

June 16, 2022

TO: MSSNY OFFICERS, COUNCILORS, AND TRUSTEES

**FROM: HEATHER LOPEZ
MSSNY DIRECTOR OF PAYMENT & PRACTICE**

RE: TRI-MONTHLY ACTIVITY UPDATE

Consult Recap - 177 total Consult Requests

127 resolved/50 pending

Highlights of Efforts to Assist Physicians

- Numerous successful appeals on behalf of physicians to have denied or appealed claims overturned
- \$5,7000,000 insurer take back request that came in February, after diligent efforts, has been reduced to ZERO dollars owed (education letter "if that is even needed") per the United rep after our last phone call to discuss each claim in detail.
- \$200,000 in recovered dollars for a physician after Healthfirst nonpayment over the past 2 years (Covid visits)
- Working with the North Shore Medical Staff Leadership regarding United excessive medical record request project (received from 3 offices) after meeting with DFS
 - Created cover/recap sheet with DFS to send in with complaints (these will be used when the issue has been discussed with me first prior to sending to DFS)
- Facilitating Monthly CMS/NGS open agenda monthly meeting for physicians to answer physician Medicare questions (open to all members to bring anything they would like for discussion). These open forums occur on 2nd Tuesday of every month from 6-7 pm. A great platform for your voice to be heard!
- Recruited new collaboration with medical record storage and shred company
- Preparation for MSSNY HOD SME Reference Committee.
- Recruited numerous new and former physician members to join/re-join MSSNY to utilize services