



Commercial Payor Relations Committee Minutes

November 12, 2009

2:00pm EST

Present.

Sherry Dumford

Bing Herald

Jon Neal

Jeanne Gilreath

Mick Polo

Agenda.

1. The committee reviewed and made comments on the proposed survey to payers. Committee members were asked to submit final comments to Sherry within the next few days so a final product could be reviewed by the Survey Committee.
2. Discussion surrounded the appropriate use and upkeep of the insurance commissioners list on the HBMA resource. It was decided to use this list as the first resource under the Commercial Resource Tab.
3. Sherry will write an article for the Jan/February 2010 publication of BILLING highlighting the work of the CPR Committee.
4. The Education Committee requested potential speakers for the subject matter of appeals and denials. Committee was asked to forward suggestions to Sherry.
5. The United Healthcare External Focus Group is going to be held December 2, 2009. Sherry to be on the call and report back to the committee.

6. It was agreed that we need to begin expanding the committee by a couple of members. Bing agreed to reach out to a few potential candidates from the HBMA sign-up sheet.
7. Jon reviewed the InstaMed power point presentation and shared the origin and purpose of the Payer Metrics presentation. We need to continue to determine how this might fit into our White Paper.
8. Discussion around the availability and use of software vendors for appeal letters and rejections/denials. Jon agreed to provide some information on potential solutions (i.e. Appeals Solutions)
9. White paper – continued conversation around relevant topics: Some potential foundational ideas include finding ways to auto adjudicate your claims; top 10 reasons claims get denied.