



MARCH 8, 2017

## VISIT OUR WEBSITE!

### Well worth the re-run - Remote Interpretation Service Vendors

Many practices have asked NPO for the name of remote interpreter services. As a convenience to practices, NPO reached out to three different interpreter services, each of which is currently used, or has been used, by at least one NPO Practice. This was done simply to gather the information in one place for you, to streamline your own research efforts. We asked the services to provide their very best pricing, but please feel free to negotiate on your own behalf. We are sharing with you the responses from each company below. If your practice is interested in utilizing one of these services, please follow up with the contact listed. Listed in alphabetical order:

#### 1. CTS LanguageLink:

- [CTS LanguageLink Summary](#)
- [CTS LanguageLink OPI Service Intro](#)
- [Client Portal Presentation](#)
- [Practice Agreement](#)
- [CTS Credit Card Authorization Form](#)
- [Credit Application](#)

2. LanguageLine Translation Services: [Click Here For Summary](#)

3. TransPerfect Remote Interpretation: [Click Here For Summary](#)

### PHYSICIANS - PLEASE SAVE THE DATES!

Please save the dates below for the quarterly Delivering Accountable Care - Physicians Partnering meetings for 2017. All of these meetings will be held from 6-8 pm at the Traverse City Golf & Country Club, with dinner served.

Providers will receive more information and an invite closer to the dates

**Wednesday 5/24/17**

**Tuesday 8/15/17**

**Wednesday 10/25/17**

Thank you, and as always, please contact Bryanna with any questions!

[bpataky@npoinc.org](mailto:bpataky@npoinc.org)

### **Next PAHCOM Meeting**

**Title/topic:** Patient Engagement and the Changing Healthcare Landscape; Consideration for Hospitals, Health Systems and Group Practices

**Speaker:** Sonia Hissett DNP, APRN, FNP-BC, AGAC-NP

**Date:** 03/15/2017

**Time:** 07:30 AM - 09:00 AM

**Location:** NMC University Center Room 216

(Dendrin Drive) off of Cass Road just north of South Airport Road.

Presented by Abbvie Pharmaceuticals...

With so many changes in healthcare, patient engagement and communication has become a greater challenge. Learn what you can do to improve these relations and engage staff and patients in the process.

**RSVP**

### **eEHX/CCMR Dashboard User Group Webinars**

NPO would like to remind you that on the second Wednesday of every month from 12:00 - 1:00pm, we hold an open forum, virtually, to discuss any questions, concerns, best practices, and ideas you have to help improve using eEHX and the CCMR Dashboard.

For *all* Wednesday webinar meetings, the log-in information is:

Please join my meeting from your computer, tablet, or smartphone.

<https://global.gotomeeting.com/join200078861>

You can also dial in using your phone.

United States: +1 (646) 749-3122

Access Code: 200-078-861

### **MSMS Legal Alerts**

#### **Health Plan Audits: What Every Physician Should Know**

Physicians are being audited by governmental and private payors with increasing frequency. Physicians are often surprised to learn that the issue in most audits is whether the payor has overpaid the physician, rather than whether the physician committed fraud by billing for services not furnished, or by other means.

**[Learn more](#)**

### **Legal Issues for Physicians Treating Hearing Impaired or Limited English Proficiency Patients**

Many physicians have hearing impaired patients and/or patients with limited English proficiency ("LEP Patients"). Communicating effectively with these patients is essential to ensure proper diagnosis and treatment, as well as compliance with legal obligations.

[Learn more](#)

### **New Physician Assistant (PA) Law Soon to Take Effect - Follow Up Steps for Physicians**

Physicians who practice with a PA should review the new requirements under the Act and ensure that they have compliant practice agreements in place as of March 22, 2017, when the Act takes effect. Physicians should also confirm with their professional liability insurers that they will be covered for claims arising from services furnished by PAs pursuant to practice agreements. Below are links to FAQ's and templates which participating physicians and PAs may use for guidance in developing, maintaining and updating their own practice agreements.

[FAQs](#)

[Practice Agreement Instructions](#)

[Sample Practice Agreement](#)

### **UPCOMING EVENTS & HELPFUL RESOURCES**

#### **Ongoing Webinars**

**eEHX/CCMR  
Webinars**

#### **Member Connections**

**NPO Website**

**NMHN Website**

**NPO 2017 Calendar**

**PAHCOM**

#### **Upcoming Events**

**MSMS Compliance  
Conference**

*NPO is committed to providing great resources to our members!*