



## Montefiore Urgent Care

### *A Service of the Montefiore Medical Group*

The Montefiore Medical Group has opened its first urgent care center at the Bronx East practice located at 2300 Westchester Avenue. Montefiore Urgent Care provides patients with access to the highest quality medical care when the office of their primary care physician is closed. Montefiore Urgent Care is not intended to replace the level of critical care offered in an emergency room or as a substitute for the care provided by their regular doctor. Rather care is provided for illness and injuries that are not life-threatening.

### Typical illness or injuries treated at Montefiore Urgent Care include:

- ◆ Allergy and asthma, upper respiratory infections
- ◆ Bladder and urinary symptoms
- ◆ Coughs, colds and flu, strep and sore throat
- ◆ Ear and eye problems
- ◆ Muscle aches and pains
- ◆ Nausea, diarrhea, vomiting
- ◆ Pain– back, pelvic, stomach
- ◆ Skin rashes, bruises & bites
- ◆ Sprains and strains

Staffed by skilled health professionals, including board certified physicians, nurses and other support personnel, patients will receive the highest quality care in a comfortable, caring environment. Montefiore Urgent Care is open 7 days a week, including most holidays to provide prompt, medical attention. **Walk-in medical treatment is offered with a wide range of on-site services such as:**

- ◆ Well-designed patient exam rooms
- ◆ On-site x-tray and EKG
- ◆ Laboratory and diagnostic testing
- ◆ State-of-the-art equipment
- ◆ Comfortable waiting area
- ◆ Ample, secure parking

**To reach Montefiore Urgent Care directly, please call**  
 **718.409.8888.**

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### FREQUENTLY ASKED PATIENT QUESTIONS:

#### What are the hours?

Montefiore Urgent Care is open Monday through Friday, 3:00 pm to 10:00 pm; Saturdays, Sundays and most holidays from 9:00 am to 5:00 pm.

#### Should patients call first?

Patients of Montefiore Urgent Care are treated on a first come, first serve basis- no appointment is necessary.

#### What kind of care is provided?

Montefiore Urgent Care provides care for illnesses or injuries that are not life-threatening and would normally be treated in a doctor's office. When in doubt, a patient should first attempt to contact their doctor's office or in an emergency, call 911.



## University Behavioral Associates Supporting Healthy Marriage

### *A Program of Montefiore Medical Center*

University Behavioral Associates (UBA) was founded in 1995 by the Department of Psychiatry and Behavioral Sciences at Montefiore Medical Center and is the main provider of behavioral health care in the Bronx. Due to the organization's long-standing relationships with welfare-to-work programs and capability of managing information for hundreds of married couples, University Behavioral Associates has developed a Healthy Marriage Program which provides marriage enhancement and marriage skills training to low-income married couples. Recognizing the varied ways in which people learn, this program uses lectures, hand-outs, role-playing and group discussion to show participants the benefits of creating a healthy marriage.

#### **This FREE program will offer your qualified patients:**

- ◆ A fun and interactive way to strengthen their marriage
- ◆ A relaxed place to meet other couples just like them
- ◆ Support to maintain a healthy marriage and build a strong family
- ◆ Information about other valuable programs and services
- ◆ Cash incentives and gift certificates worth up to \$1000 for participation

We encourage you to share this information with your patients.

Call UBA today to find out more about this program!

**Phone: 718-401-5050 or Toll-free: 877-401-UBA1 (8221)**

*A happy family is worth celebrating!*



MONTEFIORE



## Palliative Care and Symptom Management Services at CMO

Recently, CMO's Network Care Management department has initiated nurse practitioner managed, palliative care and symptom management services. Easing the burden on providers and caregivers, research has demonstrated that palliative care improves quality of life, the satisfaction for patients and their families and also helps patients complete life prolonging treatments.

Palliative care addresses all sources of suffering whether it be physical pain and discomfort, emotional suffering, social or spiritual unease. Through CMO's palliative care program and the established alliance with community based programs, our members are receiving the care they need without unnecessary visits to the hospital.

According to Linda Rodman, manager of the Palliative Care Program at CMO, there are three important messages to

convey to the community about palliative care. The first is that historically, palliative care has been identified with Hospice and end-of-life care. However, principles of palliative care are now increasingly being applied to chronic disease management. By controlling symptoms and setting realistic goals of care, palliative care is preserving a patient's quality of life. Secondly, on a practical level, palliative care consultation in the hospital is aiding the care team in setting goals of care for patients with chronic illness who are not near the end of life, but are facing a progression of illness with associated symptoms as they continue life-prolonging treatment. Lastly, it is important for the community to identify outpatient palliative care and chronic disease management as an emerging area of expertise which will allow improved quality of life for patients with chronic disease.

It is a fact that mankind is living longer with chronic disease. The process of dying can take months and years and is often prolonged by the efforts to keep patients alive. As a consequence, their sense of dignity and quality of life may be undermined and their suffering can escalate. With this outcome in mind, CMO is determined to continue educating staff as well as network primary care physicians of the appropriateness of palliative care at any point in an illness to manage symptoms.

If you are unfamiliar with the palliative care and symptom management services being offered by CMO or would like to discuss the challenges you are facing with managing chronic illness, please contact:

**Linda Rodman, NP at**  
[Irodman@montefiore.org](mailto:Irodman@montefiore.org) or  
**Mary Jo Maloney, RN at**  
[mmaloney@montefiore.org](mailto:mmaloney@montefiore.org)

# CMO CONNECTIONS

## Care For the Family Caregiver Presentations Coming This Summer!

In collaboration with Emblem Health's Care for the Family Caregiver initiative, CMO's Disease Management team will begin to make presentations throughout the Bronx this summer that will be open to all patients. **Care for the Family Caregiver** is an initiative of the Integrative Wellness department developed by Emblem Health that provides valuable information, resources and tools to help family caregivers manage the increasing demands, challenges and stresses associated with care giving.

CMO recognizes that unpaid family caregivers are often forgotten patients, of whom there are some 44.5 million nationwide. With an aging population, medical advances that keep people alive longer, shorter hospital stays and sophisticated technology that allows sicker people to stay at home, the importance of family caregivers will only increase.

These interactive presentations, which will also discuss how to live well with diabetes, will be lead by a panel of healthcare providers including a primary care physician, nurse and nutritionist. **If you or your patients would like further information regarding presentation dates, please contact 1-800-MD-MONTE.** We encourage you to share this important information with your patients and colleagues.

### Care for the Family Caregiver presentation dates and times:

#### Co-Op City JASA Dreiser/Einstein/Bartow

177 Dreiser Loop Auditorium  
Bronx, NY 10475  
Tuesday, July 14th, 2009  
10:00 am

#### RAIN Eastchester Senior Center

1246 Burke Avenue  
Bronx, NY 10469  
Tuesday, September 15th, 2009  
10:00 am

#### Parkside Senior Center

644 Adeo Avenue  
Bronx, NY 10467  
Wednesday, September 16th, 2009  
11:00 am

## Upcoming Disease Management Workshops

As a reminder, CMO offers Diabetes, CHF and Respiratory (Asthma/COPD) Disease Management (DM) Programs to all members, including our Emblem Health membership. The CMO DM Team supports primary care and specialty providers by educating members on the importance of health maintenance, self-management techniques and prevention of disease complications. They also offer individual consultations with RNs at various primary care sites, group classes, telephonic outreach, telemonitoring programs and coordination of services for eligible members.

For more information regarding disease management, or to register your patients to participate in one of the free disease management workshops below, call 1-866-996-6683 or email [ChronicCare@montefiore.org](mailto:ChronicCare@montefiore.org).

### "Diabetes & Healthy Eating" Workshops:

MMG Bronx East - 2300 Westchester Avenue, Bronx  
Tuesday, June 23, 2009 @ 12 PM – 2 PM (in Spanish)  
Tuesday, June 23, 2009 @ 4 PM - 6 PM

Yonkers Public Library - 1500 Central Park Ave, 3rd Fl, Yonkers  
Tuesday, June 9, 2009 @ 10 AM – 12 PM  
(3<sup>rd</sup> Floor - Meeting Room)

MMG Grand Concourse - 2532 Grand Concourse, Bronx  
Thursday, May 21, 2009 @ 10 AM – 12 PM  
Thursday, June 25, 2009 @ 10 AM – 12 PM

Co-op City Community Center - 177 Dreiser Loop, 2nd Fl, Room # 8, Bronx  
Tuesday, June 23, 2009 @ 4 PM – 6 PM

### "Learn About COPD & Asthma" Workshops:

MMG Bronx East - 2300 Westchester Avenue, Bronx  
Thursday, June 4, 2009 @ 10 AM- 11 AM

Yonkers Public Library - 1500 Central Park Ave, 3rd Fl, Yonkers  
Thursday, June 11, 2009 @ 10 AM- 11AM

MMG Grand Concourse - 2532 Grand Concourse, Bronx  
Tuesday, June 16, 2009 @ 10 AM- 11 AM

Co-op City Community Center - 177 Dreiser Loop, 2nd Fl, Room # 10, Bronx  
Tuesday, May 26, 2009 @ 3 PM - 4 PM  
Tuesday, June 23, 2009 @ 10 AM – 11AM

## Claims Corner: When Your Claim has Been Denied as “Diagnosis Requires 4th or 5th Digit”

In October of each year, the International Classification of Diseases for physicians (**ICD – 9-CM**) is revised to include any additional codes as well as any code modifications for disease classification. In October of 2008, the disease classification was expanded to include health-related conditions and to provide greater specificity at the **fifth digit level of detail**. These fifth digits are not optional as they are intended for use in recording the information substantiated in the clinical record. If your office has received an Explanation of Benefits (EOB) with a denial for lack of a fourth or fifth digit, below are 10 steps to apply correct coding guidelines as listed in the **ICD – 9-CM for Physicians– Volumes 1&2:**

1. **Identify the reason for the visit** (e.g. sign, symptom, diagnosis, condition to be coded).
2. **Consult the Alphabetic Index, Volume 2, before turning to the Tabular List.** To prevent coding errors, use both the Alphabetical Index and the Tabular List when locating and assigning a code.
3. **Locate the main entry term.**  
The Alphabetic Index is arranged by condition. Conditions may be expressed as nouns, adjectives, and eponyms. Some conditions have multiple entries under their synonyms. Main terms are identified using boldface type.
4. **Read and interpret any notes listed with the main term** (Notes are identified using italicized type).
5. **Review entries for modifiers** (modifiers do not affect code assignment).
6. **Interpret abbreviations, cross references, symbols and brackets.**
7. **Choose a tentative code and locate it in the tabular list.**  
Assign five-digit codes (fifth-digit sub classification codes) for those categories where they are available.
8. **Determine whether the code is at the highest level of specificity.**
9. **Consult the color coding and reimbursement prompts, including age and gender.** Consult the official ICD-9 CM guidelines for coding and reporting, and refer to the AHA’s Coding Clinic for ICD-9 CM for coding guidelines governing the use of specific codes.
10. **Assign the code.**

Once the corrections have been made please resubmit your claim through your normal submission process promptly. If you have any questions, please do not hesitate to call Customer Service at 914.377.4400 or Provider Relations at 914.377.4477.

## IPA Insider Classifieds

Do you have office space to lease? In search of new partners or office staff? Or maybe you have a new service or program to announce?

**Let us help you communicate to all IPA members.**

If you are interested in advertising in our newsletter free of charge, please email [CMONews@montefiore.org](mailto:CMONews@montefiore.org) or call **914.377.4477**.

## PROVIDERS

Are you moving?

If you are or have changed your Tax ID, CMO needs to be informed.



Please send an updated W9 form along with the provider’s updated information on company letterhead to:

### CMO Provider Relations

100 Corporate Boulevard, Ste. 100  
Yonkers, NY 10701  
Fax: 914.377.4794

For more information about **CMO Connections**, please contact CMO Provider Relations at 914.377.4477.

CMO - The Care Management Company  
200 Corporate Boulevard South  
Yonkers, New York 10701

Corporate Telephone: **914.377.4400**  
Fax: **914.476.4825**  
Email: [CMONews@montefiore.org](mailto:CMONews@montefiore.org)  
Website: [www.CMOCares.com](http://www.CMOCares.com)