

# NEWS & NOTES FROM NPO



NORTHERN  
PHYSICIANS  
ORGANIZATION

**November 12, 2014**

## **IN THIS ISSUE:**

1. **UPCOMING CMS PATIENT SATISFACTION SURVEY**
2. **YEAR END ACO INFO WEBINARS**
3. **MEMBER CONNECTIONS**



ACO participants, please note that the CMS patient satisfaction survey will be starting soon. CMS selects 860 patients randomly for Northern Michigan Health Network (NMHN) from its 20,000 or so members. Those names are given to a CMS certified vendor selected by NMHN and the vendor does the tasks detailed below. The survey is identified as coming from CMS.

NMHN selected NRC as its vendor NRC will be doing the following:

### **Survey Vendor Task Date**

- Mail out a pre-notification letter to all sampled beneficiaries one week before the first survey mailing 11/13/2014 - 11/14/2014

- Customer support phone center opens (Toll-free phone number required) 11/14/2014
- Mail-out of the first survey with cover letter within one week of the pre-notification letter 11/20/2014 - 11/21/2014
- Mail-out of second mailing of survey with cover letter to all non-respondents 12/15/2014 - 12/16/2014
- Conduct computer assisted telephone interviews (CATI) for all non-respondents to the mail survey 1/6/2015 - 2/3/2015
  - Make no more than 6 call attempts
  - Call attempts must occur over a minimum of two different calendar weeks
  - Call attempts must be scheduled at different times of the day and on different days of the week
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- All inbound and outbound phone interviews end 2/3/2015
- Cutoff date for returned mail surveys 2/3/2015
- Customer support toll-free line closed 2/3/2015
- Submit final data files to CMS approximately 7 days after close of data collection via the ACO Data Warehouse. Data
  - can be submitted starting 2/10/2015. No files will be accepted after the submission deadline date of 2/12/2015.

The survey is available here, for your perusal. Please contact us if you have any questions. [ACOCAHPS English Questionnaire With Core Numbers](#)



**Marie Hooper, Executive Director NMHN/NPO, will conduct 2 ACO Webinars. She will review updates and end of the year status.**

**The first is at 8:00 am on Thursday, November 20th.**

Dial-in Info:

1. Please join my meeting.

[GO TO MEETING](#)

2. Use your microphone and speakers (VoIP) - a headset is recommended..

OR, call in using your telephone:

Dial +1 (646) 749-3131

Access Code: 769-782-173

Audio PIN: Shown after joining the meeting.

Meeting ID: 769-782-173

**The second is at 12:00 pm on Friday, November 21st.**

Dial-in Info:

1. Please join my meeting.

[GO TO MEETING](#)

2. Use your microphone and speakers (VoIP) - a headset is recommended.

OR, call in using your telephone.

Dial +1 (646) 749-3122

Access Code: 807-297-373

Audio PIN: Shown after joining the meeting

Meeting ID: 807-297-373

**IMPORTANT!!!**

**PLEASE note that these webinars are either online or via phone,  
and *not* at the NPO Offices. Thanks!**



## MEMBER CONNECTIONS

**Bay View Obstetrics & Gynecology** - *Position open for a Certified Ultrasound Technician with OB/Gyn experience in 5 physician practice in Petoskey. Full-time, full benefits, competitive salary. Monday-Friday, no weekends, night or major holidays. Please send resume' to:*

**Julie Hopkins, Practice Manager**

Bay View Obstetrics & Gynecology, P.C.

560 West Mitchell St., Suite 210

Petoskey, MI. 49770

Office Phone: 231-487-2340

Fax: 231-487-2115

Email: [jhopkins@bayviewob.com](mailto:jhopkins@bayviewob.com)

**Internal Medicine of Northern Michigan** is looking for full and part time MAs to join our clinical team! CMA, RMA or LPN required, EMR experience preferred. Inquiries can be sent to [rfarrell@imnm.net](mailto:rfarrell@imnm.net).

**BAYSIDE ALLERGY** has an employment opportunity for a part time Medical Assistant in our office. This position is currently one to two days per week and would be primarily front office duties, but with the opportunity to be trained also in the clinical tasks of the office, and the possibility of the position evolving into more hours in the future. We are looking for a friendly, hardworking, and detail -oriented employee with good computer skills. Experience with E-Clinical Works preferred, but not required. Please have interested candidates send resume to [paulette@baysideallergy.net](mailto:paulette@baysideallergy.net) or fax to 231-929-9092.

**MEDICAL ASSISTANT OPPORTUNITY** - Family Physician Office expanding medical team. [Click here for info.](#)

**Grand Traverse Allergy** is looking for a part time NP or PA. Needed in Traverse City Monday, Wednesday, and every other Friday, traveling to Cadillac every other Monday. The right candidate will be learning allergy testing, how to administer allergy shots, and serum dosing. Ultimately we

would like to have the chosen candidate train with Dr. Lazar and eventually see return patients. **Please contact Laurie Phillips, Office Manager (231) 932-1035**

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We are very happy to include postings in our news blasts - for career opportunities, office space, equipment for sale, etc. Please email [lsalvatore@npoinc.org](mailto:lsalvatore@npoinc.org) with your ad. We also ask that you inform us as soon as it is no longer current. Thanks!

### Quick Links...

[NPO Website](#)

[NMHN Website](#)

Calendar

[NPO Calendar](#)



**9 out of 10 turkeys surveyed suggest beef for Thanksgiving Dinner.**

*As always, please contact us with any questions or concerns you may have!*

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