

IMPORTANT UPDATE!!!!

♥ **Timely Filing for Provider Appeals and Grievances**
 Effective 3/1/2009 – The Provider Appeals and Grievances timely filing requirement for submitting and receiving will change to 180 days from the date of the Lovelace Explanation of Payment (EOP). This filing limit will apply to **ALL** Lovelace plans including Commercial, Medicare, Medicaid Salud and Medicaid SCI. This change is effective starting with Lovelace EOP's dated on or after 3/1/2009.

♥ **Cultural and Linguistic Competency**
 Lovelace Health Plan (LHP) is dedicated to promoting effective communication between patients and providers/provider office staff. Language barriers within our diverse population are commonplace.

LHP is please to announce Cultural and Linguistic training has been posted to our website. This brief on-line training for you and your staff will close April 1, 2009. We encourage all our providers to participate in this brief easy to use training. Please visit the provider page at lovelacehealthplan.com.

♥ **Injectable Medications NOW available on iExchange!**
 In the of Summer 2008, Lovelace Health Plan (LHP) started to roll out an On-line Prior Authorization Program called iExchange. If you are interested in iExchange, please contact your Provider Service Representative.

If you are already set up as an iExchange user, did you know that you can also submit injectable medicines that require an authorization? The injectable medications include J-codes that are part of a member's benefit that the provider's office purchases and administers. When submitting injectable medication requests, please use a treatment setting and place of service of "Pharmacy". This will ensure your request is forwarded to LHP's Pharmacy Department. Please remember HCPC/CPT and ICD9 (diagnosis) codes are also required on the request.

♥ New Phone Numbers

Lovelace Health System is well on its way to having a much easier phone system for our customers and employees. All Lovelace phone numbers will start with a 727 prefix.

All phone numbers that do not begin with 727 will be switched over to a new phone number with the 727 prefix. These include changes for Lovelace Health Plan, SED Medical Laboratories, Lovelace Pharmacy and all other facilities that do not have the 727 prefix. The LHP 1-800 number has not changed.

To ensure that calls are not lost, all old numbers will be forwarded to the new telephone number.

Below is a list of some of Lovelace Health System's new phone numbers, which went into effect January 1, 2009. For a complete listing, please refer to 2008 Winter Provider Newsletter online on the Provider page at www.lovelacehealthplan.com.

Name	OLD Phone Number	NEW Phone Number
Lovelace Health Plan – MAIN (Customer Service)	262-7363	727-5683 (LOVE)
Lovelace Health Plan- Provider Response Team (Provider Help Line)	262-3856	727-5456
Lovelace Health Plan (Sales)	232-1780	727-5100
Lovelace Senior Plan and Premier Choice (Customer Service)	232-1883	727-5400
Lovelace Community Health Plan - Salud! and SCI (Customer Service)	232-1860	727-5500
Pharmacy Exception Center	262-7390	727-5390

♥ New Provider Service Representatives and Network Assignments

Lovelace Network Operations is happy to announce the addition of two new Provider Service Representatives (PSR). We welcome Christi LaPlante as the Southeast NM PSR and Amy Sanchez as the Northwest NM PSR. Their experience and dedication is an asset to our department.

♥ NEW! Provider Service Representative Assignments

Bernalillo County	Northeast NM	Northwest NM	UNM/Lovelace/ ABQ Health Partners/ CareCentrix	Southeast NM	Southwest NM
Paula McConnell (505)727-5489	Amy Sanchez (505)727-5136	Sonia Gonzales (505)727-5293	Rebecca Ruddell (505)727-5353	Christi LaPlante (505)727-5799	Christina Bustamante (505)727-5138

