

December 28, 2009

Dear HPM Provider:

Health Plan of Michigan (HPM) would like remind you about our website (www.hpmich.com). We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

- Information about HPM's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- The process to refer members to complex case management and other CM programs.
- The process to refer members to disease management.
- Information about disease management programs, including how to use the services and how HPM works with a practitioner's patients in the program.
- HPM's adopted clinical practice guidelines.
- A description of HPM's medical record policies including requirements for: confidentiality of medical records, documentation standards, systems for organization of medical records, standards for availability of medical records at the practice site and performance goals to assess the quality of medical record keeping.
- Information about HPM's medical necessity criteria, including how to obtain or view a copy.
- The toll-free number to contact staff regarding the UM process, a UM decision or to file an appeal is:
 - Normal business hours: Monday thru Friday, 8:00 AM-5:00 PM call toll free at 1-888-322-8843, ext 1302
 - After hours, weekends and holidays you may call us at 1-888-437-0606.
- Information about the availability of staff to answer questions about the UM process.
- HPM's policy prohibiting financial incentives for utilization management decision-makers.
- The availability of, and process for, contacting an appropriate HPM peer reviewer to discuss utilization management decisions.
- Information about HPM's pharmaceutical management procedures.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- HPM's member rights and responsibilities statement.

If you have any questions about accessing our website or if you would like more information or paper copies of any of the above items, please call the Provider Relations Department at 1-888-773-2647.

Thank you,



Raymond D. Pitera
Director, Provider Services & Network Development
Vice President