



Physicians Committed
to Quality

monthly memo mvma ipa

An important announcement from Richard B. Toll, M.D., MVMA President

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Have you sent us your MVMA Participating Physician Agreement?

In April of 2003 we sent out the first mailing of the updated Participating Physician Agreement. While most of you have signed and returned yours, there are a small number still outstanding. Our goal is to have all of the agreements in to us by the end of January. We received several calls regarding malpractice case notification and termination without cause questions, and would like to send out an amendment that the Board of Directors has approved. However, until the contracts have all been returned, we are unable to do this important mailing. Please contact Debbie Zadrozny at (518) 388-2690 if you have questions or need clarification.

Physician Satisfaction Results

MVP recently announced the results of their physician satisfaction surveys for PCPs and specialists from 2002-2003. We were very pleased to learn that when MVMA physician results were compared to other IPA regions, 66.7 percent of our physicians were very satisfied with MVP versus 52 percent or less in other geographic areas. There is much speculation about the reasons for this, including the fact that we are the "oldest" IPA and have a more local presence with our physicians. For other regions, our local presence is their centralized location for MVP issues. We pride ourselves on the significant amount of physician involvement and our personal visits between the Medical Director and participating physicians.

It was also reported that there could be considerable improvement in the hassle factor for our physicians compared to other health plans. We have been looking at the referral process with MVP and ways that this could be improved. Our goal is to continue to be your advocate in our continued relationship with MVP, and acknowledge that there are opportunities where we can work with MVP to streamline processes for you and your office on a day-to-day basis while continuing to be fiscally responsible.

We are in the process of looking at the results of this satisfaction survey and will report to you in more detail in the coming weeks.

