

**August 31, 2022**

**TO: MSSNY OFFICERS, COUNCILORS, AND TRUSTEES**

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

**RE: TRI-MONTHLY ACTIVITY UPDATE**

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**Consult Recap** - 140 total Consult Requests

110 resolved/30 pending

**Highlights of Efforts to Assist Physicians**

- Assisted with negotiating physician contract to increase visit rates
- Working with DOH on an active Fidelis issue where they have been applying cost sharing since 6/1/2021 when they should not have been
- Presented to Monroe County members and their office managers key parts of identifying and resolving payment/practice issues.
- 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)
  - Continuously collecting new examples for DFS and working with them on this project
- 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 2<sup>nd</sup> Tuesday of every month from 6-7 pm. A great platform for your voice to be heard!
- Recruited new collaboration with medical billing/credentialing company
- Recruited numerous new and former physician members to join/re-join MSSNY to utilize services
- Working with CMS to consider updating their national coverage determination regarding screening ultrasound for dense breast. Meeting with their CMO 9-14-22
- Brought to united healthcare attention the delay in payment for when their smart edit for modifier 25 is holding claim for 5 additional days. Advocating this edit to be changed to informational so there are no delays with the claim being processed

- \$64,000 win with underpaid claims from 2021 time period for physician office
- Physician termed with United Healthcare due to leaving facility and opened private practice. Was advised United is not taking new members when he reached out to credential. Successful in getting the physician accepted and in network
- Physician office who had many outstanding claims from NYC law from 2 years ago was able to successfully get reimbursed (6 months of active follow up)