

# PROVIDER BRIEFING

The Provider Briefing is a quarterly newsletter containing information and announcements for our provider partners.

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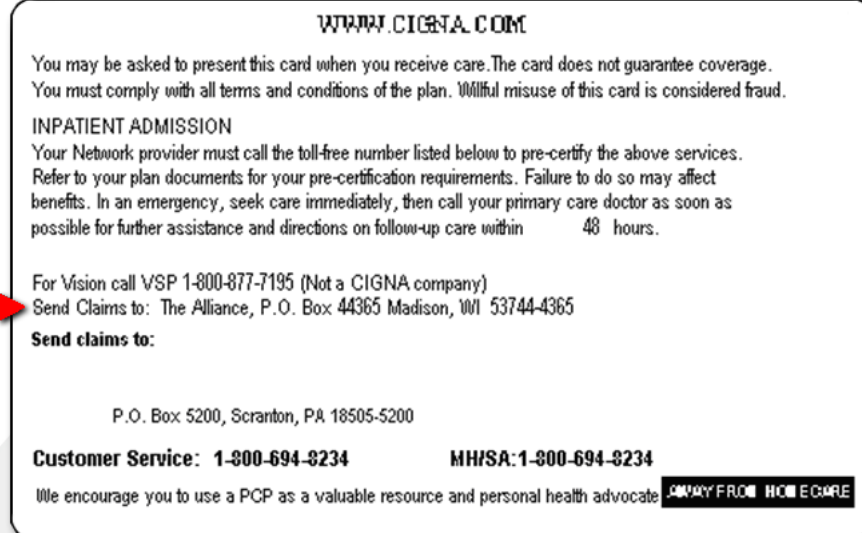
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### ACTIVISION BLIZZARD ID CARD

The ID card issued by CIGNA for one of our new employer members, Activision Blizzard, does not clearly indicate where to file claims.

While The Alliance logo is on the front of the ID card, the back of the ID card lists two claims filing addresses, with the CIGNA direct claim filing address appearing more prominently as shown below.

*Back of card for an existing member:*



**WWW.CIGNA.COM**

You may be asked to present this card when you receive care. The card does not guarantee coverage. You must comply with all terms and conditions of the plan. Willful misuse of this card is considered fraud.

**INPATIENT ADMISSION**  
Your Network provider must call the toll-free number listed below to pre-certify the above services. Refer to your plan documents for your pre-certification requirements. Failure to do so may affect benefits. In an emergency, seek care immediately, then call your primary care doctor as soon as possible for further assistance and directions on follow-up care within 48 hours.

For Vision call VSP 1-800-877-7195 (Not a CIGNA company)  
Send Claims to: The Alliance, P.O. Box 44365 Madison, WI 53744-4365

**Send claims to:**

P.O. Box 5200, Scranton, PA 18505-5200

**Customer Service: 1-800-694-8234**      **MH/SA: 1-800-694-8234**

We encourage you to use a PCP as a valuable resource and personal health advocate. **AWAY FROM HOME CARE**

As a result the majority of claims are being filed directly to CIGNA only to be denied for Alliance repricing. We are working with CIGNA to have the CIGNA claims filing address removed from the ID card and to have new ID cards issued for individuals covered under this plan.

In the meantime, we ask that you share this information with appropriate staff to ensure that patient records accurately reflect that claims should be filed to The Alliance.

## MONTHLY MEMBERSHIP REPORTS ONLINE

The Alliance [April 2010 Membership Report](#) has been posted on our Web site. As a reminder this is a full report. Full reports are posted in January, April, July, and October.

If you have questions, e-mail [providerservices@the-alliance.org](mailto:providerservices@the-alliance.org).

Visit [www.the-alliance.org/membershipreports.aspx](http://www.the-alliance.org/membershipreports.aspx) for past reports.

## MEMBERSHIP UPDATES

The Alliance recently welcomed the following employers to our cooperative:

Employer	TPA	Effective Date
Dexter Apache Holdings, Inc.	First Administrators	1/1/10
Heartland Automotive Services	UMR-Midwest Security	1/1/10
Rice Management	Auxiant	2/1/10
Schoeps Ice Cream	UMR-Midwest Security	2/1/10
Brooks Tractor, Inc.	SISCO	4/1/10

The following employer has changed its name:

**Collins Sorrentino, Inc.** has changed their name to **CSM Companies, Inc.**

The following employers have terminated their membership with The Alliance:

**Link Snacks** – Termination effective 2/1/10. Claims incurred prior to 2/1/10 will be accepted by SISCO until 4/30/10

**The Durrant Group** – Termination effective 4/1/10. Claims incurred prior to 4/1/10 will be accepted by SISCO until 6/30/10

## DON'T FORGET:

### BENEFIT FOR PARTICIPATING PROVIDERS – SHARED HEALTH SERVICES/AMERINET

The Alliance is a member of Shared Health Services Corporation (SHSC)/Amerinet. A national group purchasing organization focusing on the needs of health care providers and schools, SHSC/Amerinet offers access to discount contracts with more than 1,000 vendors and suppliers for everything from X-ray machines to office supplies.

The Alliance sponsors the annual dues for any Alliance provider or provider organization that chooses to join SHSC/Amerinet. If you are already a member of SHSC/Amerinet, you should have seen a credit on your SHSC/Amerinet invoice earlier this fall.

This sponsorship is offered as a benefit for participating providers to help you save money on the things you need to buy in order to provide health care services. You are under no obligation to join. If you have questions about this benefit or would rather not be contacted by SHSC, please contact Heather Oliva, provider relations manager, [holiva@the-alliance.org](mailto:holiva@the-alliance.org), or 608.210.6616. For more information about Shared Health Services Corporation, visit [www.shsc-gpo.com](http://www.shsc-gpo.com).

## LEAPFROG SURVEY 2010

In early April, all Wisconsin hospitals will be invited to complete the Leapfrog Voluntary Hospital Survey for 2010. Security codes and information about completing the survey are mailed to the contact person for each hospital.

The Leapfrog Hospital Survey is the only nationally standardized and endorsed measure set that captures hospital performance in patient safety, quality, and resource utilization. These measures are “harmonized” with AHRQ, CMS, the Joint Commission, and IHI to alleviate the reporting burden for hospitals.

By completing the survey, hospitals help make it possible for purchasers and consumers to compare their performance in areas such as medication error prevention, mortality for common high-risk surgeries such as heart bypass surgery, the treatment of common conditions like heart attacks and pneumonia, and rates of certain hospital-acquired conditions such as central-line infections.

The Alliance, along with other health care purchasers, uses the results from the Leapfrog survey to raise consumer awareness about patient safety and to recognize and reward those hospitals that participate in the survey and make progress toward implementation of the “leaps”.

To get an early start on the survey, visit <https://leapfrog.medstat.com> to learn how to begin the reporting process. If you need technical help or have any content related questions about the survey, click on the [Leapfrog Survey Help Desk](#) link at the bottom of the survey home page.

We encourage you to complete the new survey before the June 30, 2010, deadline. Hospitals that do not complete the 2010 survey by June 30 will still appear on the Leapfrog Web site but will have the designation, “did not disclose this information”.

If you have any questions about the Leapfrog survey, please contact Heather Oliva, provider relations manager, [holiva@the-alliance.org](mailto:holiva@the-alliance.org), or 608.210.6616.

**COMMENTS, SUGGESTIONS AND ARTICLES FROM READERS ARE WELCOME.**

Cathy Lanser, *editor*

Daniel Lehnerr, *design*

Mark Xistris, *vice president, business development & provider relations*

**THE ALLIANCE**   
Employers moving health care forward