

## **Risk Management Division**



September 28, 2009

Re: Polk HealthCare Plan Contract

Dear Specialty Care Provider:

Thank you for your continued service to the Polk HealthCare Plan members for the 2008– 2009 (October 1, 2008-September 30, 2009) fiscal year. We greatly appreciate the work you do in the community, and the service you provide to the Plan's members. Enclosed is your proposed contract for a contracting period covering October 1, 2009-September 30, 2011. We hope that you will find the contract satisfactory, and the Plan looks forward to working with you and your office this upcoming fiscal year.

Please sign both originals attached, and obtain the two (2) witnesses as listed. Return both originals to the Plan in the self-addressed envelope that has been provided for your convenience. If possible, we would greatly appreciate your return of the contract in the next twenty-one (21) calendar days. Should you misplace the envelope provided for return, the contract can be returned to the following address: Polk HealthCare Plan, Provider Services Section, 2135 Marshall Edwards Drive, Bartow, Florida, 33830. ***Please note that rubber stamp signatures will not be accepted.***

As you transition to next fiscal year FY 2009-2010, you will encounter the following changes.

First, reimbursement to physicians will increase to 100% Medicare when the new rates are published by Medicare and become effective January 1, 2010.

Secondly, the plan benefits have been redesigned to encourage chronically ill Polk County citizens to obtain the necessary care. Please review the plan benefits design, which is enclosed as an exhibit of the contract. Exhibit A in your contract defines the Plan's reimbursement rate and all co-pay amounts the Plan member is responsible to pay your office at the time of service. This co-pay amount will be in addition to the amount of compensation reimbursed by the Plan. Exhibit B indicates services that do not require pre-service approval.

Thirdly, all Polk HealthCare Plan providers received a communication from the Plan entitled "Provider FAQs" on April 9, 2009. This communication was intended to inform all providers of the methods that they would need to use in order to receive approvals of requested services and payment for claims. (Should your office need an additional copy of the April 9, 2009 "Provider FAQ" referred to in this letter, please contact the Provider Services Section at (863) 519-2003.)

This communication was sent as a result of the fact that the Plan had obtained a new claims processing system. Since that time frame, we have listened to many providers who have voiced concerns regarding constraints with the Plan requiring such specific CPT coding and/or requiring specific dates of service, and the Plan is exploring other avenues to ease the administrative burden on the provider community.

Finally, LabCorp will be the only contracted lab during this next contracting period. We are optimistic that this will provide the Plan with a better grasp of member data regarding disease states. LabCorp will be sending additional provider letters to further inform the provider community regarding Patient Service Center locations, hours of operations, and other service availability.

We acknowledge that the Plan has gone through many operational changes in the past. However, we will continue working to build a plan that will benefit the community on a long-term basis. The Polk HealthCare Plan greatly values your partnership in this community and looks forward to our continued partnership in service to Polk County citizens in the year to come.

Sincerely,

Jan Howell, J.D.  
Polk HealthCare Plan  
Director