

MEDICARE PART A BULLETIN

June 26, 1997

General Medicare Bulletin G-290

TO: All Medicare Providers

FROM: Andy DePirro, Director, Program Relations

SUBJECT: **INTERMEDIARY/PROVIDER PROCESS IMPROVEMENT FORUM
QUESTIONNAIRE**

ATTENTION MEDICARE BUSINESS OFFICE MANAGER: Please distribute to all appropriate health care facility personnel.

In the spirit of continuous improvement, and with a need to involve more providers, we have redesigned our provider communication process. During the past several years, Blue Cross and Blue Shield of Florida, as a Medicare Part A Fiscal Intermediary, has conducted quarterly meetings with selected providers. A total of three (3) chartered regional (Northern, Central, and Southern) "Intermediary/Provider Focus Groups," consisting of approximately 45 representatives, participated in these meetings. The purpose of the meetings was to provide a process for establishing a "partnership for the overall good of the Medicare program and improve both provider and intermediary performance."

Our redesigned communication process will include:

- Provider Workshops;
- Medifest Training Seminars;
- Regional Provider Symposiums; and
- Provider/Intermediary Process Improvement Forums.

We believe this provides an opportunity to establish a refined process which will allow more providers to be involved. This expanded issue specific Intermediary/Provider Process Improvement Forum will allow providers and the intermediary to work on specific topics as we work together to implement continuous improvement for the Medicare program, which includes providers, beneficiaries, and the intermediary.

Recently, we experienced a major expansion in our provider customer network, due to the voluntary termination of Aetna, Inc. as a fiscal intermediary. Our network has expanded from 750 to approximately 1,270 customers, due to the transition of these affected providers. This affords us an increased partnership opportunity to use this approach to expand our comprehensive provider customer networking.

We are taking this opportunity to extend an invitation for your facility to participate in this forum. We first need to determine how many providers would be interested in attending a meeting. Therefore, interested providers should advise who would be representing your facility, as well as topic(s) or issue(s) that might be of interest to the group. Finally, we need to know if you would be interested in hosting a meeting at your facility.

Please complete the questionnaire (attached) and return it as soon as possible. **Responses must be received no later than July 15, 1997.** Once responses are received, we will consolidate the feedback and contact interested providers, well in advance, to schedule a kick-off meeting.

INTERMEDIARY/PROVIDER PROCESS IMPROVEMENT FORUM
QUESTIONNAIRE

Provider Number: _____ Date: _____

Provider Name: _____

Provider Address: _____
(Street Address)

City/State/Zip: _____

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Participant's Name: _____

Title/Accountability: _____

Phone Number: _____ Fax No: _____

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Proposed topic(s) or issue(s) for discussion that provide potential for PROCESS IMPROVEMENT:

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Would you be interested in hosting an Intermediary/Provider Process Improvement Forum Meeting at your facility? Yes No

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Mail or fax completed questionnaire to: Medicare Part A (18T)
Post Office Box 2711
Fax: (904) 791-8378 Jacksonville, FL 32231
ATTN: Program Relations/Forum

Responses must be received no later than July 15, 1997.