



April 28, 2017

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BCBSM PROVIDER DIRECTORY

Earlier this year, NPO reached out to many practices to ask them to attest to their physician information in Atlas PrimeHub for the BCBSM Provider Directory. We thank you for your assistance in completing this attestation and for being patient with some of the glitches working with PrimeHub.

We have good news for you. NPO will be working with practices directly for the next quarter's required BCBSM Provider Directory Attestation and practices will NOT have to utilize the Atlas PrimeHub!

We will need your assistance, but the process next quarter should be much easier for your practice.

BCBSM has plans to move to using the CAQH process many practices use with other payers, but until that does happen, NPO will work with your practice to attest every quarter for BCBSM. If your practice does keep addresses and other information current in BCBSM Provider Enrollment, the process will be smoother for your practice and for NPO. If you need assistance with Provider Enrollment's new Self-Serve Application, your BCBSM representative can help.

Again, thank you!

CUSTOMER SERVICE FOR HEALTHCARE COURSE

You asked us about a customer service class for your office staff. NMC is offering a healthcare focused class in response to your requests. This class is designed to help staff develop core customer service skill, helping any employee who works with patients to better serve them and their families.

Conducted by Heather Frazier, PhD. Training Specialist

TUESDAY June 20, 2017 8:30 am - 4:00 pm

NMC Aero Park Campus

\$145.00 per participant, lunch and supplies provided

Registration: Matt Schwarze (231) 995-2009 mschwarze@nmc.edu

[CLICK HERE FOR FULL BROCHURE](#)

SEATTLE HEALTH SYSTEM PEEKS BEHIND REQUESTS FOR UNNEEDED CARE

American Medical Association

Direct-to consumer advertising and readily available medical information online has led to more patients asking for a specific medication or treatment. Echoing the sentiments of physicians nationwide, clinicians at Group Health Cooperative, an integrated health system headquartered in Seattle, worried they would disappoint patients if they didn't give them the tests or treatments they wanted. But when leaders at Group Health took a closer look at patient requests, they found there was more to the story.

[What they discovered...](#)

UPCOMING EVENTS & HELPFUL RESOURCES

Ongoing Webinars

[eEHX/CCMR
Webinars](#)

[Member Connections](#)

[NPO Website](#)
[NMHN Website](#)
[Trillium Health Website](#)
[NPO 2017 Calendar](#)

Upcoming Events

[Physicians
Partnering Meetings](#)
[PAHCOM](#)

NPO is committed to providing great resources to our members!

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