

MetroCare Annual Meeting: November 8 Chickasaw Country Club

MetroCare invites all of our credentialed provider members to attend the annual meeting in early November at Chickasaw Country Club. This is a great opportunity to socialize with your peers and enjoy a bit of good food while voting in the board election and getting important updates.

Speakers will briefly address these topics and be available for your questions:

- **Monica Wharton, MLH EVP and COO** will speak to the upcoming MLH implementation of Epic EHR
- **Andrew Watson, MD, TMA President** will cover upcoming initiatives for 2024
- **Carter Towne, MD MetroCare Board Chair** will give MetroCare/HealthChoice updates

[click here for Info/RSVP](#)

[click here to view board ballot](#)



Cigna Healthcare and UnitedHealthcare BOTH to Cut Precert Requirements

Cigna Healthcare has announced the removal of precertification requirements for more than 1,100 medical services since 2020 for US Commercial and IFP (Individual & Family Plan) customers resulting in precertification applying to less than four percent of medical services for these customers.

[CLICK HERE](#) to access the updated specific list of codes and services removed from the precertification list.

[CLICK HERE](#) to access the list of services that continue to require precertification of coverage for US commercial and IFP customers.

UnitedHealthcare has announced that they will begin a two-phased approach to eliminate nearly 20% of their overall prior authorization volume across all plans.

Eliminated codes will not be the same for each plan, so please consult their lists for specific benefit plans.

In 2024, UHC states they intend to institute a Gold Card program for provider groups that meet eligibility requirements, to allow them to follow a simple notification process, rather than prior authorization.

More information including plan-specific code removal lists may be accessed in the original announcement. [Click here.](#)

Recognition and De-escalation of Potentially Violent Behavior a Rational Reactions Webinar

Wednesday Sept 20 NOON

[click here for info/registration](#)

Social Determinants of Health

In the CMS 2024 Proposed Rule, Social Determinants of Health, SDOH, figure more prominently than ever before. MetroCare has been addressing this topic with your coders for some years now, and in response to increasing payer recognition, we are increasing our SDOH resources for our practices.

Our SDOH Resources webpage is being expanded with links that offer more education and contacts with local nonprofits that provide assistance for your patients who may be suffering non-medical difficulties that influence their treatment and health.

[click here for SDOH webpage](#)

We are also planning expanded webinar topics around new CMS initiatives for 2024. Watch for updates after the final rule is announced in November.

SVMIC Monthly Lunchtime Webinars

Practice management experts give these excellent monthly presentations from a risk management perspective. These are all at NOON

OCT 12: Payer Recoupments and Audits

NOV 9: Billing and Supervising AP Practitioners

In Case you Missed It: Important Coding Topics Repeated

Oct 6: 9AM E&M Deep Dive

1PM Coding for NonCoders

Oct 13: 9 AM Coding the Endocrine system

1 PM Practice Compliance Plans

Nov 10: 9 AM Preventive Services

1 PM Coding Infectious Disease

Nov 17 9 AM Coding External Causes

1 PM Three Hours on Social Determinants

December: CPT 2024 Updates

MetroCare will host live **CPT Coding Updates** webinars in four identical sessions on

Dec 1 and 15 at 9AM and 1 PM.

CLICK HERE TO ACCESS THE EVENT CALENDAR FOR REGISTRATION AND MORE INFORMATION.

We Are Here to Assist You

A dedicated team of professionals is committed to assuring MetroCare physicians have the tools and resources to achieve success with the changes required by transition to value-based healthcare.

T. Carter Towne, MD
Chairman

t 901.360.1360

carter.towne@metrocarephysicians.com



Taylor Bailey, MHA, SHRM-P
Executive Director

t 901.261.7804

taylor.bailey@metrocarephysicians.com

Clinical Services

Fran Parker
Provider Relations and Quality Improvement

t 901.261.7791

fran.parker@metrocarephysicians.com

Wendy Hughes, LPN
Quality Reporting Coordinator

t 901.261.7790

wendy.hughes@metrocarephysicians.com

Education Services

Donna Pendergrass, MD, CPPM,
CPCO Communications Director

t 901.261.7796

donna.pendergrass@metrocarephysicians.com

Credentialing Services

Kelly Jordan, CPMSM
Credentialing Manager

t 901.261.7797

kelly.jordan@metrocarephysicians.com

Teresa Stacks
Credentialing Specialist

t 901.261.7792

teresa.stacks@metrocarephysicians.com

MetroCare Physicians telephone
901.360.1360 fax 901.360.1336