

PROVIDER ALERT!



Washtenaw Health Plan
555 Towner Street
Ypsilanti, MI 48197

To: Washtenaw Health Plan Providers
From: Barbara Bowman, WHP Provider Network Manager
Date: June 5, 2008
Re: Keeping WHP Members in their assigned hospital systems for Emergency Services

Background:

Every Washtenaw Health Plan (WHP) Member is assigned to a hospital system in Washtenaw County. This may be:

- University of Michigan Health System; or
- Saint Joseph Mercy Health System in Washtenaw County; or
- WHP Members in certain designated practices may be able to use either system.

Members are instructed that they must get services from their assigned Hospital System (which is listed on their WHP card) unless the WHP Member has pre-approval from their PCP or the WHP Specialty Care contact person.

ISSUE:

Too many WHP members use the wrong hospital system for emergency services. Recently, in a one month period, there were more than 400 instances of WHP Members assigned to one hospital system using ER services from the other hospital system. Nearly all of these visits were for conditions that reasonably could have been seen at the ER in the patient's assigned hospital system.

This is a problem because inappropriate use of WHP covered services:

- Complicates follow-up care ***and***
- Increases costs for both hospital systems.

Provider Action Needed:

WHP PCPs can help address this issue by:

- 1. Providing WHP Members with information about how to access the physician on call for after hours care;**
- 2. Directing WHP Members to services that are within their assigned hospital network:**
 - **University of Michigan providers and staff should direct their WHP Member patients to the University of Michigan Hospital ER when needed.**
 - **St. Joseph Mercy Health System providers and staff should direct their WHP Member patients to the Saint Joseph Mercy Hospital ER when needed.**

Resources:

- Hospital System Member Bulletin to remind WHP Members to stay within their assigned system
- WHP Hospital System information Poster

For more information, or if you'd like a copy of the member bulletin and/or poster customized with your contact information, please call or email:

Barbara Bowman, Provider Network Manager
Washtenaw Health Plan, 555 Towner Street, Ypsilanti, MI 48197
PHONE: (734) 544-6881; FAX: 734-544-6705; email: bowmanb@ewashtenaw.org

ABOUT YOUR ASSIGNED HOSPITAL SYSTEM:

As a Washtenaw Health Plan (WHP) Member, you have a health care provider who coordinates your care and makes referrals. Every WHP Member is also assigned to a Washtenaw County hospital system.

IMPORTANT:

Your Hospital System Is:

University of Michigan Health System in Ann Arbor

As a WHP Member, you must get health services from your assigned Hospital System which is also listed on your WHP card.

Unless you have a life-threatening emergency, you must call your health care provider at the "Assigned Office" phone number on your WHP card, before using emergency room services, and you must stay within your assigned hospital system for emergency care and hospitalization. For more information about using emergency services, see your WHP Member Handbook. If you need a new member handbook, call WHP Member services at 1-866-291-8691.

NOTE:

WHP Members can be disenrolled for using WHP services incorrectly.

REMEMBER:

- **Always** carry your Card(s) with you.
- **Always** show your Card(s) when you go to your WHP health care provider, hospital, pharmacy and/or other health care providers.
- If your WHP Card gets lost, stolen, or damaged, get another card mailed to you. Call WHP toll-free at 1-866-291-8691 for a new WHP card.

FOR MORE INFORMATION
CALL WHP MEMBER SERVICES
1-866-291-8691

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IMPORTANT:

Your Hospital System Is:

Saint Joseph Mercy Health System in Washtenaw County

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