



## **HSM Enhances Information System**

On January 13, 2007, HSM will upgrade our internal software to support a paperless environment. What exactly does this mean for you as a provider?

### **Facsimile and Web submission**

First, HSM will not be accepting faxed information or web submissions beginning at 5:30 p.m. on January 13, 2007 and HSM will be closed on Monday, January 15, 2007 in observance of Martin Luther King's birthday holiday. On Tuesday, January 16, 2007, we will begin accepting information in all formats beginning at 7:30 a.m. If you are a web capable provider, you will notice slight changes in the Web entry module beginning Tuesday, January 16, 2007.

### **Enhanced Communication**

Based on your feedback, HSM has re-formatted several of our letters to better serve you. The affected letters are the "Review Not Performed", "Review Suspended", and the "Additional Information Letter". For example, one of the changes is that our additional information letters will now contain a date when information will be due. If you are an inpatient hospital provider, you will now begin receiving your non-compliance report through fax to your Utilization Review contact.

The Quality department will have a new fax number in order for you to send Quality Re-Review requests and Quality Intervention Committee correspondence. The new fax number is **1-888-204-0506**. In addition, HSM will begin to fax your requests for the 5% Quality Sample Review with the inventory sheet to your 5% Quality Sample contact.

### **Other Tips**

- ▶ When additional information is requested, please send the HSM letter requesting the information as the cover sheet with the additional information.
- ▶ Please place your review request information in order (i.e. Cover sheet, HSM certification forms, record).
- ▶ Be on the look-out for additional communications from HSM.
- ▶ Please review this document with key staff members at your facility.
- ▶ If you need to change or update your contact information, please contact the HSM help line.

If you have questions, please call the HSM help line for assistance Monday through Friday 8:00 a.m. to 5:00 p.m. at (866) 740-2221. If you are in the Jackson metropolitan area, please call the help line at (601) 360-4949.