

**January 11, 2023**

**TO: MSSNY OFFICERS, COUNCILORS, AND TRUSTEES**

**FROM: HEATHER LOPEZ  
MSSNY DIRECTOR OF PAYMENT & PRACTICE**

**RE: TRI-MONTHLY ACTIVITY UPDATE**

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**Consult Recap - 121 new consults as of from 10/27 through January 12, 2023**

**YTD Recruited MSSNY Members- 3**

**Highlights of Efforts to Assist Physicians**

- Continuing to work with DOH on an active Fidelis issue where they have been applying cost sharing since 6/1/2021 when they should not have been
- Continuing to work on the North Shore Medical Staff Leadership regarding United excessive medical record request project (received from 3 offices) after meeting with DFS
  - Created cover/recap sheet with DFS to send in with complaints (these will be used when the issue has been discussed with me first prior to sending to DFS)
  - Continuously collecting new examples for DFS and working with them on this project
  - DFS advised that they will be able to present their finding shortly as they are wrapping up project
- Facilitating Monthly CMS/NGS open agenda monthly meeting for physicians to answer physician Medicare questions (open to all members to bring anything they would like for discussion). These open forums occur on 2<sup>nd</sup> Tuesday of every month from 6-7 pm. A great platform for your voice to be heard!
- Recruited new and former physician members to join/re-join MSSNY to utilize services
- Working with CMS to consider updating their national coverage determination regarding screening ultrasound for dense breast.
  - Received notification 1/10/23 that the recommendation should be completed shortly in 2023
- Escalated concern and working through an issue with not being eligible for healthcare worker bonus due to retiring in August and no longer in Medicaid system. Ongoing as 10/17/22
  - This was completed and the physician was able to receive payment

- Provided a webinar with CMS regarding the NSA on 11/30/22
- Assisted with 2 webinars in collaboration with STI on cyber security 12/14/22 and 2023 coding updates 1/12/23
- Was able to get a peer to peer for a physician who did a surgery in Feb 2022 and still has not been paid. Peer to peer yielded in agreement in payment to be made, waiting on payment
- Working with United & DOH on denied payments for OPRA providers that are billing managed care plans.
- Was able to correct and have BC reprocess claims going back to 05/01/22 that were decapitated. Physician to receive payment for all claims
- Working on Optum denial issue for electronic signatures