complexity of the paperwork process, as well as the significant amount of time it takes for practitioners to be credentialed by a health plan, and then loaded into the health plan's "system". As a result, there are extreme delays in payments to hospitals and physicians. We're tackling that pain point for our members.

We can submit applications to any and all contracted health plans, including Medicare and Medicaid, and then monitor the progress with frequent and scheduled follow up calls. As part of our service, we review and update data and key documents needed for the recredentialing cycle. Ongoing maintenance of this information prevents delays in the re-enrollment process and minimizes billing interruptions. A single provider enrolled one week earlier with this new program, more than pays for the service. We invite you to take a look at what we have developed, and see the benefits for yourself!

For more information about any of our programs and services, please contact me.

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New Mexico
Hospital Association

