

October 27, 2022

TO: MSSNY OFFICERS, COUNCILORS, AND TRUSTEES

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

RE: TRI-MONTHLY ACTIVITY UPDATE

Consult Recap - 99 new consults as of 10/27/22 from September 1st

YTD Recruited MSSNY Members- 35

Highlights of Efforts to Assist Physicians

- 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
- 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 2nd Tuesday of every month from 6-7 pm. A great platform for your voice to be heard!
- 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.
- 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. Ongoing discussion as of 10/17/22
- Escalated concern and working through an issue with not being eligible for healthcare worker bonus due to retiring in August and no longer in Medicaid system. Ongoing as 10/17/22
- Assisted multiple consults on NSA questions

- Assisted with inappropriate nonpayment for CPT code from united with multiple claims. Overturned and payment in route