

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

November 2, 2010

## Community Health Group needs your help!

Four years ago, we analyzed our Member Services call volume and found that more than 60% of the incoming calls were for eligibility verification. Since our staff accesses the same on-line eligibility tool available to your staff, we determined that this was not the best use of our Member Services time. We gave our primary care sites advanced notice that we would no longer be providing member eligibility over the phone and asked our primary care sites to access the information on-line.

Recently our Member Services team has been receiving eligibility calls again and we need your help in reminding your staff to check eligibility on-line. Our on-line eligibility look up is extremely easy to use and fast. The information is updated daily and has screen print functionality so your staff can print the member's information if you desire.

Please be aware that effective Monday, November 22, 2010 our Member Services staff has been instructed to no longer provide eligibility information over the phone. If you staff need training on this tool, please call Victor Gonzalez and (619) 498-6457 and he will provide training.

It is vital that our staff use their time to place outgoing new member orientation/welcome calls, educate members who are inappropriately using the emergency room and answer benefit questions. Additionally, we have a lofty goal of making nearly **42,423** phone calls by the end of December to our non-compliant members in need of HEDIS services.

Our Member Services team is available to assist your staff and our members with primary care physician transfers, translation services and assist in referral authorization questions. In addition to our on-line tool, your staff can access the State Medi-Cal eligibility line through the AVES system to check if a member is pending eligibility.

Thank you in advance for helping our staff use their time to assist your patients, our members in the best manner.