Diaz, Jean

From: Henggeler, Laura D
Sent: Wednesday, April 25, 2007 1:57 PM
To: Diaz, Jean
Subject: FW: EOB Revisions and Due Dates

Let me start by apologizing for providing CDI with our new IMR language (they asked for it...and I couldn't think fast enough, I'm just not good on the spot like that!). Now this e-mail has come in from Nicoleta.

Oh no, I have a headache that is getting worse by the minute.

When you have some time, can we discuss next steps (should we give Nicoleta a call)? Plus, I have a few other things to go over with you (the IMR question, etc.).

Laura

From: Smith, Nicoleta [mailto:SmithN@insurance.ca.gov]
Sent: Wednesday, April 25, 2007 10:44 AM
To: Henggeler, Laura D
Subject: RE: EOB Revisions and Due Dates

Hi, Laura.

I just wanted to let you know that the proposed language for the "Know Your Rights" portion of the EOB is still not in compliance. In case we cannot have another meeting prior to you leaving the company, please forward this information to Jean Diaz so she can work on it. Thanks.

Nicoleta

From: Smith, Nicoleta [mailto:SmithN@insurance.ca.gov]
Sent: Friday, April 20, 2007 3:42 PM
To: Henggeler, Laura D
Cc: Stolls, David; Masters,Robert; Love, Barbara; Brunelle, Steven
Subject: RE: EOB Revisions and Due Dates

> Hi, Laura.
>
> We have the following immediate suggestion. CIC 10169(i) requires the notice to include the statement to the insured that reads " You may request an Independent Medical Review if you believe the services have been improperly denied, modified, or delayed by the insurer or by one of its contracting providers."
>
> We may have further comments on or before Wednesday of next week.
>
> Nicoleta
>
>> -----Original Message-----
>> **From:** Henggeler, Laura D [mailto:Laura.Henggeler@phs.com]
>> **Sent:** Friday, April 20, 2007 9:23 AM
>> **To:** Smith, Nicoleta
>> **Subject:** EOB Revisions and Due Dates
>>
>> Hi Nicoleta:

Attached are copies of the new language that is in progress for PLHIC's EOBs and provider EOPs. These revisions will be complete on both the EOBs and EOPs as of April 27, 2007. Outgoing EOBs and EOPs will contain this language as of April 30, 2007.

The EOBs for PLHIC products now contain the following new pieces of information: 1) IMR language (I will provide you the company's IMR communications, along with the process of sending IMR information to members through A&G/Medical Management, and how long we have been using the current version of "Know Your Rights" next week); 2) Underwritten by PLHIC; and 3) CDI contact information change (from Communications Bureau to Consumer Services Division and added the CDI's Website address).

The EOPs for PLHIC products now contain the following new pieces of information: 1) CDI contact information and language that the provider may contact the CDI regarding the payment made; and 2) underwritten by PLHIC.

Thank you Nicoleta,

Laura Henggeler
Project Director

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