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## Welcome New Providers

We would like to welcome some of our newest providers that have joined our network in the last 6 months:

- |                         |                            |                      |
|-------------------------|----------------------------|----------------------|
| Michael Caballero, LCSW | Todd Hoffman, PT           | Rowena Torres, PT    |
| Norvin Chavez, PT       | John Lottes, PT            | Perela Kahen, PT     |
| Matthew Colucci, PT     | Maria Morcilla-Alacron, PT | Seong-Sik Kim, PT    |
| Alvin DeOca, PT         | Richard Northorn, PT       | Stephen Moser, PT    |
| Eliav Dinewitz, PT      | Anjum Qureshi, PT          | Richard Dark, DC     |
| Mary Galaski, PT        | Vadim Plaxine, PT          | MaryLuz Sanchez, PT  |
| Elyse House, DC         | Johnathan Punzone, PT      | Mahendra Gaikwad, PT |
| Prashant Latpate, PT    | Inna Babaeva, OT           | Roland Gandeza, PT   |
| Hitenkumar Patel, PT    | Shirley Agapito, PT        | Jane Shanklin, PT    |
| Susan Gregory, PT       |                            |                      |



## Provider Directory

We are reaching out to all of our network providers to ensure that your information in the provider directory is accurate. Please notify us of any changes at one of the numbers provided below:

Palladian Phone #	Palladian Fax #	Chiro Alliance Phone #	Chiro Alliance Fax #
1-888-266-9041 x 2744	1-716-712-2791	1-727-319-6199	1-727-395-0071

## Claims Processing

When submitting a **corrected claim**, it must be done within 120 days of the date of service. The corrected claim must arrive at Palladian Health on the original red form, **CMS 1500**.

There is an updated **Claims Grievance Request Form** on our website: [www.palladianhealth.com](http://www.palladianhealth.com)

If you have not created a web account, please contact customer service at (877) 774-7693. They can be reached Monday through Friday from 8:30AM to 5:00PM EST; they will be able to assist you.

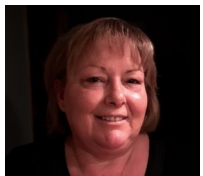
Paper Claim Processing Changes:

Effective **March 1, 2017** Palladian will be consolidating the multiple PO boxes down to one. Please mail all paper claims to Palladian Health, PO Box 366, Lancaster, NY 14086. You may start to use this PO Box for claims submissions right away. If you are interested in submitting your claims via EDI, please call Customer Service at 877-774-7693 to get Palladian's EDI payor ID number to give to your electronic biller.

## Meet our Management Team



*Theresa Wojcicki* is Palladian's Vice President of Operations. Theresa's role includes responsibility for claims and data administration and customer service. Theresa spent 24 years with BlueCross BlueShield of Western New York, in financial and operations roles, most recently as Executive Director of Operations where she led corporate project management and group configuration. She is a graduate of Daemen College with a BS in Business Administration and also holds an Executive MBA in Business Administration and Management from the State University of New York at Buffalo.



*Pamela Sawicki* is our Director of Care Management and Networks. Pam came to Palladian after a distinguished career in utilization management, most recently with Independent Health, as VP of Medical Management. Prior to Independent Health she spent fifteen years with HealthNow NY, parent of BCBS of Western New York and BlueShield of Northeastern NY, as Director of Utilization Management. She is a New York State Registered Nurse with extensive clinical experience at Kaleida Health earlier in her career.

## CMS Re-Opening

For Medicare cases, CMS' current regulations require that the request to re-open a decision **MUST** be submitted in writing and clearly state that it is a *request for a re-opening* with the reason for requesting the re-opening.



## Chiropractors Aid Law Enforcement

A Fort Dodge, Iowa chiropractic office is working to show law enforcement officers that it has their backs literally. Active Health Chiropractic is holding a “Back the Blue” event this week.



LAW ENFORCEMENT

During this week, the chiropractors of Active Health Chiropractic will provide free care to police officers, sheriff’s deputies, state troopers and the Fort Dodge Correctional Facility employees. During this Back the Blue Week new patients in the law enforcement and corrections fields can receive a free first visit and adjustment while current patients can receive a free adjustment.

Also during the week, for every patient that comes in, Active Health Chiropractic will donate a dollar to a fund to pay for body cameras for the Fort Dodge Police Department. Back the Blue t-shirts will also be sold.

“Giving back to the community is something Active Health Chiropractic is passionate about, but being able to care for the people who risk their lives every day to protect us is something that is truly deserved,” said Dr. Zach Mason.

## Private Practitioners Urge Patients to Choose PT Over Opioids for Pain

In response to the millions of Americans living with chronic pain and seeking relief, the American Physical Therapy Association (APTA) rolled out its “Choose PT” campaign with a clear message: opioids only mask pain, physical therapists *treat* pain through movement and exercise. In concert with the APTA, members of the organization's Private Practice Section are stepping up efforts to educate the public about physical therapy as a safe, nondrug alternative to opioids for pain management.

Recommended as a safe alternative to opioids for pain management by both the CDC and the Surgeon General, physical therapy can help patients work through their condition and get better.

The U.S. has reached a tipping point in the opioid epidemic, with studies showing more than half of pain sufferers turning to pills and other unproven methods for relief. Opioids are often prescribed to treat back pain, neck pain, and degenerative joint disease, but are not the only option patients have. Use of prescription opioids to mask pain is a risky, short-term solution that leads to powerful addiction and will never provide sufferers with long-term relief.

Prescription opioid headlines are staggering: 40 Americans die each day from overdoses involving prescription opioids; they cost the United States economy \$78.5 billion a year; and 227 million opioid prescriptions were handed out in the U.S. in 2015.

## Holiday Business Schedule

# 2017

CLOSED	OPEN
New Years Day Holiday   Monday  January 2, 2017	Columbus Day   Monday  October 9, 2017
Good Friday   Friday  April 14, 2017	Veterans Day (observed)   Friday  November 10, 2017
Memorial Day   Monday  May 29, 2017	
Independence Day   Tuesday  July 4, 2017	
Labor Day   Monday   September 4, 2017	
Thanksgiving Day   Thursday  November 23, 2017	
Day after Thanksgiving   Friday  November 24, 2017	
Christmas Day   Monday  December 25, 2017	
New Years Day   Monday   January 1, 2018	

## Our Contact Phone Numbers & Address



Health plan	Customer Service Toll-Free #	Customer Service Local #	UM Medical Necessity Review Fax #	Grievance & Appeal Fax #	Electronic Payor ID #	PAPER SUBMISSIONS For claims Billing
HIP/GHI	1-877-774-7693	716-712-2808	<b>DC</b> 716-712-2802 <b>PT/OT</b> 716-809-8324	716-809-8335	37268	Palladian Health PO Box 366 Lancaster, NY 14086
QHP	1-877-785-0520	716-712-2827	716-809-8329	716-809-8335	37268	Palladian Health PO Box 366 Lancaster, NY 14086
Univera	1-866-686-0674	716-712-2779	716-712-2755	716-809-8335	37315	Palladian Health PO Box 366 Lancaster, NY 14086
HNNY	1-866-712-2782	716-712-2842	716-712-2788	716-809-8335	n/a	n/a
Contract Health/ Cherokee Nation	1-888-245-5854	n/a	716-712-2788	Contract Health/ Cherokee Nation	n/a	n/a
FirstCare	1-888-774-7601	716-712-2876	716-712-2833	FirstCare	n/a	n/a