MSSNY/United
Physician Advisory Council
(PAC)

Minutes of Conference Call
Monday evening, December 21, 2015

A telephone conference call meeting of the MSSNY/United Physician Advisory Council (PAC) was held on Monday evening, December 21, 2015.

**Participating Members were:**
Steve Goldberg, MD  
Patricia McLaughlin, MD  
Moshe Ephrat, MD  
Jeffrey Sneider, MD

**Staff Participating were:**
Donald Stangler, MD, Senior Medical Director, United Healthcare Northeast  
Philip Schuh, CPA, MS, Executive Vice President, MSSNY  
Reginal McNally, MD, Vice President Socio-Medical Economics & Regulatory Affairs, MSSNY

The main topic discussed was the new “Performance Report” that United has sent to physicians nationwide.

The stated purpose was to compare risk adjusted claims data across their network to identify variations from peer benchmarks, and sharing that information with physicians and physician administrators, so they can then work collaboratively to improve value.

Dr. Stangler responded to questions concerning this new program. He emphatically stated that this program was rolled out in order to first identify outliers among peers and then to try to improve their practice. He mentioned several times that this was not a punitive program, only meant to help these physicians who are identified as outliers.

Discussions then took place about the raising co-pays in policies and the effect on care delivery. This led to a discussion on urgent care centers and the impact on primary care practices.

Then the issue was raised about United creating narrow networks specific to their new Oxford Metro Plan. Dr. Stangler responded that this new plan is a planned smaller network in order to less expensive to participants. Dr. McLaughlin countered indicating that patients will delay needed care and then ultimately the cost of their care will increase.
The next issue discussed was the various messages that physicians are receiving when attempting to verify coverage of their patients. The message or voice messages, the web or even speaking with United reps result in different results. Dr. Stangler responded that he will have this issue looked at in greater detail.

In discussing the lack of out of network policies, Dr. Stangler indicated that employers decide that issue, not insurers. He indicated that single individual plans are the most expensive on the market, therefore there is no market for them.

On a different matter, Dr. Ephrat raised the issue concerning issues obtaining coverage for speech therapy for patients. While United states it is covered, there are no available ICD 10 codes for treating polyps/cysts and patients could avoid surgery if that treatment could occur, as opposed to surgery. Dr. Stangler indicated that he will refer this to the appropriate place for review in United.

The last discussion centered around the issue of deductibles going way up. Dr. Stangler responded that the trend is here to stay.

The meeting concluded at 7:30 p.m.