



## Forward to Case Management **PROVIDER UPDATE**

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### **HealthSystems of Illinois Awarded QIO Contract Extension**

We are pleased to announce that the Illinois Department of Healthcare and Family Services (HFS) has awarded HSI a one-year contract extension through May, 2010. As Illinois' Quality Improvement Organization, we will continue to provide effective utilization and quality management to verify that inpatient services for HFS medical program participants are medically necessary, provided in the appropriate setting and meet professionally recognized standards for quality of care.

***With the implementation of our new contract, we will be instituting an operational change effective with reviews on and after June 1, 2009:***

With the rise of hospitalists appointed to patient care, we are updating our procedure for peer-to-peer contact during the physician review process. Beginning June 1, 2009 during the HSI review process, when a case is referred for physician review, the HSI physician reviewer will make one (1) attempt to contact the "treating" physician prior to rendering an adverse determination. (Note: As always, when the case is referred for physician review a *Physician Peer Reviewer Referral Notice* is automatically sent to the hospital Liaison)."

**To best service HFS medical program participants and their providers, it is essential that the treating physician contact information be confirmed or provided at the time of the review request. If the case is then referred for physician review, the appropriate contact information is available.**

- As before, the treating physician's contact information is requested by HSI and recorded as part of the admission and/or concurrent review process.
- Web users are to include the treating physician's contact information on the treatment screen when submitting their review requests online.

It is HSI's goal to ensure relevant and timely communications to health care providers. If you have a question regarding this Provider Update, please contact our toll-free Provider Helpline at (800) 418-4045 weekdays from 8 am to 5 pm, or our communications specialist, Rose Serno at [rserno@hsofi.org](mailto:rserno@hsofi.org).