

**Please circulate to others and file in your *Provider Manual* for future reference.**

PROVIDER ALERT  
NEW HOURS FOR TELEPHONE ADVICE NURSE COVERAGE

Effective July 1, 2010 Community Health Group's Telephone Advice Nurse Program coverage will be exclusively available after hours.

Monday – Sunday 5:00pm through 8:00am

Holidays Included

Please ensure that your answering service is aware of this change. If you do not have an answering service and provide after hour coverage through the utilization of an answering machine please be sure the following is covered in your message:

- Specific instructions on how members can reach an on-call provider.
- The length of time within the call will be returned (must not be greater than 30 minutes).
- Emergency service instructions (911).

Our Member Services staff will continue to be available 24 hours a day, seven days a week providing non-clinical and routine information to our members.

While after hour coverage is the responsibility of the primary care physician we wanted to provide you with this notice for you to ensure systems are in place to after hours and weekends to properly triage your patients, our members. As a service to our members (your patients) and to ensure compliance with existing regulations regarding after hours coverage, from time-to-time we will be calling your after hours line.

If you have any questions please do not hesitate to contact Victor Gonzalez at (619) 498-6457.