



February 10, 2015



REGISTRATION REMINDER!

Next BCBSM ICD-10 Michigan Monday, Webinar, 2-16-2015, 1-2pm

Blue Cross Blue Shield of Michigan and Precyse University will host an ICD-10 webinar for professional providers, called "Understanding and Preparing for ICD-10 as a Physician Office." The webinar will take place on Monday, Feb. 16, from 1 to 2 p.m. EST and will cover:

- The largest impacts on the physician office and practice that ICD-10 brings and the steps you should be taking.
- Strategies to drive roll out, adoption and urgency.
- Best practices on how to implement an education plan and the populations needing education.

[To register for this session, click here.](#)

Once registered, you'll receive a follow-up confirmation email with instructions for joining the session. ICD-10 is coming and it will affect how we all work together. Blue Cross is committed to working with our health care providers on the ICD-10 transition. From now until the Oct. 1, 2015, implementation, Blue Cross will host ICD-10 conference calls for our health care providers.

These calls are designed with you in mind. In this session, Precyse University will be focusing on physicians' offices. This webinar will focus on the impacts ICD-10 has on this setting and the necessary steps to take to prepare both your operations and teams. Precyse will also focus on the

pervasiveness of ICD-10 and the education that needs to be completed within each office or practice prior to the Oct. 1, 2015, deadline.

Send an email to ICD-10providerreadiness@bcbsm.com if:

- You would like us to cover a specific topic in a future webinar or you have questions related to ICD-10
- Your organization would like to participate in a future webinar
- You are having issues with the link above or logging into the call

A link to the recorded webinar and a copy of the presentation will be provided on web-DENIS after the session. If you'd like to view prior Precyse University presentations and download the presentation visit precyseuniversity.com/bcbsmi/webinars/index.php. *

*Blue Cross Blue Shield of Michigan does not control this websites or endorse its general content.

LEAN Support

NPO offers LEAN support for practices wanting to embark on a journey to improve processes! Dr. Heather Frazier, from NMC, facilitates LEAN for your practice - at your practice. Please contact NPO if you are interested. Below, one practice shares the great results they have experienced during their journey:

NPO has provided us with support to begin a LEAN initiative within our office. LEAN principles are based on the Toyota production system as Toyota sought to provide the greatest value to its customer, while minimizing cost and time. LEAN for healthcare is a systematic approach to identifying and eliminating non-value-added activities (aka-waste) in the healthcare delivery process, enabling care to flow more effectively. Dr. Kersti Bruining acted as our lead physician and our office's aim was to increase value added time for our patients. Value added work is any aspect or step for which the patient is willing to pay. We met with Heather Frazier, Ph.D, from NMC's training services and she helped us walk through each area of our practice and looked at the wastes and ways we could improve patient value added time. We did this from when scheduling a patient appointment through completion of the bill cycle for that patient. We looked at the way front desk, clinical staff, physician and billing staff handle every aspect of their position. There were areas of improvement in all of these areas. We have made these changes and have ultimately seen a decrease in patient in office time while seeing an increase in patient's face to face or value added time with Dr. Bruining. We have seen an increase in the percentage of physician-patient face-to-face time during the visit by 10% and a decrease in total time the patient spends in the office by 17%. LEAN has helped use learn how to streamline and use what we have more efficiently. We would highly recommend it to others.

Jamie Schichtel, CMM, CMA(AAMA)
Practice Manager
Kersti Bruining, MD, PLLC
Cornelius Robens, MD, PLLC
Heather Lee, DO, PLLC
Craig Kuesel, DO, PLLC



**KEEP
CALM
AND
CLOSE
THE GAP**

DID YOU KNOW ONE WAY TO HELP CLOSE CARE GAPS? BCBSM and Priority's contracts with pharmacies are structured such that patients should never pay more than what the pharmacy is offering. The pharmacies know this - so if Meijer is offering free generic Lipitor, the member should be able to use their BCBSM or Priority card and still not be charged anything (but that way the payer still has a record of the claim). PLEASE remind your patients to show their insurance card when picking up free/discounted drugs, too, so that BCBSM or Priority receives the claim and can use that data to close care gaps!



Are you ready for your close-up? YOU could be the next winner of our Movie Trivia Contest...

You have until February 16th to view Abbigale Wilson, MD's ***"Incorporating Advanced Care Planning Into the Young Adult Physical"*** ([click here](#)) and answer the following question:

"According to Dr. Wilson, what three things can a lack of planning and/or not having a directive lead to?"

Email your answer to bpataky@npoinc.org before 2/16/15 and plan your acceptance speech for when you win a \$50 downtown gift certificate. (And don't forget all us little people!)



MEMBER CONNECTIONS

Northern Vision Eye Care is seeking an experienced medical biller to work up to 32 hours a week (Monday through Thursday) to assist our part time medical biller. Candidate must possess current medical billing knowledge, and an extensive working knowledge of insurance companies. Duties will include medical and optical coding, billing, posting, and working insurance rejections. Must possess good customer service skills to deal with patient insurance and billing questions.

All cover letters and resumes may be faxed, emailed or mailed to:

Office Manager
Northern Vision Eye Care
4033 Eastern Sky Drive
Traverse City, MI 49684
Fax: 231-932-9156
Email: kerri@nvec.biz

Chronic Care Management, LLC is looking for 2 full time NPs or PAs for our quickly growing Home Care Medicine & Palliative Care Service in Traverse City, and are looking to expand soon into other locations.

We provide outpatient palliative care at home, and assisted-living facility visits, as well. We also offer chronic care to prevent hospital readmissions, diagnose and treat distressing symptoms, and provide care coordination between all providers and specialists involved in the patients care. We are first and foremost patient advocates and provide home based counseling as well.

Julie A Hartl MSN, FNP-C, CMSRN
Owner/President
Chronic Care Management, LLC
697 Hannah Ave Suite D
Traverse City, MI 49686
(231) 421-6921 office
(231) 932-1264 fax

Julie@Chronic-Care.net
www.Chronic-Care.net

Sleep Diagnostics of Northern Michigan

Seeking front desk administrative assistant in medical specialty practice. We are seeking an organized multi-tasker with great customer service skills. Prior medical/dental experience, billing experience helpful. This is a part time position with some benefits, a great work environment and competitive pay. Forward resume to Practice Manager SDNM 550 Munson Ave Ste 202 Traverse City, MI 49686.

Medical Assistant Back with some Front Office Duties as well.
Northshore Rehab PLLC

PART TIME (2-4 days per week) medical office position available for an individual who is able to multi-task between the front office clerical duties as well as back office clinical duties. Responsibilities to include the following: rooming patients, taking vitals, entering pertinent patient medical history/medications into the EMR. Check patients in/out, scanning documents into the EMR, answering the phones, making appointments. This position requires knowledge of the medical office and medical terminology. Previous medical office experience a plus. Please send resume to jobapplicant901@gmail.com or fax to 231-947-5094

Cass Street ENT seeking Medical Office Receptionist.

Job duties include but are not limited to:

Greet patients, check in/out, answer phones, scheduling, verifying insurance and collecting patient co-payments. Maintain that patient information is accurate and provide general clerical support to the office. Must be professional, engaged in their job, and have above average customer service skills. Ability to maintain confidentiality is required. Highly organized, detail oriented and able to multi-task efficiently and perform in a fast paced work environment. 1-2 years of general medical office experience is needed, or similar healthcare experience.

Please send resume' via fax or email to:

Christina Melville
Administrative Assistant
Cass Street Ear, Nose & Throat P.C.
1104 Cass Street
Traverse City, MI 49684
Phone (231) 941-1155
Fax (231) 941-1347
cmelville@cassstreetent.com

Northern Pines Health Center (a busy rural health clinic located in Buckley, MI) is seeking a part-time (24 hours/week) Family Practice NP/PA to join their team. Northern Pines Health Center utilizes an EMR and is also recognized as a Patient Centered Medical Home. Competitive salary, CME allowance, paid dues and licenses and Simple IRA offered. Just 20 from Traverse City. Open to recent graduates.

www.northernpineshealthcenter.com

Please submit CV to: keishasexton@northernpineshealthcenter.com

Traverse Area Pediatric and Adolescent Clinic

Our growing pediatric practice is seeking a professional Front Desk/Administrative Assistant. The ideal candidate will possess excellent interpersonal, telephone, and organizational skills with 1+ years prior experience. QuickBooks and Human Resources experience a plus.

Please send resume' and cover letter to Mary Lakin at officemanager@tapactc.com or TAPAC 4020 West Royal Drive, Traverse City, MI 49684 for consideration.

Additionally -

We are seeking a dedicated RN for a full time flexible schedule. Successful candidate will have a valid RN license with at least 2 years of experience. Excellent interpersonal skills, ability to prioritize and experience with documentation in an EMR environment are essential in our fast paced practice. We offer a great work environment with excellent benefits.

If you are passionate about caring for children and working with a group that is committed to providing quality healthcare in our community please send your resume and cover letter to officemanager@tapactc.com or Mary Lakin, Business Manager at 4020 West Royal Drive, Traverse City, MI 49684

Office Manager

Vascular Surgery practice in TC looking for experienced Office Manager. Must have previous medical office management experience, preferably in a surgical office. Billing & EMR experience required; coding experience strongly preferred. To apply, email resume to: rangesurf@aol.com

Bay View Obstetrics & Gynecology -

Position available for a Medical Assistant:

Medical Assistant/Nurse

30-40 hours per week, full time benefits, working with a physician in 5 physician OB/GYN practice.

Please submit resume' and cover letter 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

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.

Also seeking part time Medical Technologist. Requires ASCP or equivalent certification, completion of an accredited MT/MLT program and 1-3 years clinical laboratory experience. Must have excellent communication, problem solving and phlebotomy skills. Professional environment, competitive salary, M-F, no weekends or holidays.

Inquiries can be sent to rfarrell@imnm.net.

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

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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](#)

[NPO CALENDAR](#)





*We just can't resist a LITTLE trivia... MICKEY MOUSE was the first non-human recipient of an Oscar!*

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