



## Iowa Medical Group Management Association Payer Relations Committee Guidelines

Updated October 2017

### **PURPOSE:**

The Payer Relations Committee acts as a liaison between the insurance carriers, and other entities whose policies or operations may have a financial impact on the delivery of healthcare, and physician offices.

The committee is comprised of members from specific areas of the state and represents all specialties. Regular meetings are held quarterly with the major carriers in the state: Medicare, Medicaid, Wellmark, Aetna/Coventry Health Care of Iowa, United Health Care, AmeriHealth Caritas and AmeriGroup. Special meetings are held as necessary. A representative of the Iowa Medical Society also has a seat on this committee. Other carriers, companies, organizations, vendors, and agencies are invited on an as needed basis for education or informational purposes.

IMGMA Members have the opportunity to bring major or consistent problems to any committee member for resolution. The committee member may be able to directly resolve the problem or may bring it to the group for discussion and mediation with the carrier involved. Issues can be submitted electronically by completing a form on the IMGMA Website or contacting one of the committee members directly.

The Committee discusses with carriers educational workshops they are planning, to ensure that the content meets the needs of the membership. It is the intent of this committee to work closely with carriers on any subject that would affect the provider community. We volunteer this committee to be the focus group for any new or changes to programs, printed material, marketing, etc. We also request carriers to review, prior to implementation any changes which would adversely affect the provider community.

### **COMMITTEE CHAIR:**

The Payer Relations Committee Chair is appointed by the IMGMA President. The Committee Chair plans, administers and directs the overall objectives and responsibilities of the Payer Relations Committee including the following:

- ✓ Provides support as needed directly to the IMGMA Board of Directors or if appropriate the board liaison.
- ✓ Advises the Board of any new policies, developments, changes, or conflicts with insurance carriers.
- ✓ Performs or may delegate a variety of tasks such as reviewing / rewriting meeting minutes for publication in IMGMA newsletters,
- ✓ Sets dates for committee meetings, meets with carriers as necessary,
- ✓ May serve on Peer Organization or payer committees as requested
- ✓ Field telephone calls and e-mails from IMGMA members

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## **COMMITTEE MEMBERS:**

Committee members are appointed by the Committee Chair; responsibilities include:

- ✓ Commit to attending committee meetings in person
- ✓ Commit to attending and volunteering at the annual Panel of Payers Event
- ✓ Absence from more than two (2) consecutive meetings of the Committee shall be considered a resignation unless excused by the Payer Relations Committee Chair
- ✓ Agree to accept telephone calls and e-mails from general membership or prospective member(s) in their geographic area regarding insurance and reimbursement issues. The committee member may attempt to resolve the issue personally with the member or carrier, or may bring the issue to the committee or chair for assistance.

## **PAYER REPRESENTATIVES:**

Payer members are required to send a representative who has managerial authority or a designated staff person who has a thorough understanding in the area of provider relations, claims processing and credentialing. They must commit to attending 100% of the scheduled meetings. The Committee chair or IMGMA Executive Director must be notified if it is necessary that an alternate substitute in case of the members' absence.

## **COMMITTEE MEETING GUIDELINES:**

- ✓ Quarterly meetings will be held face to face in Des Moines when meeting with the payers
- ✓ Only one payer will be present in the meeting room at a time
- ✓ A status of follow up items and meeting notes are due to Committee chair within 10 days of the meeting
- ✓ Meeting notes will be posted on the IMGMA website for members only
- ✓ Agenda items must be submitted to the Committee Chair or IMGMA Executive Director one week prior to the meeting date
- ✓ Agenda will be sent to all Committee members a minimum of two business days prior to the meeting

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